

**THE RELATIONSHIP BETWEEN PERCEIVED ORGANIZATIONAL
SUPPORT AND WORK ENGAGEMENT IN THE INPATIENT ROOM OF RS X
LAMONGAN**

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ABSTRACT

To provide good health services, health workers in a hospital must have good work engagement. Work engagement is defined as a positive, satisfying, work-related state of mind characterized by passion, dedication, and absorption. High-perceived organizational support, employees are more satisfied with their jobs, feel closer to the organization, are more driven to see the goals of the organization as their own, and are more loyal and committed to the organization. To determine the relationship between perceived organizational support and work engagement in nurses and midwives in the Inpatient Installation of X Hospital Lamongan. Research Method: The research design is quantitative observational with cross-sectional analytics. The statistical test uses the Spearman correlation test. The results of the study: there is a relationship between perceived organizational support and work engagement among employees at the Inpatient Installation of X Hospital Lamongan indicated by $P < 0.05$ ($0.001 < 0.05$). In the correlation coefficient, the result is 0.728 which shows that this relationship is strong. Suggestion: the results of this study can be used as information material and input for X Hospital Lamongan.



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Introduction

According to WHO (World Health Organization), hospitals are an integral part of a health organization with the function of providing complete services, disease healing, and disease prevention to the community, as well as a training center for health workers and medical research centers (Exposto, Mulyati, Magno, & Carvalho, 2023). In Law Number 44 of 2009 concerning Hospitals, in Article 1 paragraph 1, a hospital is a health service institution that provides plenary individual health services that provide inpatient, outpatient, and emergency services.

To provide good health services, health workers in a hospital must have good work engagement. Work engagement is defined as a positive, satisfying, work-related state of mind characterized by passion, dedication, and absorption (Schaufeli et al., 2002). Vigor is characterized by a high level of energy and mental endurance while working. Dedication refers to being strongly involved in one's work and wanting significance, enthusiasm, and challenge. Absorption is characterized by being fully concentrated and happily engrossed in a job, where time passes quickly and a person has difficulty disengaging from work (Demerouti, Cropanzano, Bakker, & Leiter, 2010).

Employees who have a strong bond with the organization, in this case, the Hospital, feel comfortable and like the things around them, both their work environment and the responsibilities of their roles to improve work performance for the Hospital. This work performance can support the achievement of organizational success (Junaedi, Pasinringi, & Sangkala, 2021). Work engagement is an important indicator of well-being for employees and organizations. Human resource managers can do several things to facilitate work engagement among employees. An important starting point for any active policy is the measurement of its engagement and drivers among all employees. There are at least four reasons why engaged workers perform better than unengaged workers. Engaged employees often experience positive emotions, including happiness, excitement, and enthusiasm; experience better health; create their work and resources; and transfer their involvement to others (Musenze, Mayende, Wampande, Kasango, & Emojong, 2021).

Evidence regarding the antecedents and consequences of work engagement can be set out in the overall work engagement model. The first assumption is that personal resources, such as social support from coworkers, performance feedback, skill variation, and autonomy, initiate motivational processes that lead to work engagement, and consequently to higher performance (Caesens & Stinglhamber, 2014). The second assumption is that job resources become more prominent and gain their motivational potential when employees are faced with high job demands. Work engagement, in turn, has a positive impact on job performance. Lastly, engaged and well-employed employees can create their resources, which then encourage re-engagement over time and create profits in a positive spiral (Organization, 2020).

Work engagement worldwide, fell from 65% in 2015 to 63% in 2016, with some regions of the world, such as Singapore, faring worse than average. According to the Global Workplace report, 85% of employees were found to be unengaged at work. And 18% are actively divesting themselves from their jobs and workplaces, while 67% are "disengaged", with this latter group making up the majority of the global workforce. The economic consequences of this global "norm" are detrimental. For example, about US\$7tn is lost in terms of productivity. The situation is not much different in Uganda. According to this year's employer awards survey conducted by the Uganda Federation of Employers (FUE) in partnership with Makerere University, it was revealed that only 49% of employees are highly engaged at work, 6% are disengaged and 45% are moderately engaged. The cumulative percentage of those who are detached and moderately engaged (51%) shows that most organizations in Uganda experience work engagement challenges (Musanze, Mayende, Wampande, Kasango, & Emojong, 2021).

