

REFERENCES

- Abdul Rahman, H., Abdul-Mumin, K., & Naing, L. (2017). Psychosocial factors, musculoskeletal disorders and work-related fatigue amongst nurses in Brunei: structural equation model approach. *International Emergency Nursing*, 34, 17–22. <https://doi.org/10.1016/j.ienj.2017.04.001>
- Abekah-Nkrumah, G., & Nkrumah, J. (2021). Perceived work environment and patient-centered behavior: A study of selected district hospitals in the central region of Ghana. *PLoS ONE*, 16(1 January). <https://doi.org/10.1371/journal.pone.0244726>
- Ajet, G. S., Offong, R. E., Ajayi, M. P., Iruonagbe, T. C., & Amoo, E. O. (2019). Work-Family Conflict and Burnout among Female Medical Doctors in Selected Hospitals Abuja. *IOP Conference Series: Materials Science and Engineering*, 640(1). <https://doi.org/10.1088/1757-899X/640/1/012128>
- Albashayreh, A., Al-Rawajfah, O. M., Al-Awaisi, H., Karkada, S., & Al Sabei, S. D. (2019). Psychometric Properties of an Arabic version of the Patient Satisfaction With Nursing Care Quality Questionnaire. *Journal of Nursing Research*, 27(1). <https://doi.org/10.1097/jnr.0000000000000273>
- Aleksynska, M., Berg, J., & Foden, D. (2019). *Working conditions in a global perspective*. <https://doi.org/doi:10.2806/951806>
- Ansori, M., Caroline B A Jurusan, C., Bisnis, M., Batam, N., & Bisnis, J. M. (2018). Influence of Compensation and Working Condition on Job Satisfaction and Commitment of Lecturers at the College. In *Journal of Applied Accounting and Taxation Article History* (Vol. 3, Issue 1).
- Ara, A. F. A., Pasinringi, S. A., & Sangkala, S. (2021). The Effect of Job Satisfaction and Organizational Commitment on the Performance of the Special Hospital for Mothers and Children in South Sulawesi Province. *Journal Wetenskap Health*, 2(2), 45–53. <https://doi.org/10.48173/jwh.v2i2.106>
- Ayalew, F., Kibwana, S., Shawula, S., Misganaw, E., Abosse, Z., van Roosmalen, J., Stekelenburg, J., Kim, Y. M., Teshome, M., & Mariam, D. W. (2019). Understanding job satisfaction and motivation among nurses in public health facilities of Ethiopia: a cross-sectional study. *BMC nursing*, 18, 46. <https://doi.org/10.1186/s12912-019-0373-8>
- Bagheri hossein abadi, M., Taban, E., Khanjani, N., Naghavi konjin, Z., Khajehnasiri, F., & Samaei, S. E. (2021). Relationships between job satisfaction and job demand, job control, social support, and depression in

