

Analysis Of Nurse And Midwife Job Satisfaction On Training Programs, Provision Of Welfare And Implementation Of Position Promotion At Royal Prima Marelان Hospital

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ABSTRAK

Perasaan puas dalam bekerja dapat menimbulkan dampak positif terhadap perilaku, seperti kedisiplinan, semangat kerja, dan loyalitas, kepuasan kerja merupakan kunci dari produktifnya sebuah organisasi khususnya pelayanan kesehatan. Faktanya, kepuasan kerja dan kesejahteraan tenaga kesehatan memainkan peranan penting dalam kualitas pelayanan kesehatan. Kepuasan kerja perawat berhubungan dengan performa perawat, kualitas pelayanan, dan peningkatan kepuasan pasien. **Tujuan:** Tujuan dari penelitian ini adalah untuk menganalisis kepuasan kerja perawat dan bidan terhadap program pelatihan, pemberian kesejahteraan dan pelaksanaan promosi jabatan di RSU Royal Prima Marelان. Sampel dalam penelitian ini adalah sebanyak 76 orang perawat dan bidan di RSU Royal Prima Marelان dengan teknik pengambilan sampel menggunakan total sampling. Analisis yang digunakan dalam penelitian ini analisis univariat, bivariat dan multivariat. Hasil penelitian ini menunjukkan Ada pengaruh program pelatihan terhadap kepuasan kerja perawat dan bidan di RSU Royal Prima Marelان. Ada pengaruh pemberian kesejahteraan terhadap kepuasan kerja perawat dan bidan di RSU Royal Prima Marelان. Ada pengaruh pelaksanaan promosi jabatan terhadap kepuasan kerja perawat dan bidan di RSU Royal Prima Marelان. Ada pengaruh program pelatihan, pemberian kesejahteraan dan pelaksanaan promosi jabatan terhadap kepuasan kerja perawat dan bidan di RSU Royal Prima Marelان. Variabel independent yang paling berpengaruh terhadap kepuasan kerja perawat dan bidan di RSU Royal Prima Marelان adalah variabel pemberian kesejahteraan. Kesimpulan penelitian ini bahwa ada pengaruh pengaruh program pelatihan, pemberian kesejahteraan dan pelaksanaan promosi jabatan terhadap kepuasan kerja perawat dan bidan di RSU Royal Prima Marelان.

Kata Kunci: kepuasan kerja; program pelatihan; pemberian kesejahteraan; pelaksanaan promosi jabatan.

ABSTRACT

Feelings of satisfaction at work can have a positive impact on behavior, such as discipline, morale, and loyalty. Job satisfaction is the key to the productivity of an organization, especially health services. In fact, job satisfaction and well-being of health workers play an important role in the quality of health services. Nurse job satisfaction is related to nurse performance, service quality, and increased patient satisfaction. The purpose of this study was to analyze the job satisfaction of nurses and midwives with training programs, providing welfare and implementing promotions at RSU Royal Prima Marelان. The sample in this study were 76 nurses and midwives at RSU Royal Prima Marelان with the sampling technique using total sampling. The analysis used in this study was univariate, bivariate and multivariate analysis. The results of this study indicate that there is an effect of the training program on the job satisfaction of nurses and midwives at RSU Royal Prima Marelان. There is an effect of providing welfare on the job satisfaction of nurses and midwives at RSU Royal Prima Marelان. There is an effect of implementing promotion on the job satisfaction of nurses and midwives at RSU Royal Prima Marelان. There is an influence of training programs, provision of welfare and implementation of promotion on the job satisfaction of nurses and midwives at RSU Royal Prima Marelان. The independent variable that has the most influence on the job satisfaction of nurses and midwives at RSU Royal Prima Marelان

is the variable providing welfare. There is an influence of the influence of training programs, providing welfare and implementing promotion on the job satisfaction of nurses and midwives at RSU Royal Prima Marelan.

Keywords: *Job Satisfaction; Training Programs; Provision of Welfare; Implementation of Promotions*

INTRODUCTION

Human resources are good capital that must be maintained and developed, having reliable resources will make it easier for companies to achieve their goals (1). Human resources who are satisfied with their jobs tend to stay at the company where they work (2). For this reason, companies must manage their human resources properly (3).