Perceived organizational support (POS) is an employee's perception that the organization values its work contributions and cares about employee well-being and has been shown to have important benefits for both employees and employers. Therefore, organizations can best serve their employees and their advantage by developing policies and strategies that contribute to positive employee beliefs and attitudes about the organization. Organizational support theory explains how POS evolves and produces

positive consequences for employees and the organization. The theory states that employees perceive their organization as having a disposition to see them as good or bad as reflected in the treatment given to them (Najeemdeen, 2018).

POS gives employees a simple way to understand their assessment by the organization and can vary from the view that the organization considers them very positive to the opposite of belittling them and wanting to get rid of them if given the first chance. According to organizational support theory, employees value POS in part because it meets their needs for approval, rewards, and affiliation, plus provides comfort during times of stress. Therefore, when favorable supervision and HR practices lead to high POS, employees are more satisfied with their jobs, feel closer to the organization, are more driven to see the organization's goals as their own, and are more loyal and committed to the organization. In addition to meeting the needs of employees as indicated above, POS signals to employees that the organization is ready to assist in its work when needed and rewards performance improvements (Eisenberger, Malone, & Presson, 2016).

X Lamongan Hospital is a type D Hospital located in the center of Lamongan Regency. X Lamongan Hospital has facilities in the form of emergency installations, outpatient installations, inpatient installations, operating room installations, and supporting facilities such as radiology, laboratories, and so on. The inpatient installation is divided into two floors, namely on the 3rd floor and the 4th floor. On the 3rd floor, treatment rooms are ranging from 3rd class to VIP class, which house the treatment of surgical patients, children, internal medicine, and obstetric and gynecologists. While on the 4th floor is devoted to class 3 treatment rooms which are places for obstetric and obstetric patient care.

RS X Lamongan has never measured the level of perceived organizational support or work engagement in employees. From the data obtained through the Personnel Section, the list of attendance accuracy through fingerprinting from nurses and midwives in inpatient installations has not reached the target, which is 100%. In November 2022, the accuracy of attendance from nurses and midwives in inpatient installations was 86.9%. In December 2022 (until December 23, 2022), the accuracy of attendance from nurses and midwives in inpatient installations was 86.5%. The lack of accuracy of fingerprint attendance shows the lack of discipline of nurses and midwives in inpatient installations. This can be an indication of the lack of work engagement of nurses and midwives in inpatient settings.

An engaged employee will focus on the business and strive to improve organizational performance (Alvi, Abbasi, & Haider, 2014). In addition to playing an important role in increasing financial productivity, attachment also plays an important role in shaping positive employee behavior to stay productive, not skip class, and not intend to leave the company (Adi & Fithriana, 2020). In addition, highlights employee attachment affects work discipline.

Based on the data above, there are indications of a lack of work engagement. This paper was made to determine the relationship between perceived organizational support

and work engagement in nurses and midwives at the Inpatient Installation of RS X Lamongan. The researchers' initial hypothesis is that there is a positive relationship between perceived organizational support and work engagement.

Research Methods

The type of research used is observational quantitative research.

This study was conducted on December 22, 2022

Population

The population is all subjects or objects with certain characteristics that will be studied in this case are all nurses and midwives in the Inpatient Installation of RS X Lamongan.

Sample

The sample in this study was the entire population that met the inclusion criteria, namely 30 people consisting of nurses and midwives.

Sample Criteria

1. Inclusion Criteria
2. Implementing nurse serving at the Inpatient Installation of RS X Lamongan
3. Willing to be a respondent
4. Exclusion Criteria
5. Not willing to be a respondent
6. Nurses on maternity leave

Data Collection and Processing Procedures

1. Types of data collected

Primary data (Azwar, 2017: 132), or first-hand data, is data obtained by researchers directly from the subject or research respondents using measurement tools or data collection tools.