- Iranian nurses. *The Journal of Nursing Research*, 29(2), Article e143. <https://doi.org/10.1097/jnr.0000000000000410>.
- Bakr, R., Jarrar, M., Abumadini, M., al Sultan, A., & Larbi, E. (2019). Effect of leadership support, work conditions and job security on job satisfaction in a medical college. *Saudi Journal of Medicine and Medical Sciences*, 7(2), 100. <https://doi.org/10.4103/sjmms.sjmms10517>
- Bakker, A. B., Demerouti, E., and Verbeke, W. (2004). Using the job demands-resources model to predict burnout and performance. *Hum. Resour. Manag.* 43, 83–104. doi: 10.1002/hrm.20004
- Berthelsen H, Westerlund H, Hakanen JJ, Kristensen TS. It is not just about occupation, but also about where you work. *Community Dent Oral Epidemiol.* 2017;45:372–9.
- Binti, J., Yunus, M., Jumaat, A., & Mahajar, B. (n.d.). The Influence of Training, Job Security, Career Development Opportunities and Performance Appraisal on Turnover Intention among Hospital Employees i The Influence of Training, Job Security, Career Development Opportunities and Performance Appraisal on Turnover Intention among Hospital Employees in Kuala Lumpur. In *Volume International Journal of Trend in Scientific Research and Development (IJTSRD) International Open Access Journal*.
- Bougie, R., & Sekaran, U. (2020) Research methods for business: A skill building approach (Eight edition). *Wiley & Sons Ltd*.
- Buchbinder SB, Shanks NH .(2017). Introduction to health care management. *Jones & Barlett learning*
- Capone, V., Borrelli, R., Marino, L., & Schettino, G. (2022). Mental Well-Being and Job Satisfaction of Hospital Physicians during COVID-19: Relationships with Efficacy Beliefs, Organizational Support, and Organizational Non-Technical Skills. *International Journal of Environmental Research and Public Health*, 19(6). <https://doi.org/10.3390/ijerph19063734>
- Chen, X., Liu, M., Liu, C., Ruan, F., Yuan, Y., & Xiong, C. (2020). Job satisfaction and hospital performance rated by physicians in China: A moderated mediation analysis on the role of income and person–organization fit. *International Journal of Environmental Research and Public Health*, 17(16), 1–18. <https://doi.org/10.3390/ijerph17165846>
- Darwin, M., Mamondol, M., Sormin, S., Nurhayati, Y., Tambunan, H., & Sylvia, D. (2021). *Metode Penelitian Pendekatan Kuantitatif* (Taman Sony Tambunan, Ed.). *Media Sains Indonesia*.

- Deng, S., Yang, N., Li, S., Wang, W., Yan, H., & Li, H. (2018). Doctors' job satisfaction and its relationships with doctor-patient relationship and work-family conflict in china: A structural equation modeling. *Inquiry (United States)*, 55. <https://doi.org/10.1177/0046958018790831>
- Dhanpat, N., Manakana, T., Mbacaza, J., Mokone, D. and Mtongana, B. (2019), "Exploring retention factors and job security of nurses in Gauteng public hospitals in South Africa", *African Journal of Economic and Management Studies*, Vol. 10 No. 1, pp. 57-71. <https://doi.org/10.1108/AJEMS-10-2018-0311>
- Domagała, A., Bała, M. M., Storman, D., Peña-Sánchez, J. N., Świercz, M. J., Kaczmarczyk, M., & Storman, M. (2018). Factors associated with satisfaction of hospital physicians: A systematic review on european data. *International Journal of Environmental Research and Public Health*, 15(11). <https://doi.org/10.3390/ijerph15112546>
- Dreer, B. Teachers' well-being and job satisfaction: The important role of positive emotions in the workplace. *Educ. Stud.* 2021,1–17.
- Ekici, D., Gurhan, N., Mert, T., & Hizli, I. (2020). Effect of Work to Family Conflict on Services and Individuals in Healthcare Professionals. *International Journal of Caring Science*, 13(2), 1355–1364.
- Fraser, J., Fahlman, D., Arscott, J., & Guillot, I. (2018). Pilot Testing for Feasibility in a Study of Student Retention and Attrition in Online Undergraduate Programs . *International Review of Research in Open and Distributed Learning*, 19(1).
- Geta, A., Biks, G. A., Dellie, E., & Yazachew, L. (2021). Job Satisfaction and Associated Factors among Health Professionals Working at Public and Private Hospitals in Bahir Dar City, Northwest Ethiopia: A Comparative Cross-Sectional Study. *BioMed research international*, 2021, 6632585. <https://doi.org/10.1155/2021/6632585>
- Ghanayem, M., Srulovici, E., and Zlotnick, C. (2020). Occupational strain and job satisfaction: the job demand-resource moderation-mediation model in haemodialysis units. *J. Nurs. Manag.* 28, 664–672. doi: 10.1111/jonm.12973
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24. <https://doi.org/10.1108/EBR-11-2018-0203>
- Halawani, L., Halawani, M., & Beyari, G. (2021). Job satisfaction among Saudi healthcare workers and its impact on the quality of health services. *Journal*

of *Family Medicine and Primary Care*, 10(5), 1873.
https://doi.org/10.4103/jfmmpc.jfmmpc_2236_20

Hamid, R. S., & Anwar, S. M. (2019). *Structural Equation Modeling (SEM) Berbasis Varian: Konsep Dasar dan Aplikasi dengan Program SmartPLS 3.2.8 dalam Riset Bisnis*. Jakarta: PT Inkubator Penulis Indonesia.