The way that must be done to maintain and maintain human resources in a company is by giving satisfaction to its employees, job satisfaction is a factor that is considered important, because it can affect the running of the organization as a whole, job satisfaction is a positive feeling and attitude of a person at work. Happiness and pleasure are the result of job satisfaction and a person's emotional reaction to his work. Increasing knowledge about the importance of job satisfaction in health workers must become a global problem. Currently in the world, patient satisfaction is the main thing in improving services and nursing services are the main factors of patient satisfaction related to the quality of health services (4).

Satisfaction felt at work is an indication that an employee has a happy feeling in carrying out his duties and work and can provide a positive attitude towards various situations at work. Feelings of satisfaction at work can have a positive impact on behavior, such as discipline, morale, and loyalty (3).

Employee satisfaction in an organization in general can certainly be reflected in how much the workforce feels happy and at ease working in the organization(5). Job satisfaction is the key to the productivity of an organization, especially health services. In fact, job satisfaction and well-being of health workers play an important role in the quality of health services. Nurse job satisfaction is related to nurse performance, service quality, and increased patient satisfaction. Nurse job satisfaction is related to many things such as working conditions, support from the hospital, leadership, and the organizational structure of the board of directors (6).

To find out the job satisfaction of Royal Prima Marelan hospital employees, the researchers conducted observations of several indicators of job satisfaction with the reality on the ground. For indicators such as promotion satisfaction, training programs and providing welfare.

The promotion program carried out by the company will increase employee motivation to produce maximum performance 3. Another thing that can be done by leaders besides getting satisfaction at work, of course outside of improving the performance of their employees is by promoting their employees who excel themselves besides that, leaders are also obliged to think about what makes their employees happy, one of which is by giving a salary / reasonable wages and proper benefits every year and allow employees to take their leave. By providing this pleasure factor, it is hoped that satisfaction or enthusiasm for work will increase so that it will affect the achievement of targets that have been charged by the company to him (7).

In addition to promotion, training programs can also measure employee satisfaction in a company. Siswoyo's research results state that organizations or companies that have good training plans for their employees can improve employee performance. All organizations or companies that want to improve employee performance must focus on employee training (8). Based on the results of a pre-survey conducted by research on nurses and midwives at RSU Royal Prima Marelan using the interview method, the training program obtained at RSU Royal Prima Marelan is a training program for normal delivery care and basic life support.

Employee welfare is no less important in increasing employee satisfaction while working, employee welfare is the reward that employees receive for optimizing all their abilities and intelligence given to the company. The factors that are considered in providing welfare are government factors, cooperation, employee living standards, the size of the old wages with the new wages compared, demand and supply, and the company's ability to pay. On the other hand, Hasibuan⁹ explains that promotion is a change in job position where the job position rises to a higher level so that job responsibilities increase as income also increases. In the provision of promotion, there are factors that must be reviewed by the company, namely experience,

The success of a company in fulfilling job satisfaction to employees has an impact on the sustainability of a company. The positive impacts that can be generated include increasing employee performance, achieving the company's vision, level of employee discipline, working

relationships with the company, and stable employee turnover or LTO (Labor Turn Over). Conversely, the negative impact of low job satisfaction, among other things, will affect employee turnover, the high cost of recruiting employees, training costs, and other things (10).

From the elaboration of the background above, the researcher wants to conduct research with the title "Analysis of nurse and midwife job satisfaction on training programs, providing welfare and implementing promotion at RSU Royal Prima Marelan".

METHOD

The type of research used in this research is descriptive research with a quantitative approach. Descriptive research method is research conducted to determine the state of the independent variable, either only on one variable or more (stand-alone variable or independent variable) without making the comparison itself and looking for relationships with other variables (11). The population in this study were 76 nurses and midwives at Royal Prima Marelan Hospital, consisting of 38 nurses and 38 midwives. The sampling technique in this study is total sampling. Total sampling is a sampling technique where the number of samples is equal to the population. The reason for taking total sampling is because the total population is less than 100. So the number of samples in this study is 76 people. The data analysis carried out included the description of the job satisfaction analysis of nurses and midwives on training programs, providing welfare and implementing promotion at the Royal Prima Marelan Hospital. In this study, the data analysis used was analysis using univariate, bivariate, and multivariate analysis with data processing using statistical software SPSS Version 25.