2. How data is collected

Primary data collection through questionnaires is delivered through Google form which consists of 2 parts, with the first part being the SPOS scale and the second part being the UWES-17 scale. Questionnaires were distributed via Whatsapp to nurses and midwives at the inpatient installation of RS X Lamongan.

3. Data processing

Data were processed and tested statistically using the Statistical Program for Social Science (SPSS) 29 version for Windows application.

Results and Discussion

1. Characteristics of Research Respondents

The respondents of this study were nurses and midwives on duty at the Inpatient Installation of RS X Lamongan who met the inclusion criteria totaling 30 people. The characteristics of the sample obtained are based on gender, age, recent education, and length of service.

The results showed that the characteristics of respondents based on gender showed that most respondents with female gender, namely 28 people (93.3%). The number of respondents was mostly less than 35 years old, namely 26 people (86.7%). Based on the latest education, the highest percentage of respondents with D3 Midwifery education was 13 people (43.3%), and the lowest was S1 Nursing and S1 Midwifery, 5 people (16.7%). Based on length of service, the highest percentage of respondents with less than 5 years of work, namely 23 people (76.7%). In more detail, an overview of respondents' characteristics can be seen in Table 1.

Tables I
Distribution of Respondent Characteristics According to Gender, Age, Last Education, and Length of Service, in the Inpatient Installation of RS X Lamongan

Characteristic	Frequency ($\Sigma=30$)	Percentage
Gender		
Woman	28	93,3%
Man	2	6,7%
Age		
<35 year	26	86,7%
≥35 year	4	13,3%
Recent Education		
D3 Nursing	7	23,3%
S1 Nursing	5	16,7%
D3 Midwifery	13	43,3%
S1 Midwifery	5	16,7%
Period of Service		
<5 year	23	76,7%
≥5 year	7	23,3%

Univariate Analysis

The univariate analysis in this study is the analysis of perceived organizational support and work engagement of nurses and midwives in the Inpatient Installation of RS X Lamongan. Initially, researchers determined descriptive statistics from the results of the questionnaire which can be seen in Table 2. Then, researchers determine categories with 5 levels, according to the formula by Azwar, 2012, which can be seen in Table 3.

Table 2
Descriptive Statistics of SPOS and UWES-17

	N	Minimum	Maximum	Mean (μ)	Std. Deviasi (σ)
SPOS	30	21,00	68,00	51,60	10,17
UWES-17	30	49,00	82,00	63,63	8,44
Valid N	30				

Table 3
Norma Kategorisasi

Category	Formula	SPOS	UWES
Very Low	$X \leq \mu - 1,5 \sigma$	$X \leq 49$	$X \leq 36$
Low	$\mu - 1,5 \sigma < X \leq \mu - 0,5 \sigma$	$49 < X \leq 59$	$36 < X \leq 47$
Normal	$\mu - 0,5 \sigma < X \leq \mu + 0,5 \sigma$	$59 < X \leq 68$	$47 < X \leq 57$
Tall	$\mu + 0,5 \sigma < X \leq \mu + 1,5 \sigma$	$68 < X \leq 78$	$57 < X \leq 67$
Very High	$X > \mu + 1,5 \sigma$	$X > 78$	$X > 67$

Furthermore, the distribution of variables studied can be seen in Table 4 and Table 5.

Table 4
Distribution of Perceived Organizational Support for employees at the Inpatient Installation of RS X Lamongan

Perceived Organizational Support	Frequency ($\Sigma=30$)	Percentage	Valid Percentage
Very Low	2	6,7%	6,7%
Low	8	26,7%	26,7%
Normal	10	33,3%	33,3%
Tall	9	30,0%	30,0%
Very High	1	3,3%	3,3%

Table 5
Distribution of employee Work Engagement at the Inpatient Installation of RS X Lamongan

Work Engagement	Frekuensi ($\Sigma=30$)	Percentage	Valid Percentage
Very Low	1	3,3%	3,3%

Low	9	30,0%	30,0%
Normal	11	36,7%	36,7%
Tall	7	23,3%	23,3%
Very High	2	6,7%	6,7%

From the results of the study, it can be seen that the distribution of respondents for the most perceived organizational support variables is in the normal category, which is 33.3% (10 people), and at least in the very high category, which is 3.3% (1 person). For most work engagement variables, the normal category was 36.7% (11 people), then the low category of 30.0% (9 people), and the least was in the very low category, which was 3.3% (1 person).