Hong, H.; Oh, H.J. The Effects of Patient-Centered Communication: Exploring the Mediating Role of Trust in Healthcare Providers. *Health Commun.* 2020, 35, 502–511.

Huang, X., Chen, H., Gao, Y., Wu, J., Ni, Z., Wang, X., & Sun, T. (2022). Career Calling as the Mediator and Moderator of Job Demands and Job Resources for Job Satisfaction in Health Workers: A Cross-Sectional Study. *Frontiers in Psychology*, 13. <https://doi.org/10.3389/fpsyg.2022.856997>

Istichomah, I., Andika, I. P. J., & Pesirahu, H. V. E. (2021). Social Support Affect Nurses' Job Satisfaction: A Literature Review. *Open Access Macedonian Journal of Medical Sciences*, 9(T4), 333–339. <https://doi.org/10.3889/oamjms.2021.5883>

Izzata, N., Nursalam, N., & Fitryasari, R. (2021). The Relationship between Workload and Social Support with Nurse Job Satisfaction in Hospital Inpatient Room. *Fundamental and Management Nursing Journal*, 4(2), 33. <https://doi.org/10.20473/fmnj.v4i2.27821>

Jamaludin, N. H., Ibrahim, R. Z., & Dagang, M. M. (2018). Social support as a moderator of the relationship between work family conflict and family satisfaction. *Management Science Letters*, 951–962. <https://doi.org/10.5267/j.msl.2018.6.013>

James, A., & Winter, A. (2018). Research Ethics in *Public Health Research Methods for Partnership and Practice* (eds. Goodman, S. M. & Thompson, V. S.) 239–257. CRC Press.

Jeong, H. J., & Park, E. Y. (2022). Patient-Nurse Partnerships to Prevent Medication Errors: A Concept Development Using the Hybrid Method. *International Journal of Environmental Research and Public Health*, 19(9). <https://doi.org/10.3390/ijerph19095378>.

Juliartini, K. & Sintaasih, D. (2022). Moderating social support on the influence of work-family conflict on job satisfaction. *International research journal of management, IT and social sciences*. 9. 405-420. 10.21744/irjmis.v9n4.2100.

Kaplan, R.S. & Norton, D.P. *Using the balanced scorecard as a strategic management system*. Harv. Bus. Rev. 1996, 1, 75–85.

- Kaushik, V., & Walsh, C. A. (2019). Pragmatism as a Research Paradigm and Its Implications for Social Work Research. *Social Sciences*, 8, 1-17. <https://doi.org/10.3390/socsci8090255>
- Kock, N. & Hadaya, P. (2018). Minimum sample size estimation in PLS-SEM : The inverse square root and gamma-exponential methods. *Information Systems Journal*, 28(1). <https://doi.org/10.1111/isj.12131>
- Konlan, K. D., Saah, J. A., Doat, A. R., Amoah, R. M., Abdulai, J. A., Mohammed, I., & Konlan, K. D. (2021). Influence of nurse-patient relationship on hospital attendance. A qualitative study of patients in the Kwahu Government Hospital, Ghana. *Heliyon*, 7(2). <https://doi.org/10.1016/j.heliyon.2021.e06319>
- Liu, J.; Yu, W.; Ding, T.; Li, M.; Zhang, L. Cross-sectional survey on job satisfaction and its associated factors among doctors in tertiary public hospitals in Shanghai, China. *BMJ Open* 2018, 9.
- Lopez-Martin, E., and Topa, G. (2019). Organizational culture and job demands and resources: their impact on employees' wellbeing in a multivariate multilevel model. *Int. J. Environ. Res. Public Health* 16:3006. doi: 10.3390/ijerph16173006
- Manyisa, Z. M., & van Aswegen, E. J. (2017). Factors affecting working conditions in public hospitals: A literature review. *International Journal of Africa Nursing Sciences*, 6, 28–38. <https://doi.org/10.1016/j.ijans.2017.02.002>
- Marcinko, D. E., & Hetiko, H. R. (2012). *Hospitals & Health Care Organizations*. <https://doi.org/10.1201/b12342>
- Matarsat, H. M., Rahman, H. A., & Abdul-Mumin, K. (2021a). Work-family conflict, health status and job satisfaction among nurses. *British Journal of Nursing*, 30(1), 54–58. <https://doi.org/10.12968/bjon.2021.30.1.54>
- Memon, M. A. & Ting, H. (2020). Sample Size for Survey Research: Review and Recommendations Journal of Applied Structural Equation Modeling Sample Size for Survey Research. *Journal of Applied Structural Equation Modeling*, 4. [https://doi.org/10.47263/JASEM.4\(2\)01](https://doi.org/10.47263/JASEM.4(2)01)
- Mikkola, L., Suutala, E., & Parviainen, H. (2018). Social support in the workplace for physicians in specialization training. *Medical Education Online*, 23(1). <https://doi.org/10.1080/10872981.2018.1435114>

