

# DETERMINANTS OF STRESS RECOGNITION AND JOB SATISFACTION IN HOSPITALS FOR HEALTH PROFESSIONALS IN INDONESIA

Suryo Wibowo<sup>1)</sup>, Michael Christian<sup>2)</sup>, Sunarno Sunarno<sup>3)</sup>, Yustinus Yuniarto<sup>4)</sup>

<sup>1)</sup> Biomedical and Bioengineering, Indonesia International Institute for Life Sciences

<sup>2,4)</sup> Management, Universitas Bunda Mulia

<sup>3)</sup> Psychological Science Doctoral Program, Universitas Persada Indonesia YAI

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## ABSTRACT

*A negative work environment can create work pressure for workers, including health professionals in hospitals. A collaborative work climate in the workplace contributes to one of the work environments. As a result, good cooperation among health professionals in hospitals can help to avoid work stress. This is because sustained work pressure can often contribute to the emergence of work stress. The purpose of this study is to determine and analyze whether the teamwork climate has a significant impact on stress recognition and job satisfaction. Furthermore, the purpose of this research is to determine and analyze the impact of stress recognition on job satisfaction. The purpose of this research is to determine whether stress recognition acts as a mediator between teamwork climate and job satisfaction. This quantitative study included 48 health professionals from Indonesian hospitals. The research data was analyzed with SMART PLS 3.0 and a PLS-SEM structural model. According to the findings of this study, teamwork climate has a significant effect on job satisfaction but not on stress recognition. The mere recognition of stress has no effect on job satisfaction. This study explains that stress recognition does not mediate the impact of teamwork climate on job satisfaction. Clarity of procedures and information is an important key in a hospital work environment for health professionals to be able to ask each other for certain conditions, especially those related to patient health and safety. Furthermore, to maintain organizational learning—continuous improvement, management must support all actions of workers in taking active actions that prioritize patient safety.*

**Keywords:** Teamwork environment, stress recognition, job satisfaction, health professional, hospital

## ABSTRAK

Lingkungan kerja yang negative dapat membentuk tekanan kerja bagi para pekerja, termasuk dapat berlaku juga bagi para professional kesehatan di rumah sakit. Lingkungan kerja salah satunya berasal dari iklim kerja kolaboratif di tempat kerja. Dengan demikian, kerja sama yang baik antar professional kesehatan di rumah sakit dapat menghindari tekanan kerja. Hal ini disebabkan karena tekanan kerja dalam jangka waktu berkelanjutan tidak jarang dapat berdampak pada terbentuknya stres kerja. Penelitian ini bertujuan untuk mengetahui dan menganalisis apakah *teamwork climate* secara signifikan berpengaruh terhadap *stress recognition* dan *job satisfaction*. Selanjutnya, penelitian ini juga bertujuan untuk mengetahui dan menganalisis *stress recognition* secara signifikan berpengaruh terhadap *job satisfaction*. Pada efek mediasi, penelitian ini bertujuan untuk membuktikan apakah *stress recognition* berperan sebagai pemediasi antara *teamwork climate* dan *job satisfaction*. Penelitian kuantitatif ini melibatkan 48 para professional Kesehatan di rumah sakit di Indonesia. Model struktural PLS-SEM dengan SMART PLS 3.0 digunakan untuk menganalisis data penelitian. Hasil penelitian ini menjelaskan bahwa *teamwork climate* secara signifikan berpengaruh terhadap *job satisfaction* namun tidak pada *stress recognition*. *Stress recognition* sendiri tidak berdampak pada *job*

*satisfaction*. Pada efek tidak langsung, penelitian ini menjelaskan bahwa *stress recognition* tidak memediasi *teamwork climate* pada *job satisfaction*. Dalam lingkungan kerja seperti rumah sakit, kejelasan prosedur dan informasi menjadi kunci penting bagi para profesional Kesehatan dapat saling bertanya untuk kondisi tertentu khususnya yang berkaitan dengan Kesehatan dan keselamatan pasien. Selanjutnya, untuk mempertahankan kualitas layanan, peranan dari manajemen yang mendukung semua tindakan para pekerja dalam mengambil tindakan-tindakan yang aktif yang mengutamakan keselamatan pasien menjadi faktor penting yang harus dilakukan berkesinambungan.

