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EVALUATING JOB CHARACTERISTICS, PSYCHOLOGICAL STATES, AND OUTCOMES OF HOSPITAL NURSES USING JOB DIAGNOSTIC SURVEY: DESCRIPTIVE QUANTITATIVE

Evaluasi karakteristik kerja, kondisi psikologis, dan hasil kerja perawat rumah sakit dengan Job Diagnostic Survey: Deskriptif Kuantitatif

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ABSTRACT

Background: Nurses often face thevarious problems such as high workload, medical errors, lack of autonomy, and limited psychological support, which affect motivation, satisfaction, and quality of care. **Purpose:** To diagnose nurses' performance using the Job Diagnostic Survey (JDS) developed by Hackman and Oldham (1975). **Methods:** Used a quantitative method with a descriptive design and involved 160 nurses at X Hospital who had worked for at least the last six months. The research instrument has gone through a try-out test on 62 respondents with reliability results ranging from 0.772-0.910 and item differentiability index between 0.333-0.857. **Results:** Most of the dimensions of work, psychological conditions, and affective responses of nurses were below the JDS category standards. The mean values for Skill Variety (4.62), Task Identity (4.82), Task Significance (4.62), Autonomy (4.54), and Feedback (4.42). Psychological dimensions such as Experienced Meaningfulness (4.42), Experienced Responsibility (5.10), and Knowledge of Results (4.56), and affective dimensions such as General Satisfaction (4.56) and Internal Work Motivation (4.96) were below the standard. Only Specific Satisfaction (5.34) was above the category's standard. **Conclusion:** Nurses' job satisfaction and motivation are low due to lack of task variety, autonomy, and feedback.

Keywords: job characteristics, motivation, job satisfaction, job diagnostic survey (JDS), nurses, job design

ABSTRAK

Latar Belakang: *Perawat yang sering menghadapi berbagai masalah seperti beban kerja tinggi, kesalahan medis, kurangnya otonomi, dan dukungan psikologis terbatas, yang memengaruhi motivasi, kepuasan, dan kualitas pelayanan.* **Tujuan:** *Untuk mendiagnosa kinerja perawat menggunakan Job Diagnostic Survey (JDS) yang dikembangkan oleh Hackman dan Oldham (1975).* **Metode:** *Menggunakan metode kuantitatif dengan jenis deskriptif dan melibatkan 160 perawat di Rumah Sakit X yang telah bekerja minimal enam bulan terakhir. Instrumen penelitian telah melalui uji try out pada 62 responden dengan hasil reliabilitas berkisar antara 0,772–0,910 dan indeks daya pembeda item antara 0,333–0,857.* **Hasil:** *Sebagian besar dimensi pekerjaan, kondisi psikologis, dan respons afektif perawat berada di bawah standar kategori JDS. Nilai mean untuk Skill Variety (4,62), Task Identity (4,82), Task Significance (4,62), Autonomy (4,54), dan Feedback (4,42). Dimensi psikologis seperti Experienced Meaningfulness (4,42), Experienced Responsibility (5,10), dan Knowledge of Results (4,56), dan dimensi afektif seperti General Satisfaction (4,56) dan Internal Work Motivation (4,96) berada di bawah standar. Hanya Specific Satisfaction (5,34) berada di atas standar kategori.* **Kesimpulan:** *Kepuasan kerja dan motivasi perawat rendah karena kurangnya variasi tugas, otonomi, dan umpan balik.*

Kata Kunci: *karakteristik pekerjaan, motivasi, kepuasan kerja, job diagnostic survey (JDS), perawat, desain pekerjaan*

INTRODUCTION

A nurse is defined as an individual who has graduated from a government-recognized higher education institution, either domestically or internationally, under Law No. 38 of the Republic of Indonesia of 2014. This law also governs the types of nurses, nursing education, and the obligations and authority of nurses in nursing practice. According to Article 29, nurses offer nursing care, educate, consult, manage nursing services, and conduct research. Nurses also have authority in holistic assessments, nursing diagnoses, nursing actions, and collaboration with physicians. The implementation of these duties can be carried out through delegation or mandate.

