EFFECT OF THE IMPLEMENTATION OF SARIAH HOSPITAL CERTIFICATION STANDARD ON EMPLOYEE WORK SATISFACTION AT PKU MUHAMMADIYAH HOSPITAL, WONOSOBO

Ietje Susantin Satriyo¹, Kurnia Sari²

¹Hospital Administration Study, Faculty of Public Health, Universitas Indonesia
²Faculty of Public Health, Universitas Indonesia

ABSTRACT

**Background:** Employee work satisfaction is a very important parameter that influences productivity as well as quality of work. Employee work satisfaction has a great impact on quality, effectiveness, and commitment to work and at the same time on healthcare costs. This study aimed to analyze the effect of the implementation of Sariah hospital certification standard on the employee work satisfaction at PKU Muhammadiyah Hospital, Wonosobo, Central Java.

**Subjects and Method:** This was a descriptive cross-sectional study conducted at the PKU Muhammadiyah Hospital, Wonosobo Hospital, Central Java. A total sample of 67 employees was selected in this study. The dependent variable was satisfied, consisting of training satisfaction, job satisfaction, salary satisfaction, satisfaction with the superior, and satisfaction of work environment. The independent variable was Sariah hospital implementation. The data were collected by questionnaire and described in percent.

**Results:** Employee work satisfaction toward Sariah hospital implementation were 76.7% satisfied, 21.5% very satisfied, and only 1.8% not satisfied.

**Conclusion:** Most of the employees are satisfied with the Sariah hospital implementation.

**Keywords:** work satisfaction, Sariah hospital, employee

**Correspondence:**
Ietje Susantin Satriyo. Hospital Administration Study, Faculty of Public Health, Universitas Indonesia Fakultas Kesehatan Masyarakat, Universitas Indonesia. Email: issusantin81@yahoo.com. Mobile: 087776331747.

**BACKGROUND**

The progress of health care service in Indonesia is growing rapidly, both in public and private sector. Along with the increased demands in good quality health care services, in the last few years, there has been a demand for hospitals that could internalize Islamic values (see: Indonesian Islamic Health Effort Assembly or MUKIS). In 2018, there are ten hospitals that are Sariah certified, namely, Sultan Agung Islamic Hospital, Nur Hidayah Hospital, PKU Muhammadiyah Wonosobo Hospital, Amal Sehat Wonogiri Hospital, PKU Muhammadiyah Yogyakarta Hospital, PDHI Yogyakarta Hospital, Sari Asih Ciledug Hospital, Sari Asih Arrahmah Hospital, Sari Asih Sangiang Hospital, Muhammadiyah Lamongan Hospital (Republika, 2018).

One of the spirits that underlies the need to build Islamic hospitals is none other than living according to the Allah SWT’s rules, by applying the
teachings that are brought by the Prophet Muhammad. This should be well understood because the context of an Islamic hospital is very close to implementing things that are Islamic by nature, such as reciting basmalah prior to medical procedures, assisting patients by covering their genital area, no ‘khalwat’ (a relation between men and women where they are secluded from hearing, sight, knowledge or other parties’ intervention or mahram, except only the two of them) and ikhtilat (mixed men and women in a joint activity, without any boundaries separating the two), or making sure that the patients could still perform their obligation which is praying safely, accompanying the patient during their death, and many others, because the relationship intensity with the patient is very close.

This is a part of da’wah, in order to encourage kindness and to have eternal bliss in this world and the hereafter. Although labeled as Islamic, this hospital remains open to the public, not only limited to patients who are Muslim. This fits with the basic principles of a hospital that is obligated to provide the best service for every citizen regardless of skin color, religion, gender, and social status (Ibrahim, 2010).

In order to achieve the above, employees must have the capability to apply Sariah principles on duty. Islamic hospital staffs need to understand things related to the standards that are characterized by Islam in providing services to patients. From the employee side, this also needs to be the main focus, especially regarding to job satisfaction on the application ofsharia principles.

Based on the research that were conducted in seven Islamic hospitals, which includes Sultan Agung Islamic Hospital, Nur Hidayah Hospital, PKU Muhammadiyah Wonosobo Hospital, Sari Asih Arrahmah Hospital, Sari Asih Ciledug Hospital, PKU Muhammadiyah Lamongan Hospital and PDHI Yogyakarta Hospital, there were positive results where employees feel satisfied with the implementation of Islamic values in the hospital. The results can be shown in Figure 1.

![Figure 1: Employee Satisfaction](https://example.com/figure1.png)

The above figure provides an understanding that generally, employees are satisfied with the application of Islamic values in the hospitals. However, it is necessary to look more deeply at the fact that the application...
of these principles still has fundamental problems, including the absence of a comprehensive understanding of Islamic values. This can be seen by the fact that there are still many employees who think that sharia hospitals are the same as public hospitals.

These problems need to be resolved immediately so that there will not be a systemic impact on the sustainability of the hospital, which in this case, is devoted to the PKU Muhammadiyah Wonosobo Hospital, regarding its employee work satisfaction with the enforcement of Sariah principles in hospitals.

SUBJECTS AND METHOD

1. Study Design
This was a quantitative descriptive study conducted at PKU Muhammadiyah Hospital in Wonosobo.

2. Population and Sample
The population in this study was an employee of PKU Muhammadiyah Hospital in Wonosobo included doctors, nurses, administrative staffs, logistics staffs, and service staffs.

3. Sampling Technique
A total of 67 employees was selected for this study by probability sampling.

4. Study Variable
The dependent variable was employee work satisfaction and the independent variables were leade, salary/wages, training/promotion, compulsory religious activity, work environment, and type of work

5. Study Instrument
The instruments used were multiple choice questionnaires, with respondents consisting of doctors, nurses, administrative staffs, logistics staffs, and service staffs. This study uses the theory or concept of work satisfaction as an objective and emotional response to various aspects of work. In this context, it is clear that aspects are interrelated in work satisfaction.