**Kata Kunci:** iklim kerja sama tim, pengenalan stres, kepuasan kerja, profesional kesehatan, rumah sakit

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Korespondensi Penulis:

\*Email: [michaelchristianid@gmail.com](mailto:michaelchristianid@gmail.com)

## INTRODUCTION

According to the findings of a World Health Organization (WHO) report, workplace stress can cause physical fatigue as well as heart disease, headaches, and high blood pressure. Several studies have provided approaches to defining job stress (Komatsuzaki & Ono, 2020). Job stress is defined as a reaction to work-related pressures such as workloads or professional conflicts (Demir & Rodwell, 2012; Laschinger et al., 2012). Conflicts in the workplace should be avoided as much as possible for optimal relationship and work results. Schwartz et al. (2018) emphasizes the importance of good communication and teamwork in creating patient safety and preventing negative patient outcomes.

In the concept of teamwork, input from everyone in the team can help the team process run smoothly, including communication and good work coordination (Kumra et al., 2020). In a hospital teamwork environment, efforts for collaborative work among workers are an important consideration in patient safety culture (Kristensen et al., 2015). The measurement of teamwork climate in the hospital area has begun to be widely used in various scientific publications, such as Hwang et al. (2019) and Hwang & Ahn (2015) which, in addition to involving patient participation, also involves the composition of the work team structure, team leadership, supervision at the hospital, existing conditions, mutual support, and communication within the work team. Positive working conditions and management support can bring workers comfort and satisfaction. According to Ramoo et al. (2013), one of the factors that cause nurses working in educational hospitals to leave the workplace is a lack of job satisfaction. In the

concept of job satisfaction, both the expectations and the reality of workers' wishes, and demands must be met (Liu et al., 2018).

This study raises four issues: whether the teamwork climate significantly affects stress recognition; whether the teamwork climate significantly affects job satisfaction; whether stress recognition significantly affects job satisfaction; and whether the teamwork climate mediated by stress recognition significantly influences job satisfaction. On job satisfaction, the purpose of this study is to determine and analyze whether teamwork climate has a significant effect on stress recognition and job satisfaction. Furthermore, the purpose of this research is to determine and analyze whether stress recognition has a significant impact on job satisfaction. The purpose of this study is to determine and analyze whether stress recognition acts as a mediator of the relationship between teamwork climate and job satisfaction.

### *Relationships between variables*

A good work climate is also a determining factor as a strategy in primary care where there is a collaborative interaction of workers' skills and experience (Galleta-Williams et al., 2020). Through research conducted on clinicians and staff in primary care and specialty practices in Maryland and Washington, D.C., Kumra et al. (2020) melalui penelitian yang dilakukan di clinicians dan staff di primary care and specialty practices di Maryland dan Washington D.C discovered that to form maximum teamwork performance, it is necessary to increase the competence of the organizational culture itself, particularly in patient safety culture. According to Bogaert et al., (2013) and Laschinger (2014), a negative work environment

is not uncommon. Aside from causing work stress, it can also cause psychological or physiological pressure.

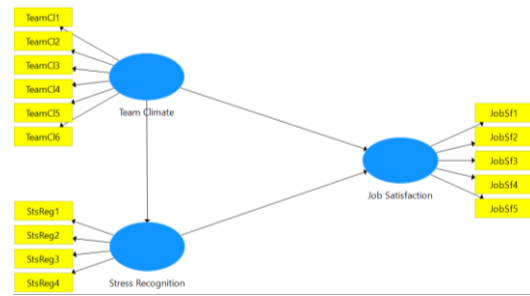
Based on the explanations provided, the following hypotheses are proposed:

- H1:** The teamwork climate has a significant impact on stress recognition.
- H2:** The climate of teamwork has a significant impact on job satisfaction.

In terms of job stress and job satisfaction, Aiken et al. (2012) found that workers who are dissatisfied with their jobs range from 11 percent to 56 percent. Job dissatisfaction can be caused by a variety of factors or reasons. What is certain is that job dissatisfaction motivated by a negative work environment and high work stress will easily motivate workers' intentions to resign (Ariza-Montes et al., 2013; Rodwell & Demir, 2012). Indeed, job stress was discovered to be a factor in forming nurses' intentions to resign (Zhang et al., 2014). Based on these explanations, the following hypotheses are proposed in this study:

- H3:** Stress recognition has a significant impact on job satisfaction.
- H4:** Teamwork climate, as mediated by stress recognition, has a significant impact on job satisfaction.