Research Results

Table 1. Distribution of Patient Characteristics by Age

Age	n	%
20 – 30 Years	39	51,3
31 – 40 Years	27	35,5
> 40 Years	10	13,2
Total	76	100

Table 1 describes the characteristics of respondents based on age, respondents aged 20-30 years were 39 respondents with a percentage of 51.3%, respondents aged 31-40 years were 27 respondents

with a percentage of 35.5% and 10 respondents aged > 40 years with a percentage of 13.2% of the total 76 respondents.

Table 2. Distribution of Respondent Characteristics by Gender

Gender	n	%
Man	18	23,7
Woman	58	76,3
Total	76	100

Table 2 describes the characteristics of respondents based on gender, respondents with male gender were 18 respondents with a percentage of 23.7%, respondents with female gender were 58 respondents with a percentage of 76.3% of the total 76 respondents respondent.

Table 3. Distribution of Respondent Characteristics by Education

Education	n	%
S1	27	35.5
D3	49	64.5
Total	76	100

Table 3 describes the characteristics of respondents based on education, respondents with undergraduate education were 27 respondents with a percentage of 35.5%, respondents with D3 education were 49 respondents with a percentage of 64.5% of the total 76 respondents.

Table 4. Distribution of Respondents' Characteristics Based on Years of Service

Length of working	n	%
12 years old	13	17,1
> 2 Years	63	82.9
Total	76	100

Table 4 describes the characteristics of respondents based on length of work, respondents with a length of service of 1-2 years were 13 respondents with a percentage of 17.1%, respondents with a length of service of > 2 years were 63 respondents with a percentage of 82.9% of the total respondents as many as 76 respondents.

Table 5. Distribution of Respondents' Characteristics by Occupation

Work	n	%
Nurse	38	50
Midwife	38	50
Total	76	100

Table 5 describes the characteristics of respondents based on occupation, respondents with jobs as nurses were 38 respondents with a percentage of 50%, respondents with jobs as midwives were 38 respondents with a percentage of 50% of the total respondents of 76 respondents.

Table 6. Normality Test Results

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Value	Predicted
N		76	
Normal Parameters, b	Means	15.6052632	
Most Extreme Differences	std. Deviation	2.58717736	
	absolute	,196	
	Positive	,142	
	Negative	-,196	
Test Statistics		,196	
asymp. Sig. (2-tailed)		,742c	
a. Test distribution is Normal.			
b. Calculated from data.			
c. Lilliefors Significance Correction.			

Table 6 describes the results of the data normality test in this study, from the results it can be seen that the significant value is $0.742 > 0.05$, which means that the data in this study are normally distributed.

Table 7. Frequency Distribution of Respondents' Answers Based on the Training Program

Training Program	n	%
Not good	13	17,1
Good	63	82.9
Total	76	100

Table 7 describes the frequency distribution of respondents' answers based on the training program. Respondents who said the training program at RSU Royal Prima Marelan were not good were 13 respondents with a percentage of 17.1%, and respondents who said the training program at RSU Royal Prima Marelan were good were 63 respondents with a percentage of 82.9%.

Table 8. Frequency Distribution of Respondents' Answers Based on Provision of Welfare

Provision of Welfare	n	%
Not good	14	18,4
Good	62	81,6
Total	76	100

Table 8 describes the frequency distribution of respondents' answers based on welfare. Respondents who said the provision of welfare at RSU Royal Prima Marelan was not good were 14 respondents with a percentage of 18.4%, and respondents who said the provision of welfare at RSU Royal Prima Marelan was good were 62 respondents with a percentage of 81.6%.

Table 9. Frequency Distribution of Respondents' Answers Based on the Implementation of Promotions

Implementation of Job Promotions	n	%
Not good	18	23,7
Good	58	76,3
Total	76	100

Table 9 describes the frequency distribution of respondents' answers based on the promotion. Respondents who said the implementation of promotions at RSU Royal Prima Marelan were not good were 18 respondents with a percentage of 23.7%, and respondents who said the implementation of promotions at RSU Royal Prima Marelan were good were 58 respondents with a percentage of 76.3%.