Nursing often comes under scrutiny due to various cases of negligence. Several incidents have involved procedural errors, incorrect medication administration, and medical procedures that have fatal consequences for patients. For instance, the case of a baby being switched at Sentosa Hospital in Bogor, the wrong drug injection resulting in the death of a baby in Gowa, and similar cases in Medan and Palembang (DetikSulsel, 2022; Aldi, 2024; Putra & Belarminus, 2023). Cut Nyak Dhien Regional General Hospital in Meulaboh, Aceh also faced a case of alleged nursing negligence that led to the death of a child patient due to an injection without a registration certificate (Noventa, 2018). A similar case occurred in Lhokseumawe, where two nurses were allegedly negligent, resulting in the death of a patient (Aceh Ekspres, 2023).

According to Nurhasanah & Widodo (2021), errors made by nurses, such as administering medication incorrectly, administering the wrong dosage, and misreading drug labels or medical instructions, are often caused by high workloads, stress, and hasty decision-making without careful consideration. Cognitive factors and an unsupportive work environment also contribute to inaccurate nursing actions. To further understand the work of nurses, interviews were conducted with two nurses from different hospitals. The interviews revealed that nurses' duties vary significantly depending on the number of wards in the hospital. Nurses assigned to pediatric wards, for example, have specific responsibilities in the care of infants and children. Furthermore, to become a specialist nurse, prior training is usually required, usually by superiors, although nurses can also apply. Nurse job rotation is carried out every six months or more, depending on the hospital's needs.

Based on interviews, it can be concluded that nurses have complex and unique job characteristics. Hackman & Oldham (1975) developed a theory of job characteristics encompassing five main dimensions: skill variety, task identity, task significance, autonomy, and feedback. These characteristics influence an individual's psychological state at work, namely the experience of meaningfulness in work, personal responsibility for work outcomes, and understanding of work outcomes. These three conditions are crucial for increasing motivation and job satisfaction. If any one of them is not met, motivation and job satisfaction will decline, potentially increasing the risk of errors at work. Job characteristics theory also highlights that certain job characteristics can influence individual work outcomes. For instance, high internal work motivation will encourage individuals to be more meticulous in their work, producing quality performance, and increasing job satisfaction.

Jobs in nursing that do not meet critical psychological criteria might have a negative influence on patient safety. Errors or neglect caused by low motivation and job

satisfaction in nurses can result in inaccurate medicine administration, delays in reacting to emergency conditions, and even inappropriate medical operations. This not only endangers the patient's physical safety but also risks worsening their psychological well-being, such as causing anxiety, trauma, or a loss of trust in healthcare services. Therefore, paying attention to the characteristics of nurses' jobs is crucial for maintaining service quality and ensuring the overall safety and well-being of patients. To address this issue, the Job Diagnostic Survey (JDS) instrument can be used to measure and modify job characteristics to improve nurses' motivation and job satisfaction, thereby minimizing the risk of errors in healthcare.

The Job Diagnostic Survey (JDS) instrument has advantages over other methods due to its ability to measure the relationship between job characteristics, an individual's psychological state, and overall work outcomes. The JDS is based on the Job Characteristics Model (Hackman & Oldham, 1975), a classic theory that has been widely tested in industrial and organizational psychology. Rather of assessing job satisfaction and motivation independently, the JDS focuses on intrinsic qualities of work such as skill variety, task purpose, and autonomy, all of which play an important role in increasing long-term work motivation. Furthermore, the JDS includes a Motivating Potential Score (MPS), a quantitative measure that may be used to analyze a profession's motivational potential and as a diagnostic basis for job redesign to improve worker performance and well-being, including nurses. Most existing studies focus more on other professions or emphasize individual factors, such as job satisfaction or job stress, without evaluating all dimensions of the JDS. Existing research also tends to focus on a single dimension, such as feedback or autonomy, without comprehensively examining the relationships between these dimensions. This study seeks to broaden our understanding of how the combination of various dimensions of nurses' work, such as skill variety, task identity, task significance, autonomy, and feedback, influences their psychological well-being and overall work outcomes.