Based on the explanations provided above, the research framework in this study is depicted in Figure 1.



**Figure 1.** Research Framework

## METHODS

Surveys are used to collect data for this quantitative study. The survey instrument was an online questionnaire that was distributed at random in March-April 2021. Participants in this study had to be health professionals who work in hospitals. The central limit theorem approach can be used to calculate sample size from an unknown population size, with a sample size of 30 considered adequate (Kwak & Kim, 2017). 48 (90.57 percent) of the 53 participant questionnaires received met the criteria. As a result, 48 people were chosen as the sample size for this study. To accommodate the analysis with a relatively small sample size, SMART PLS 3.0 was used in this study.

**Table 1.** Operationalization variable

Variable	Definition	Adaptation			Measurement
		No	Item	Source	
Teamwork climate (TeamCl)	Collaboration among teams to foster a culture of patient safety.	1	Ease of asking each other questions at work about things they don't understand.	(Berry et al., 2020; Chen et al., 2019; Sexton et al., 2006)	Likert, 1-5
		2	The formation of bonds among workers who serve or care for patients.		
		3	The organization welcomes employee feedback.		
		4	When there are issues concerning the patient, it is difficult to argue.		
		5	Workplace problems are resolved correctly (not prioritizing finding faultmakers).		
		6	The development of good teamwork among all employees.		
Stress recognition	Workplace physical and	1	When the workload is excessive, feelings are disturbed.	(Komatsuzaki & Ono, 2020;	Likert, 1-5

(StsReg)	emotional stress have an impact on health and productivity.	2	When under pressure or in an emergency, he tends to make mistakes.	Sexton et al., 2006)	
		3	Work performance will suffer because of fatigue.		
		4	Work will be rendered ineffective due to fatigue.		
		1	This is a fantastic opportunity.		
		2	I am honored to be employed here.	(González-Gancedo et al., 2019; Liu et al., 2018; Sexton et al., 2006)	
Job satisfaction (JobSf)	The outcome of granting employees' requests at work.	3	This workplace has evolved into a large family.		Likert, 1-5
		4	This workplace promotes the moral aspect of the job.		
		5	I was pleased with the results.		

In terms of informed consent, all participants were informed at the start of the questionnaire of their willingness and consent to participate in this study. Furthermore, the participants were informed that if they felt any discomfort while filling out the questionnaire, they could stop at any time. The questionnaire was created using three variables, as shown in the operationalization of variable measurement in table 1 and consisted of 15 statement items with a Likert measurement scale ranging from 1 (strongly disagree) to 5 (strongly agree) (strongly agree).

## RESULTS AND DISCUSSION

### Profile

Almost 60% of the participants in this study (Table 2) were female health professionals working in hospitals. Furthermore, male health professionals nearly reached 44%. In this study, nearly 61 percent of health professionals worked in public hospitals, while nearly 40 percent worked in private hospitals. Meanwhile, nearly 44 percent of the hospitals where the professionals in this study worked were in West Java. Health professionals working in hospitals account for nearly 44 percent in Jakarta, while it is nearly 15 percent in East Java. The remainder are spread across the Riau Islands, Lampung, South Sumatra, Banten, West Kalimantan, and South Sulawesi, accounting for nearly 13% of the total.

**Table 2.** Profile

Description	N	%
<b>Gender</b>		
Female	27	56.25%
Male	21	43.75%
<b>Type</b>		
State-owned hospital	19	39.58%
Public hospital	29	60.42%
<b>Area</b>		
DKI Jakarta	14	29.17%
West Java	21	43.75%
East Java	7	14.58%
Others (Riau Islands, Lampung, South Sumatra, Banten, West Kalimantan, South Sulawesi)	6	12.50%

### Reliability and Validity Testing

This study employs composite reliability (CR) results in the reliability test, where the CR results must be greater than 0.7. Meanwhile, for the validity test, this study employs the results of Average Variance Extracted (AVE) and Discriminant Validity, where AVE must be greater than 0.5 and Discriminant Validity must have a construct correlation value greater than the correlation value with other constructs. Three items (TeamCl1, TeamCl2, and TeamCl4) on teamwork climate and two items on stress recognition (StsReg3 and StsReg4) in the data processing do not meet the OL requirements and must be eliminated and reprocessed. Based on the reliability and validity results in Table 3, it is possible to conclude that all constructs in this study are reliable and valid.