Bivariate Analysis

To determine the relationship between perceived organizational support and work engagement in employees at the Inpatient Installation of RS X Lamongan, an analysis was carried out using the Spearman correlation statistical test. The selection of this statistical test is based on the scale of data used, namely ordinal and researchers want to know the correlation of the two variables studied. To see whether there is a relationship between the independent variable and the dependent variable and whether the resulting relationship is meaningful, a comparison of the P value with the value of $\alpha = 0.05$ is used, if $P < 0.05$, then the result of statistical calculations is that there is a relationship between the independent variable and the dependent variable and if the P value is > 0.05 , then the results of statistical calculations are meaningless, which means there is no relationship between the independent variable and the dependent variable.

Table 6
The Relationship between Perceived Organization Support and Work Engagement in Inpatient Installation Employees of RS X Lamongan

		<i>Perceived Organizational Support</i>		<i>Work Engagement</i>
Spearman's rho	Perceived	Correlation	1,000	.728**
	Organizational Support	Coefficient		
		Sig. (2-tailed)		<,001
		N	30	30
	Work Engagement	<i>Correlation Coefficient</i>	.728**	1,000

	Sig. (2-tailed)	<,001	
	N	30	30

The results of the bivariate analysis of the effect of perceived organizational support with work engagement on employees at the Inpatient Installation of RS X Lamongan can be seen in the table above which shows that there is a relationship between perceived organizational support and work engagement in employees at the Inpatient Installation of RS X Lamongan shown with $P < 0.05$ ($0.001 < 0.05$). In the correlation coefficient, a result of 0.728 is obtained which shows this relationship is strong.

From the results of the study, it was found that there is a strong relationship between perceived organizational support and work engagement. This is by some previous research. Work engagement is associated with several positive predictors and organizational outcomes, such as employee performance (Listau, Christensen, & Innstrand, 2017), customer satisfaction, company status, shareholder value, employee satisfaction, loyalty, and productivity (Chan et al., 2017).

Employees tend to trade their involvement at work for resources such as POS and benefits offered by their employer (Saks, 2006). As a result, when employees receive organizational support, they tend to reciprocate it by showing higher levels of engagement in the workplace. POS will give rise to obligations and commitments to contribute to the growth, development, and general efficiency of the organization.

This may be realized through the development of favorable attitudes and behaviors towards their organization leading to high work engagement. Consistent with this, Saks argues that "One way for individuals to repay their organization is through their level of involvement. That is, employees will choose to engage on their own to varying degrees and in response to the resources they receive from their organization (Saks, 2006). Therefore, employees tend to trade their involvement in the workplace for resources such as POS and benefits offered by their employer (Saks, 2006). The fact that Saks (2006) and (Kurtessis et al., 2017) found a positive relationship between POS and work engagement suggests that higher levels of work engagement are a response to POS, which is conceptualized as employees' perception of the extent to which organizations value their contributions and care about their well-being.

Conclusion

From the results of the research obtained based on the explanation from the introduction to the discussion of the research results, conclusions and suggestions can be drawn from the research as follows:

1. Perceived organizational support of nurses and midwives in the Inpatient Installation of RS X Lamongan is mostly normal
2. The work engagement of nurses and midwives in the Inpatient Installation of RS X Lamongan is mostly in the normal category

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3. The results of the perceived organizational support analysis with the work engagement of nurses and midwives in the Inpatient Installation of RS X Lamongan have a meaningful relationship $P < 0.05$ ($0.001 < 0.05$). This relationship is in a strong category with a correlation coefficient value of 0.728.

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