This study offers a novel approach by comprehensively applying the JDS to evaluate the characteristics of nurses' work in hospitals, encompassing five key dimensions: skill variety, task identity, task significance, autonomy, and feedback. Unlike previous research that tends to address only a few dimensions or focus solely on job satisfaction, this study integrates all dimensions of the JDS to provide a comprehensive overview of the influence of job characteristics on nurses' psychological well-being, such as work meaningfulness, personal responsibility, and understanding of work outcomes. This approach provides a new perspective in understanding how job factors directly influence nurses' motivation and performance. Another novelty of this study is the link between nurses' psychological well-being and its potential impact on patient safety, including the risk of care errors and psychological distress in patients due to negligence by healthcare workers, which have rarely been the focus of similar research in the nursing sector.

This study aims to comprehensively understand the characteristics of nurses' work in hospitals using the JDS instrument. It aims to evaluate the five key dimensions of the JDS: skill variety, task identity, task significance, autonomy, and feedback. By understanding these five dimensions, this study aims to uncover how nurses' job characteristics influence their psychological well-being at work, such as the experience of meaningful work, sense of responsibility for work outcomes, and understanding of the work achieved. This research offers a more

comprehensive approach than previous studies, which generally only focused on one or two dimensions of the JDS. Thus, this research is expected to provide a more comprehensive picture of how job design can influence nurse performance and well-being, as well as contribute to efforts to improve the quality of nursing services in hospitals.

METHOD

Research Design

This study used a quantitative approach with a descriptive approach, aiming to describe the job characteristics, psychological conditions, personal outcomes, and work of nurses. This study did not use independent or dependent variables, focusing solely on describing these variables based on the results of the instruments used.

Research Implementation

This research began with the preparation stage, which included preparing a proposal, consulting with a supervisor, and obtaining various permits required to conduct the research at a government-owned hospital located in Aceh province. This stage required considerable time, given the administrative processes required to obtain approval from the hospital and relevant agencies. After all permits were obtained, the study proceeded to the data collection stage. At this stage, the researcher distributed questionnaires to respondents who met the inclusion criteria.

Data collection was conducted directly and in a planned manner, observing research ethics and maintaining the confidentiality of respondent information. This process continued for several weeks, until the required data was collected. After the data was collected, the researcher entered the data processing and analysis stage. The obtained data was coded and analyzed using statistical software. This stage aimed to answer the research questions and describe the characteristics of the data descriptively. The final stage was the preparation of the research report. The researcher compiled the analysis results into a systematic scientific report, complete with a discussion, conclusions, and recommendations. The report was consulted with the supervisor for input and revisions before being finalized.

Population and Sample

The population in this study was all nurses working at a local government-owned hospital in Aceh province, with 249 nurses. Sampling was conducted using a non-probability sampling technique, namely quota sampling, where respondents were selected based on certain characteristics until the specified quota was met. The sample characteristics were nurses working at Hospital X, holding the position for the past 6 months (because they understood the duties and responsibilities associated with the position), male or female, and willing to participate in the research.

Table 1. Sample Selection

No	Sector	Total
1	Inpatient Nurse	37
2	ER Nurse	22
3	ICU Nurse	17
4	Surgical Nurse	16
5	Anesthesiologist Nurse	16
6	Polyclinic Nurse	26
7	Pediatric Nurse	9
8	Dental Nurse	5
9	Geriatric Nurse	12
	Total	**160**

The variables in this study were job characteristics, psychological conditions, personal and work outcomes, adapted from the Job Diagnostic Survey (JDS) model by Hackman & Oldham (1975).

Research Instrument

The research instrument used in this study was the Job Diagnostic Survey (JDS) questionnaire, which consisted of 60 items divided into three main dimensions: job dimensions (21 items), experienced psychological states (14 items), and affective responses to the job (25 items). This instrument was translated from English into Indonesian to ensure better understanding by respondents.

Validity and Reliability

To ensure the validity of the instrument, the researcher conducted an expert review process as recommended by Azwar (2015). The purpose of this expert review was to assess the accuracy of the adapted statements, taking into account the item's suitability to the construct being measured, content relevance, level of importance, language clarity, and potential bias. The goal of this approach was to ensure that each item in the questionnaire appropriately reflected the variables intended to be measured in the study.