**Table 3.** Reliability and validity testing

Variable	Item	OL	CR	AVE	Discriminant Validity		
					TeamCl	StsRec	JobSf
Teamwork climate	TeamCl3	0.858	0.910	0.771	0.878	-	-

	TeamCl5	0.884					
	TeamCl6	0.892					
Stress recognition	StsReg1	0.845	0.835	0.717	-	0.847	-
	StsReg2	0.849					
Job satisfaction	JobSf1	0.902	0.939	0.754	-	-	0.868
	JobSf2	0.901					
	JobSf3	0.888					
	JobSf4	0.818					
	JobSf5	0.829					

Source: SMART PLS 3.0

**Model Fit and Coefficient of Determination**

Table 4 shows the fit model in this study, where the results of the Standardized Root Mean Square (SRMR)<0.1 and Chi<sup>2</sup>>0.05. All these findings indicate that the model in this study is fit. The coefficient of determination for stress recognition is R<sup>2</sup> = 0.575, while the coefficient of

determination for job satisfaction is R<sup>2</sup> = 0.028. According to these findings, the use of teamwork climate in measuring stress recognition is 57.5 percent. Furthermore, the second result explains that 2.8 percent of job satisfaction is explained by teamwork climate and stress recognition.

**Table 4.** Model Fit and Coefficient of Determination

Description	Saturated Model	Estimated Model	R <sup>2</sup>
SRMR	0.083	0.083	-
Chi <sup>2</sup>	81.170	81.170	-
StsRec	-	-	0.575
JobSf	-	-	0.028

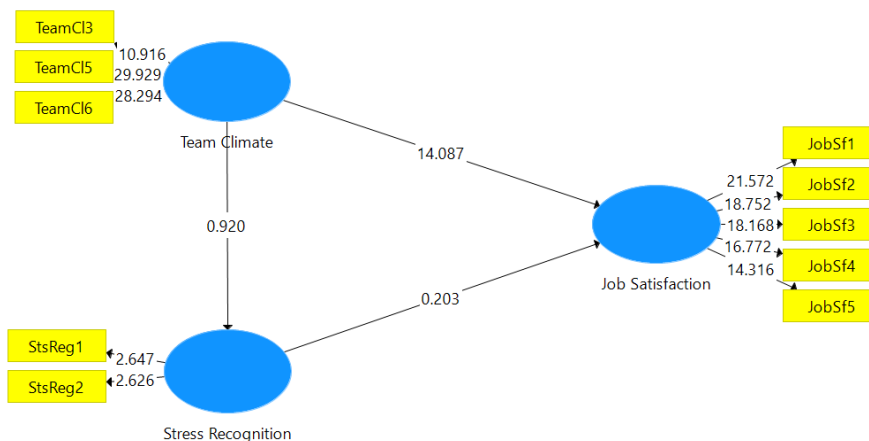
SRMR<0.1; Chi<sup>2</sup>>0.05; StsRec= Stress Recogniton; JobSf=Job Satisfaction

Source: SMART PLS 3.0

**Bootstrapping**

The effects of each item are depicted in Figure 2. Problems are resolved appropriately by prioritizing what is best for the patient (TeamCl5) is the most dominant item that forms the teamwork climate, followed by The workers work well together as a team (TeamCl6). Furthermore, the item StsReg1 follows the more dominant item

StsReg2 in forming the variable, namely my performance suffers when my workload is excessive and in an emergency, more prone to making mistakes (under pressure). The dominant forming item on the variable job satisfaction is JobSf1, in which this hospital is a fantastic place to work in my opinion. I am honored to be a part of this hospital. is the next forming item (JobSf2).



