
The Relationship Between Organizational Culture And Job Satisfaction Of Hospital Administrative Officers

Devi Pramita Sari^{1*}, Nabilatul Fanny², Khairul Nizam Mohd Isa³
Universitas Duta Bangsa Surakarta^{1,2,3}

*Correspondence Email: devi_sari@udb.ac.id

A BSTRACT

Organizational culture can influence the job satisfaction of hospital administration officers. Based on the preliminary survey, it was discovered that there were 3 hospital administration officers who stated that they were satisfied with their work because of the good organizational culture in the hospital. The aim of this research is to determine the relationship between organizational culture and job satisfaction of hospital administration officers. This research uses analytical research and quantitative methods as well as a cross sectional study approach. The research population and sample were taken by total sampling, namely all hospital administration officers in the hospital, totaling 21 respondents. The research instrument used a questionnaire. Quantitative data analysis used the chi-square relationship test. The results of this research from 21 respondents based on the results of the Chi-Square test showed the significance of p between the independent variable, namely competence and the dependent variable performance, the result was 0.025 ($p < 0.05$), so H_0 was rejected and it was stated that there was a relationship. The conclusion is that there is a relationship between organizational culture and job satisfaction of hospital administration officers. Suggestions should provide knowledge of hospital organizational culture to increase job satisfaction for hospital administration officers

KEYWORDS

Organizational Culture, Job Satisfaction, Hospital Administrative Officers



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INTRODUCTION

Hospital administration officers are officers whose job is to serve the registration and administrative needs of patients before receiving treatment (Pramita Sari et al., 2022). Hospital administration officers are the first gate for patients to start services at the hospital. The officer works according to the organization's culture (Nugraha, 2013).

Work organizational culture is a set of values, norms and behaviors that shape the work environment within a hospital organization. Organizational culture reflects the way hospital administrative officers interact, make decisions, and carry out their duties. A strong hospital organizational culture is usually characterized by effective communication, good collaboration, and commitment to shared goals. In addition, a positive work culture encourages innovation, openness, and appreciation for individual contributions, which ultimately increases productivity and job satisfaction (Harianto et al., 2022).

Job satisfaction of hospital administration officers is greatly influenced by the organizational culture that exists in the workplace, especially in hospitals. A positive organizational culture, which prioritizes open communication, collaboration, and appreciation for individual contributions, can increase job satisfaction for hospital administrative officers (Sari, 2024). When the work culture is supportive, hospital administrators feel more valued, heard, and have an important role in the success of the organization (Wibowo & Putra, 2016). Conversely, an organizational culture that is rigid, hierarchical, or unresponsive to employee needs can reduce the level of job satisfaction. In the hospital context, where administrative work often demands precision and precision, a supportive culture that provides moral support and opportunities for growth can reduce stress and increase motivation. Therefore, creating and maintaining a positive organizational culture is key to ensuring that hospital administrators are satisfied, motivated, and able to make their best contribution (Kalsum et al., 2022).

Based on the results of the initial preliminary survey, it was known that there were 3 hospital administration officers who stated that they were satisfied with their work because of the good organizational culture in the hospital. Therefore, the author is interested in conducting research "The Relationship between Organizational Culture and Job Satisfaction of Hospital Administrative Officers".

RESEARCH METHOD

This research uses analytical research methods with quantitative research and a cross sectional study approach (Awalia et al., 2021). The independent variable is organizational culture and the dependent variable is job satisfaction of hospital administration officers. The research sample was taken as a total sample with a sample of 21 hospital administration officers. The research instrument used was a questionnaire (Tiomantara & Adiputra, 2021). Quantitative data analysis used the Chi-square relationship test (Sari, 2024).

RESULTS AND DISCUSSION

In this research, the following results and discussion were obtained:

Table 1. Distribution of Work Organizational Culture for Hospital Administrative Officers

No.	Work Organizational Culture Hospital Administration Officer	Frequency	Precentage
1	Good	18	85,71%
2	Not Good	3	14,29%
	Total	21	100%

From table 1. above, it can be seen that the most respondents from hospital administration officers answered that organizational culture was good, numbering 18 respondents (85.71%) and a small percentage of hospital administration officers answered that organizational culture was not good, numbering 3 respondents (14.29%). A good organizational culture will have an impact on the job satisfaction of hospital administration officers (Tiomantara & Adiputra, 2021).

Table 2. Distribution of Job Satisfaction of Hospital Administrative Officers

No.	Job satisfaction Hospital Administration Officer	Frequency	Precentage
1	Satisfied	17	80,95%
2	Dissatisfied	4	19,05%
	Total	21	100%

From table 2. above, it can be seen that the majority of respondents from hospital administration officers answered that they were satisfied, numbering 17 respondents (80.95%) and a small percentage of hospital administration officers answered that they were dissatisfied, numbering 4 respondents (19.05%). Job satisfaction of hospital administration officers is greatly influenced by the organizational culture that exists in the workplace, especially in hospitals (Kalsum et al., 2022).

Table 3. Relationship between Work Culture and Job Satisfaction of Hospital Administrative Officers

Variable Work Organizational Culture Hospital Administration Officer	Job satisfaction Hospital Administration Officer		Total	P Value
	Satisfied	Dissatisfied		
Good	18	0	18	0,025
Not Good	0	3	3	
Total	18	3	21	

Based on the research results in table 3 above, it shows the distribution of organizational culture with job satisfaction of hospital administration officers. The majority of respondents stated that the organizational culture was good and job satisfaction was satisfied with hospital administration officers totaling 18 respondents and a small number of respondents stated that the organizational culture was not good and job satisfaction was 3 respondents

This means that from the results obtained it can be seen that there is a relationship between organizational culture and job satisfaction of hospital administration officers. This can be proven by the results of bivariate analysis to test the relationship between

organizational culture and job satisfaction of hospital administration officers using the Chi-Square test which gives a value of $p=0.025$ (<0.05). This means that there is a relationship between organizational culture and job satisfaction of hospital administration officers. The results of this research are in accordance with research (Nugraha, 2013), namely that there is a relationship between organizational culture and job satisfaction of hospital administration officers.

CONCLUSION

Based on the research results and discussions described previously, it can be concluded that there is a relationship between organizational culture and job satisfaction of hospital administration officers.

Suggestions that can be given by researchers are that it is best to provide knowledge of hospital organizational culture to increase job satisfaction for hospital administration officers.

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