This expert review process involved three lecturers with expertise and backgrounds in industrial and organizational psychology. The review was conducted independently, with the researcher submitting a draft of the Job Diagnostic Survey (JDS) questionnaire to each reviewer for individual assessment. The reviewers' input was used to refine the wording of the questionnaire items, resulting in a content-valid instrument. Instrument reliability was tested by calculating Cronbach's Alpha coefficients on the pilot data. The analysis showed that all three dimensions of the JDS had Cronbach's Alpha values above 0.70, indicating that the instrument has good internal consistency and is reliable in measuring job characteristics. The analysis was performed using SPSS version 30.0 for Windows.

Data Analysis

The data collected in this study were analyzed descriptively, focusing on calculating the average (mean) score for each dimension of the Job Diagnostic Survey (JDS) instrument: job dimension, experienced psychological states, and affective responses to the job. The average score was used to assess the nurses' perceptions of the job characteristics they experience. This analysis provides a general overview of how high or low these dimensions are perceived by respondents. The results of the analysis are presented in tabular form, containing the average for each item and the total average for each dimension. This presentation aims to facilitate reading and interpretation of the data and to provide a clear picture of the job dimensions most dominantly perceived by nurses at Hospital X.

Ethical Clearance

This study has obtained ethical approval from the Syiah Kuala University Faculty of Medicine Research Ethics Committee with letter number 162/EA/FK/2024. Before completing the questionnaire, each respondent was given informed consent explaining the purpose of the study, the right to participate voluntarily, and the guarantee of confidentiality of personal data and the institution where they work. In accordance with the ethics committee's regulations, the names of the hospitals were not disclosed. Thus, this study was conducted in accordance with applicable research ethics principles.

RESULT

Data collection in this study involved nurses who had held certain positions for at least six months, with a sample size of 160 people. The demographic characteristics of the respondents in this study included age, gender, unit position, position, length of time in position, length of service, employment status, and marital status. A more detailed description of the characteristics of the research subjects is presented in the following Table:

Table 2. Research Subject Description

Category	Number	Percentage
Gender		
Male	20	12,5%
Female	140	87,5%
Age		
20-40 yo	154	94,1%
40-65 yo	6	5,9%
Hospital Unit Positions		
Inpatient Room Nurse	37	23,1%
Emergency Room Nurse	22	13,8%
ICU Nurse	17	10,6%
Surgical Nurse	16	10%
General Anesthesia Nurse	16	10%
Clinic Nurse	31	19,3%
Pediatric Nurse	9	5,6%
Geriatric Nurse	12	7,5%
Position		
Head of Department	19	11,9%
Junior Nurse	40	25%
Middle Nurse	40	25%
Senior Nurses	35	21,9%
Specialist Nurses	19	11,9%
Educators Nurses	7	4,4%
Position Duration		
≥ 6 Months	160	100%
Employment Period		
1-5 years	64	40%
5-10 years	70	43,8%
10-15 years	23	14,4%
15-20 years	3	1,9%
Employment status		
Civil Servant	85	53,1%
Non-Civil Servant	75	46,9%
Marital status		
Married	81	50,6%
Single	69	43,1%
Prefer not to be named	10	6,3%

Based on demographic data, the research sample consisted of 160 people (100%), with the majority being female (140 people or 87.5%). Most respondents were in the 20–40 age range, namely 154 people (94.1%). This shows that the productive age group and women dominated participation in this study. These demographic characteristics may influence the perceptions and work experiences reported by respondents.

The majority of respondents in this study were inpatient nurses, numbering 37 people (23.1%), with most respondents having held this position for ≥ 6 months (100%). Most respondents held the positions of Junior and Middle Nurse, numbering 40 people (25%) each. The majority of respondents were civil servants (PNS), totaling 85 people (53.1%), with the longest period of employment falling into the 5–10-year category (43.8%). The marital status of respondents was dominated by the married category, totaling 81 people (50.6%).