RESULTS

The implementation of Sariah Compliant Hospital has been regulated by the government through the fatwa from MUI (National Sariah Council MUI, 2016). The PKU Muhammadiyah Wonosobo Hospital is the third hospitals that are certified by MUI as a Sariah Compliant Hospital. This is an achievement that will need to appreciate, especially in the future of healthcare services, nationally. But as previously stated, this achievement needs to be the main focus for all stakeholders so that the inherent "Sariah" status can be truly actualized so that it is able to provide satisfaction not only to patients but also to hospital employees. The level of employee work satisfaction at PKU Muhammadiyah Hospital can be showed in Table 1.
Table 1. Level of Employee Work Satisfaction PKU Muhammadiyah Hospital, Wonosobo

<table>
<thead>
<tr>
<th>Assessment Indicator</th>
<th>% of Satisfaction (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Very satisfied</td>
</tr>
<tr>
<td>Training Satisfaction</td>
<td>7.5</td>
</tr>
<tr>
<td>Job Satisfaction</td>
<td>47.8</td>
</tr>
<tr>
<td>Salary Satisfaction</td>
<td>25.4</td>
</tr>
<tr>
<td>Satisfaction with the superior</td>
<td>13.4</td>
</tr>
<tr>
<td>Satisfaction of Work Environment</td>
<td>13.4</td>
</tr>
<tr>
<td>Average</td>
<td>21.5</td>
</tr>
</tbody>
</table>

DISCUSSION

1. Training Satisfaction
PKU Muhammadiyah Wonosobo Hospital employees showed 92.5% of respondents were satisfied with the enforcement of Islamic values in the hospital and 7.5% answered very satisfied. These results provide an understanding that the training carried out by the hospital is the manifestation of internalizing proper Islamic values. This positive condition clearly has a significant influence on employees in performing their duties in the hospital.

Various trainings conducted by PKU Muhammadiyah Wonosobo Hospital related to Sariah health care services have become emphasized by the hospital so that employees have good knowledge and understanding, especially in providing services to patients in bio-psycho-socio-cultural and spiritual.

2. Job Satisfaction
With regards to job satisfaction, the results of the questionnaire calculation showed that 47.8% gave very satisfied answers and 52.2% answered they were satisfied with the work they were doing. These results show the level of employee satisfaction with the enforcement of Islamic values in work has a good response, so it can be said that employees feel satisfied with their work and are comfortable working in the hospital.

3. Salary Satisfaction
In the aspect of salary, it can be seen that 25.4% give very satisfying response, 68.7% answer satisfied, while only 6% are not satisfied. In percentage, indeed, this matter can still be categorized as having a good level of satisfaction, and employees feel that the salary received is in accordance with the work concerned, but it is also necessary to observe the answers of respondents who feel dissatisfied with the salary received at PKU Muhammadiyah Hospital in Wonosobo. The fundamental principle is by prioritizing the principle of justice need to be taken into consideration by the relevant leadership so that there is no significant gap when the status is a Sariah standard hospital.

4. Satisfaction with the Superiors
Respondents' results regarding satisfaction with superiors, showed that 13.4% said they were very satisfied.
Then 85.1% were satisfied and 1.5% said they were not satisfied. This percentage explains that in this context the superior or leader is able to motivate employees and provide attention and establish good communication, especially related to the enforcement of Sariah principles in the hospital. Although it is not yet overall stated satisfaction with employees, but at least this result is concrete evidence that employers have an important role to be able to apply these principles thoroughly in the work.

In an organizational perspective, leaders are indeed required to be able to accommodate input or complaints faced by their subordinates.

5. Satisfaction of Work Environment

Regarding to satisfaction with the work environment, it can be seen that 13.4% (very satisfied), 85.1% (satisfied) and 1.5% (dissatisfied). These results show that the working environment in PKU Muhammadiyah Wonosobo Hospital has an influence on work satisfaction both personally and collectively. Hospitals are considered capable of creating an atmosphere or work situation that is expected by employees, so that stability in the work community that applies Sariah principles can work well. In addition, the conducive conditions of the hospital work environment are clearly expected of every employee. Based on the description above, it can be seen that employees or employees have a good level of satisfaction with enforcement of Sariah principles, namely 21.5% (very satisfied), 76.7% (satisfied) and only 1.8% (dissatisfied).

This achievement needs to be maintained and improved by continuing to make efforts that can provide a better understanding especially regarding Sariah values applied to hospitals. It is intended that the inherent Sariah status does not become a burden on employees or employees on duty, but can be a valuable, especially for all components of the hospital. Islamic principles have not only established human relations with others (hablumminannas) but also as a way to get closer to the creator (hablumminallah). This explanation confirms that Sariah Certified hospitals are not only related to service, care and treatment but also related to services that are framed by Islamic rules (Watik and Salam, 1986), so that both patients and employees can equally be able to provide treatment.

Explanation of the effect of employee work satisfaction on the implementation of sharia hospital standards in PKU Muhammadiyah Wonosobo Hospital shows that there is considerable employee satisfaction for the efforts implemented by the hospital in introducing Islamic values to the duties of the employees. This is certainly a positive impact because the inherent Sariah status of the hospital does not become an obstacle for employees in carrying out their duties and obligations.

But on the other hand it is also necessary to examine matters that have the potential to reduce employees’ satisfaction with the application of Islamic values to hospitals. The hospital needs to
emphasize that medical and nursing activities in Islam are the manifestations of human functions as caliphs and servants of Allah in carrying out their humanity, helping other humans who have health problems and fulfill their basic needs, both actual and potential.

REFERENCE