Table 10. Frequency Distribution of Respondents' Answers Based on Job Satisfaction

Job satisfaction	n	%
Not satisfied	15	19,7
Satisfied	61	80,3
Total	76	100

Table 10 describes the frequency distribution of respondents' answers based on job satisfaction. Respondents who said they were not satisfied working at RSU Royal Prima Marelan were 15 respondents with a percentage of 19.7%, and respondents who said they were satisfied working at RSU Royal Prima Marelan were 61 respondents with a percentage of 80.3%.

Table 11. The Influence of Training Programs on Nurse and Midwife Job Satisfaction at RSU Royal Prima Marelan

Training Program	Job satisfaction				Total	Information	
	Not satisfied		Satisfied				
	n	%	n	%			
Not good	13	17,1	0	0	13	17,1	P = 0.000
Good	2	2,6	61	80.3	63	82.9	
Total	15	19,7	61	80.3	76	100	

Table 11 explains the effect of the training program on the job satisfaction of nurses and midwives at RSU Royal Prima Marelan, from the results of the cross table it can be seen that if the training program at RSU Royal Prima Marelan does not go well then the nurses and midwives feel dissatisfied as many as 13 people with the percentage is 17.1% and there are no nurses and midwives who are satisfied, and if the training program at RSU Royal Prima Marelan goes well there are 2 respondents who are dissatisfied with a percentage of 2.6% and as many as 61 nurses and midwives were satisfied with a percentage of 80.3%.

Chi square test results The results obtained were a p-value of 0.000 <0.05, which means that there was an effect of the training program on the job satisfaction of nurses and midwives at RSU Royal Prima Marelan.

Table 12. The Effect of Providing Welfare on the Job Satisfaction of Nurses and Midwives at RSU Royal Prima Marelan

Provision of Welfare	Job satisfaction				Total	Information	
	Not satisfied		Satisfied				
	n	%	n	%			
Not good	14	18,4	0	0	14	18,4	P = 0.000
Good	1	1,3	61	80.3	62	81.6	
Total	15	19,7	61	80.3	76	100	

Table 12 explains the effect of providing welfare on the job satisfaction of nurses and midwives at RSU Royal Prima Marelan, from the results of the cross table it can be seen that if the provision of welfare at RSU Royal Prima Marelan does not go well then the nurses and midwives who feel dissatisfied are as many as 14 people with the percentage is 18.4% and there are no nurses and midwives who are satisfied, and if the provision of welfare at RSU Royal Prima Marelan goes well there is 1 respondent who is dissatisfied with a percentage of 1.3% and as many as 61 nurses and midwives are satisfied with a percentage of 80.3%.

Test results *chi square* value results *p-values* of 0.000 <0.05 which means there is the effect of providing welfare on the job satisfaction of nurses and midwives at RSU Royal Prima Marelan.

Table 13. The Influence of the Implementation of Position Promotion on the Job Satisfaction of Nurses and Midwives at RSU Royal Prima Marelان

Implementation of Job Promotions	Job satisfaction				Total		Information
	Not satisfied		Satisfied		n	%	
	n	%	N	%			
Not good	15	19,7	3	3,9	18	23,7	P = 0.000
Good	0	0	58	76,3	58	76,3	
Total	15	19,7	61	80.3	76	100	

Table 13 explains the effect of the implementation of promotion on the job satisfaction of nurses and midwives at RSU Royal Prima Marelان, from the results of the cross table it can be seen that if the implementation of promotions at RSU Royal Prima Marelان does not go well then 15 nurses and midwives feel dissatisfied people with a percentage of 19.7% and as many as 3 nurses and midwives were satisfied with a percentage of 3.9%, and if the promotion at RSU Royal Prima Marelان went well there were no respondents who were dissatisfied and as many as 58 nurses and midwives were satisfied with a percentage of 76.3%.

Test results *chi square* value results *p-values* of 0.000 < 0.05 which means there is the influence of implementing promotion on job satisfaction of nurses and midwives at RSU Royal Prima Marelان.