- Mohammed, I. S., & Daud, N. M. (2018). Examining Moderating Role of E-Commerce Experience on Usage-Performance Relationship. *Asia Pasific Journal of Advance Business and Social Studies*, 16-27.
- Molina-Hernández, J., Fernández-Estevan, L., Montero, J., & González-García, L. (2022). Work environment, job satisfaction and burnout among Spanish dentists: a cross-sectional study. *BMC Oral Health*, 21(1). <https://doi.org/10.1186/s12903-021-01480-9>
- Nitzl, C., Roldan, J. L., & Cepeda, G. (2016). Mediation analysis in partial least squares path modeling. *Industrial Management & Data Systems*, 116(9), 1849–1864. <https://doi.org/10.1108/IMDS-07-2015-0302>
- Orgambidez A., Almeida H. Exploring the link between structural empowerment and job satisfaction through the mediating effect of role stress: a cross-sectional questionnaire study. *Int. J. Nurs. Stud.* 2020;109:103672.
- Pluut, H., Ilies, R., Curşeu, P. L., & Liu, Y. (2018). Social Support at work and at home: Dual-buffering effects in the work-family conflict process. *Organizational Behavior and Human Decision Processes*, 146, 1–13. <https://doi.org/10.1016/j.obhdp.2018.02.001>
- Rhéaume A. (2022). Job Characteristics, Emotional Exhaustion, and Work-Family Conflict in Nurses. *Western journal of nursing research*, 44(6), 548–556. <https://doi.org/10.1177/01939459211005712>
- Ringle, C. M., & Sarstedt, M. (2016). Gain more insight from your PLS-SEM results. *Industrial Management & Data Systems*, 116(9), 1865–1886. <https://doi.org/10.1108/IMDS-10-2015-0449>
- Ritter, B. (2019). Senior healthcare leaders: Exploring the relationship between the rates of job satisfaction and person-job value congruence. *International Journal of Healthcare Management*, 14(1), 85–90. <https://doi.org/10.1080/20479700.2019.1615295>
- Riyanto, S., & Hatmawan, A. A. (2020). *Metode Riset Penelitian Kuantitatif Penelitian di Bidang Manajemen, Teknik, Pendidikan dan Eksperimen*. Yogyakarta: Deepublish.
- Rostami, F., Babaei-Pouya, A., Teimori-Boghsani, G., Jahangirimehr, A., Mehri, Z., & Feiz-Arefi, M. (2021). Mental Workload and Job Satisfaction in Healthcare Workers: The Moderating Role of Job Control. *Frontiers in Public Health*, 9. <https://doi.org/10.3389/fpubh.2021.683388>
- Safarpour, H., Sabzevari, S., & Delpisheh, A. (2018). A study on the occupational stress, job satisfaction and job performance among hospital nurses in Ilam,