**Figure 2.** Bootstrapping

**Hypotheses Testing**

The results of hypothesis testing are shown in Table 4. p = 0.358 (>0.05) for the

teamwork climate → stress recognition path. These findings explain why teamwork climate has

no effect on stress recognition, or why H1 is rejected. The second result shows  $p = 0.000$  for the teamwork climate  $\rightarrow$  job satisfaction path ( $< 0.05$ ). These findings explain why teamwork climate has a significant impact on job satisfaction, as well as why H2 is acceptable. In addition, the  $p$  value for the stress recognition  $\rightarrow$  job satisfaction path is  $0.839$  ( $> 0.05$ ). These

findings explain why stress recognition has no effect on job satisfaction, implying that H3 is invalid. The mediation path has a  $p$  value of  $0.898$  ( $> 0.05$ ), indicating that stress recognition does not mediate the relationship between teamwork climate and job satisfaction. The mediation outcomes clarified why H4 was rejected.

**Table 4. Hypotheses Testing**

Path	Standard Deviation	T-Statistic	P Values	Remark
Teamwork Climate $\rightarrow$ Stress Recognition	0.182	0.920	0.358	H1 rejected
Teamwork Climate $\rightarrow$ Job Satisfaction	0.054	14.087	0.000	H2 accepted
Stress Recognition $\rightarrow$ Job Satisfaction	0.082	0.203	0.839	H3 rejected
Mediation: Teamwork Climate $\rightarrow$ Stress Recognition $\rightarrow$ Job Satisfaction	0.222	0.129	0.898	H4 rejected

Source: SMART PLS 3.0

### Discussion

According to this study, work climate has no effect on stress recognition but does influence job satisfaction. This explains why a well-formed teamwork climate has no effect on stress recognition at work. This is very possible if, of course, a positive work environment has been created through the participation of all parties in the workplace. These findings are consistent with research (Wibowo & Yuniarto, 2021), which found that a good environment in which workers feel safe and comfortable can affect their performance. According to research findings, stress recognition has no effect on job satisfaction (Christian et al., 2020, 2021; Wibowo, 2020). A strong teamwork climate can be initiated by the organization's belief that this aspect must be reflected in organizational culture in order for a strong health system and team to function and run optimally (Kumra et al., 2020). Effective teamwork can shape the delivery of excellent service to patients and the job satisfaction of healthcare workers while reducing workplace stress (Mijakoski et al., 2015). Job stress, like Zhang et al. (2014), can lead to job dissatisfaction, which can lead to poor working relationships.

The points of problems are resolved appropriately by prioritizing what is best for the patient is the most dominant item that forms the teamwork climate, followed by the workers work well together as a team. These are in line with the viewpoint Schwartz et al. (2018), which states that the role of health professionals can be critical

in forming strong teams. In addition to the items mentioned above, another aspect that contributes to the stress recognition is that the performance suffers when workload is excessive and in an emergency, more prone to making mistakes (under pressure). This demonstrates that good teamwork need to be maintained and improved for workers' quality of life at work (Pérez-Vallejo & Fernández-Muñoz, 2020). Implementing good customer resource management can result in strong teamwork (Schwartz et al., 2018)(Hefner et al., 2016).

The more dominant item as a shaper in the job satiasfaction variable is this hospital is a fantastic place to work and be honored to be a part of this hospital. This finding is consistent with the belief (Coetzee et al., 2013) that worker dissatisfaction can have an impact on patient safety. Work stress also frequently has a negative impact on hospitals in the hospital setting (Oh et al., 2016). These factors, on the other hand, can have an impact on the quality of patient care (Purpora & Blegen, 2012). Galleta-Williams et al. (2020) according to the findings of the study, increasing good cooperation can potentially relieve the burden or pressure on the workforce. It is also explained that this can be accomplished in a variety of ways, one of which is by involving all parties in the organization.

### CONCLUSION

This study concludes that, in contrast to the teamwork climate, which has no effect on stress recognition, the teamwork climate influences job satisfaction. In the meantime, stress recognition has no effect on job satisfaction. Stress recognition does not act as a mediator between teamwork climate and job satisfaction in the indirect effect. Furthermore, there must be a teamwork climate and clarity of information/procedures for asking if there is a problem related to the patient. Furthermore, to foster a teamwork environment, employees are encouraged to immediately report any problems with patients to management or other hospital personnel. The management support can be a reflection of the implementation of the work climate and hospital management that prioritizes patient safety. The active factor of workers in taking the necessary actions and improvements to improve patient safety.

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