Table 14. Selection of Candidates for Multivariate Analysis

Variable	P-Value	Candidate
Training Program	0.000	Yes
Provision of Welfare	0.000	Yes
Implementation of Job Promotions	0.000	Yes

From table 14 it can be seen that all the independent variables in this study have a p value < 0.05. Based on these results, all independent variables enter the multivariate testing model in table 15 below:

Table 15. Multivariate Test Results

Model	Regression	ANOVA ^a				
		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	11.518	3	3,839	529,816	,000b

Residual	,522	72	,007	
Total	12,039	75		

a. Dependent variable: job satisfaction

b. Predictors: (constant), implementation of position promotion, training program, provision of welfare

Table 15 describes the results of the multivariate analysis on the variable training programs, provision of welfare and implementation of job promotions on job satisfaction of nurses and midwives at RSU Royal Prima Marelان, from the table it can be seen that the significance value is $0.000 < 0.05$ which means that the independent variables in this study are training programs, provision of welfare and implementation promotions simultaneously or simultaneously have an influence on the dependent variable, namely the job satisfaction of nurses and midwives at RSU Royal Prima Marelان.

To see how much the independent variable influences the dependent variable in this study, it can be seen in the following table:

Table 16. Results of R Square (R²) Independent Variable to Dependent Variable

Summary models				
Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	,978a	,957	,955	.085

a. Predictors: (Constant), implementation of position promotion, training program, provision of welfare

From table 16 it can be seen that the R square value in this study is 0.957 or 95.7%, which means that in this study the independent variable is able to influence the dependent variable which is equal to 95.7%, the remaining 4.3% may be found in other variables that are not entered into the variables of this study. Furthermore, to find out the independent variable that has the most influence on the dependent variable, it can be seen in the following table:

Table 17. The Most Influential Independent Variable on the Dependent Variable Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	-.087	.049		-1,762	.082
	Training Programs	,304	.054	,288	5,612	,000
	Provision Of Welfare	,565	.058	,551	9,675	,000
	Implementation Of Position Promotion	,174	10.046	,186	3,777	,000

a. Dependent Variable: Job Satisfaction

Table 17 describes the results regarding the independent variable that has the most influence on the dependent variable, from the results of the study it can be seen that the highest t value is found in the variable providing welfare, which is equal to 9.675, from these results it can be concluded that the independent variable has the most influence on the dependent variable in this study is the variable of providing welfare.

DISCUSSION

The Influence of Training Programs on Nurse and Midwife Job Satisfaction at RSU Royal Prima Marelan

The results of the research that has been done show that 13 respondents said the training program at Royal Prima Marelan Hospital was not good with a percentage of 17.1%, and 63 respondents said the training program at Royal Prima Marelan Hospital was good with a percentage of 82.9%.

From the results of the cross table, it can be seen that if the training program at RSU Royal Prima Marelan is not running well then 13 nurses and midwives feel dissatisfied with a percentage of 17.1% and no nurses and midwives are satisfied, and if the training program at RSU Royal Prima Marelan that went well, there were 2 respondents who were dissatisfied with a percentage of 2.6% and as many as 61 nurses and midwives who were satisfied with a percentage of 80.3%.

Test results *chi square* value results *p-values* of $0.000 < 0.05$ which means there is the effect of training programs on job satisfaction of nurses and midwives at RSU Royal Prima Marelan. Training is a series of individual activities in systematically increasing skills and knowledge so that they are able to have professional performance in their field. Training is a learning process that enables employees to carry out current work according to standards.

The results of this study are in line with research conducted by Pareraway which states that training has a significant effect on job satisfaction (12). The results of the same research were also carried out by Anggi who said that training had a significant effect on job satisfaction (13). Training can increase job satisfaction, with increased performance after training can increase self-confidence at work. This supports Kasmir's theory which states that

training is carried out to increase self-confidence, increase knowledge, increase motivation, understand the work environment, and so on.

The Effect of Providing Welfare on the Job Satisfaction of Nurses and Midwives at RSU Royal Prima Marelan

The results of the research that has been done show that there are 14 respondents who say the provision of welfare at RSU Royal Prima Marelan is not good with a percentage of 18.4%, and respondents who say the provision of welfare at RSU Royal Prima Marelan is good are 62 respondents with a percentage of 81.6%.