Iran. *Journal of Clinical and Diagnostic Research*, 12(6), JC01–JC05.
<https://doi.org/10.7860/JCDR/2018/27410.11573>

- Sarstedt, M., Ringle, C. M., & Hair, J. F. (2021). Partial Least Squares Structural Equation Modeling. In *Handbook of Market Research* (pp. 1–47). Springer International Publishing. <https://doi.org/10.1007/978-3-319-05542-815-2>
- Scanlan, J. N., and Still, M. (2019). Relationships between burnout, turnover intention, job satisfaction, job demands and job resources for mental health personnel in an Australian mental health service. *BMC Health Serv. Res.* 19:62. doi: 10.1186/s12913-018-3841-z
- Schuberth, F. (2020). Confirmatory composite analysis using partial least squares: setting the record straight. *Review of Managerial Science*, 15(5), 1311-1345.
- Semmer NK, Jacobshagen N, Meier LL, Elfering A. *Occupational stress research: the “stress-as-offense-to-self” perspective*. In: Houdmont J McIntyre S. eds. *Occupational Health Psychology: European Perspectives on Research, Education and Practice*. Avioso S. Pedro: Instituto Universit.rio da Maia, Portugal.; 2007:43-60.
- Sheopuri, A. (2019). Job Satisfaction Among Healthcare Professional Hospital. *International Journal in Management and Social Science*, 7(7), 47–54.
- Shujaa, A. H., Shujaa, S. H., Al-Gahtani, S. A. (2019). The Influence of Working Longer Shift on Nurses’ Quality of Care. *Multi-Knowledge Electronic Comprehensive Journal For Education And Science Publications*.
- Situmorang, N. Z., & Tentama, H. (2019). *Pengujian validitas dan reliabilitas konstruk hope*. *Jurnal Psikologi Terapan dan Pendidikan*, 128-135.
- Staempfli, S., & Lamarche, K. (2020). Top ten: A model of dominating factors influencing job satisfaction of emergency nurses. *International emergency nursing*, 49, 100814. <https://doi.org/10.1016/j.ienj.2019.100814>
- Sujit, K. S., & Rajesh, B. K. (2016). *Determinants of Discretionary Investments: Evidence From Indian Food Industry*. SAGE Open, 6(1). <https://doi.org/10.1177/2158244016636429>
- Sunarno, N., Susita, D., & Wolor, C. W. (n.d.). *Effect of Work Environment and Training on Job Satisfaction through Career Development Mediation The International Journal of Social Sciences World Effect of Work Environment and Training on Job Satisfaction through Career Development Mediation*. 4(1), 193–203. <https://doi.org/10.5281/zenodo.6469149>

- Surya, I.F., Lewangka, O., Sumardi. *The Effect Of Job Stress, Job Satisfaction Organizationalcommitment And Selfesteem On Employee Performance*.
- Taherdoost, H. (2018). Sampling Methods in Research Methodology; How to Choose a Sampling Technique for Research. *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.3205035>
- Tan, J.J.; Litschert, R.J. Environment-strategy relationship and its performance implication: An empirical study of the Chinese electronics industry. *Strateg. Manag. J.* 1994, 15, 1–20.
- Tavakol, M., & Dennick, R. (2011). Making sense of Cronbach's alpha. *International journal of medical education*, 2, 53–55. <https://doi.org/10.5116/ijme.4dfb.8dfd>
- Tecco, C., Nielsen, K., Ghelli, M., Ronchetti, M., Marzocchi, I., Persechino, B., & Iavicoli, S. (2020). Improving Working Conditions and Job Satisfaction in Healthcare: A Study Concept Design on a Participatory Organizational Level Intervention in Psychosocial Risks Management. *International journal of environmental research and public health*, 17(10), 3677. <https://doi.org/10.3390/ijerph17103677>
- Tims, M., Bakker, A. B., and Derks, D. (2012). Development and validation of the job crafting scale. *J. Vocat. Behav.* 80, 173–186. doi: 10.1016/j.jvb.2011.05.009
- Tran, P. A., Mansoor, S., & Ali, M. (2021). Managerial support, work–family conflict and employee outcomes: an Australian study. *European Journal of Management and Business Economics*. <https://doi.org/10.1108/EJMBE-03-2020-0056>
- Tsai, YH., Huang, N., Chien, LY. *et al.* Work hours and turnover intention among hospital physicians in Taiwan: does income matter?. *BMC Health Serv Res* 16, 667 (2016). <https://doi.org/10.1186/s12913-016-1916-2>
- Undang-Undang Republik Indonesia Nomor 44 Tahun 2009 Tentang Rumah Sakit. (2009).
- Undang-Undang Republik Indonesia Nomor 13 Tahun 2003 Tentang Ketenagakerjaan, (2003).
- Wagner, A., Rieger, M. A., Manser, T., Sturm, H., Hardt, J., Martus, P., Lessing, C., & Hammer, A. (2019). Healthcare professionals' perspectives on working conditions, leadership, and safety climate: a cross-sectional study. *BMC Health Services Research*, 19(1), 53. <https://doi.org/10.1186/s12913-018-3862-7>

- Wang, Y., Wei, Z. F., and Wang, L. (2012). An empirical study on the impact of job resources and job engagement on knowledge sharing [Chinese]. *Sci. Technol. Manag. Res.* 32, 150–153. doi: 10.3969/j. issn.1000–7695.2012.24.034
- Weimann E, Weimann P. (2017). High performance in hospital management, guideline for developing and developed countries. *Springer berlin heidelberg*
- WHO. (2017). *The Republic of Indonesia Health System Review*.
- Williams ES, Savage GT, Linzer M. A proposed physicianpatient cycle model. *Stress Health.* 2006;22(2):131-137.
- Xian, M. T. (2019). *Work resources-stress appraisal model of male nurses' burnout* [Chinese]. master degree (master thesis). Southern Medical University.
- Xie, C. L. (2017). *The Effect of Job Requirements on Job Burnout: An Empirical Study of the Moderating Effect of Job Resources and Career Callings* [Chinese]. Kunming, Yunnan, China: Yunnan University of Finance and Economics.
- Yasin, Y. M., Kehyayan, V., Khraim, F., & Al-Lenjawi, B. (2022). Psychometric evaluation of the Acute Care Nurses' job satisfaction. *Nursing Open*, 10(2), 488–497. <https://doi.org/10.1002/nop2.1314>
- Yuan, Q. (2018). *Relationship between the JD-R models and teachers' job burnout: the five personality mechanisms* [Chinese]. master degree (master thesis). Hunan Normal University.
- Yusup, F. (2018). *Uji Validitas dan Reliabilitas Instrumen Penelitian Kuantitatif. Jurnal Tarbiyah: Jurnal Ilmiah Kependidikan*, 17-23.
- Zhang, T., Feng, J., Jiang, H., Shen, X., Pu, B., and Gan, Y. (2021). Association of professional identity, job satisfaction and burnout with turnover intention among general practitioners in China: evidence from a national survey. *BMC Health Serv. Res.* 21:382. doi: 10.1186/s12913-021-06322-6
- Zhou, H., Han, X., Zhang, J., Sun, J., Hu, L., Hu, G., Wu, S., Zhao, P., Jiang, F., & Liu, Y. (2018). Job Satisfaction and Associated Factors among Medical Staff in Tertiary Public Hospitals: Results from a National Cross-Sectional Survey in China. *International journal of environmental research and public health*, 15(7), 1528. <https://doi.org/10.3390/ijerph15071528>
- Zirwatul, R., Ibrahim, A. R., Saputra, J., Abu Bakar, A., Dagang, M. M., Nazilah, S., Ali, M., Safree, A., & Yasin, M. (2019). Role of Supply Chain

Management on the Job Control and Social Support for Relationship between Work-Family Conflict and Job Satisfaction. In *Int. J Sup. Chain. Mgt* (Vol. 8, Issue 4). <http://excelingtech.co.uk/>