From the results of the cross table, it can be seen that if the provision of welfare at RSU Royal Prima Marelan did not go well, then 14 nurses and midwives who felt dissatisfied with a percentage of 18.4% and no nurses and midwives who were satisfied, and if the provision of welfare at RSU Royal Prima Marelan running well there was 1 respondent who was dissatisfied with a percentage of 1.3% and as many as 61 nurses and midwives were satisfied with a percentage of 80.3%.

Test results *chi square* value results *p-values* of 0.000 < 0.05 which means there is the effect of providing welfare on the job satisfaction of nurses and midwives at RSU Royal Prima Marelan.

The results of this study are in line with research conducted by Sadri¹⁴ where the results say that providing employee welfare has a significant effect on job satisfaction. Welfare is "a state in which a person feels peace (inner well-being) and prosperity (outward well-being)". Provision of employee welfare is indirect remuneration or compensation other than salary or wages given to employees and the provision is not based on employee performance but based on membership as part of an organization that is useful for meeting employee needs other than wages/salary.

Employee welfare is everyone's desire because with a prosperous life people will be able to enjoy their life. Likewise with employees in a company/institution, if the employee's welfare is guaranteed then it will be able to improve employee performance. Employee welfare is an allowance other than salary so that it is seen from the form of economic welfare indicators (14).

The Influence of the Implementation of Position Promotion on the Job Satisfaction of Nurses and Midwives at RSU Royal Prima Marelan

The results of the research that has been carried out show that there are 18 respondents who say the implementation of promotion at RSU Royal Prima Marelan is not good with a percentage of 23.7%, and respondents who say the implementation of promotion at RSU Royal Prima Marelan is good is 58 respondents with a percentage of 76.3%.

From the results of the cross table, it can be seen that if the implementation of promotions at RSU Royal Prima Marelan is not going well, then 15 nurses and midwives who feel dissatisfied with a percentage of 19.7% and as many as 3 nurses and midwives feel satisfied with a percentage of 3.9%, and if the promotion at RSU Royal Prima Marelan goes well, no respondents are dissatisfied and as many as 58 nurses and midwives are satisfied with a percentage of 76.3%.

Test results *chi square* value results *p-values* of $0.000 < 0.05$ which means there is the influence of implementing promotion on job satisfaction of nurses and midwives at RSU Royal Prima Marelan. The results of this study are in line with Betty's research which says that promotion has an effect on job satisfaction (15). However, the results of this study are not in line with the research conducted by Wahyu, where the results show that promotion has no effect on job satisfaction (7).

Promotion means a transfer that increases authority and responsibility to a higher position in an organization followed by greater obligations, rights, status and income. Promotion is also seen as an acknowledgment of the ability and potential of the employee concerned to occupy a higher position. With this promotion program, employees who feel they have potential will feel satisfaction in working for the company. Promotional programs carried out by the company will increase employee motivation to produce maximum performance (3).

Conclusions and suggestions

There is an effect of the training program on the job satisfaction of nurses and midwives at RSU Royal Prima Marelan. There is an effect of providing welfare on the job satisfaction of nurses

and midwives at RSU Royal Prima Marelان. There is an effect of implementing promotion on the job satisfaction of nurses and midwives at RSU Royal Prima Marelان. There is an influence of training programs, provision of welfare and implementation of promotion on the job satisfaction of nurses and midwives at RSU Royal Prima Marelان. The independent variable that has the most influence on the job satisfaction of nurses and midwives at RSU Royal Prima Marelان is the variable providing welfare.

Suggestions for the management of RSU Royal Prima Marelان in order to improve the performance of nurses and midwives so that it is more optimal, including for the emergence of great job satisfaction for nurses and midwives, a promotion system must be carried out that is more open, selective and provides opportunities for all elements of employees, both from junior employees to senior employees. With this research it is hoped that it can motivate nurses and midwives to improve their performance results. The good performance of nurses and midwives will provide satisfaction to the hospital, so that the hospital can provide appropriate welfare for working nurses and midwives.

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