This study used assumption testing with Crosstab testing to ensure the feasibility of data analysis. According to Pallant (2010), if the contingency table is 2×2, all cells must have an expected frequency of more than 5. If the table is larger than 2×2, the number of cells with an expected frequency of less than 5 must not exceed 20%. Researchers calculated the mean value for each dimension to determine the high or low level of the mean value in this study. The following table presents the results of the mean value calculations for each dimension:

Table 3. Job Dimension Analysis Results

MPS Dimension (N=160)	EEOC Categories (Mean)	Mean value obtained by researchers	Conclusion
Skill Variety	5.84	4.62	Low (below category)
Task Identity	6.22	4.82	Low (below category)
Task Significane	6.22	4.62	Low (below category)
Autonomy	5.50	4.54	Low (below category)
Feedback	5.25	4.42	Low (below category)

Preliminary analyses indicate that the Job Dimension has a mean value that is below the standard for categories based on the Equal Employment Opportunity Commission (EEOC) Categories. Skill Variety has a mean value of 4.62 (standard 5.84), Task Identity 4.82 (standard 6.22), Task Significance 4.62 (standard 6.22), Autonomy 4.54 (standard 5.50), and Feedback 4.42 (standard 5.25).

The Motivating Potential Score (MPS) calculation shows that the average motivation potential score of nurses is below the standard category (167). Of the 160 respondents, 151 respondents (94.3%) were in the low category, while 9 respondents (5.6%) were in the high category. Other results of the analysis on the dimension of experienced psychological states are shown in the following Table:

Table 4. Experienced Psychological Analysis Results

MPS Dimension (N=160)	EEOC Categories (Mean)	Mean value obtained by researchers	Conclusion
Experienced Meaningfulness for the job	5.86	4.42	Low (below category)
Experienced Responsibility for The Work	5.89	5.10	Low (below category)
Knowladge Of Result	5.32	4.56	Low (below category)

Based on Table 4 above, the mean values obtained are 4.42 for Experienced Meaningfulness (standard 5.25), 5.10 for Experienced Responsibility (standard 5.89), and 4.56 for Knowledge of Results (standard 5.32). All values are below the category of standards based on the Equal Employment Opportunity Commission (EEOC) Categories. Other results of the analysis on the dimension of affective responses to the job are shown in the following Table:

Table 5. Affective Responses to The Job Analysis Results

MPS Dimension (N=160)	EEOC Categories (Mean)	Mean value obtained by researchers	Conclusion
General Satisfaction	6.05	4.56	Low (below category)
Internal Work Motivation	5.86	4.96	Low (below category)
Specific Satisfaction	4.31	5.34	High (above category)

As demonstrated in the Table, the mean value for General Satisfaction is 4.56 (standard 6.05), Internal Work Motivation is 4.96 (standard 5.86), and Specific Satisfaction is 5.34 (standard 4.31), with decisions based on the Equal Employment Opportunity Commission (EEOC) category. The researchers also conducted a Chi-square test to analyze the relationship between demographic data and Job Dimension, Experienced Psychological States, and Affective Responsibility to the Job, using the Asymp.sig (2-sided) value as a reference, where a value ≤ 0.05 indicates a significant contribution, and > 0.05 indicates no contribution (Pallant, 2010). The results of the analysis show that demographic data do not contribute to the variables in this study.

DISCUSSION

In this study, researchers conducted an analysis using the Job Diagnostic Survey (JDS) to evaluate various factors that influence job satisfaction and internal motivation among nurses at a hospital in Aceh province. Preliminary findings from the analysis suggest that, in general, nurses' job satisfaction levels were found to be in the low category. This finding suggests the presence of an issue in critical psychological states, which may be attributable to suboptimal job characteristics. According to the JDS theory, the job characteristics of a given occupation can exert a negative influence on job satisfaction and motivation if they affect nurses' perceptions of their work.

These findings are consistent with the research conducted by Rachmawati & Mangundjaya (2021) at Hasan Sadikin Hospital in Bandung. The study demonstrated a significant positive relationship between psychological empowerment and nurses' job satisfaction, suggesting that nurses who experience lower levels of psychological empowerment tend to exhibit diminished levels of job satisfaction. The findings of this study indicate that a paucity of control over one's professional obligations, coupled with a dearth of organizational support, can engender a diminution in perceptions of the significance of one's work.

One dimension of the Experienced Psychological State is the Experienced Meaningfulness of the Work, which is indicative of the extent to which nurses perceive their work as meaningful. The findings of the study indicate that the value in this dimension is in the low category. In the context of JDS theory, the concept of experienced meaningfulness is influenced by three primary job characteristics: skill variety, task identity, and task significance. The findings of this study indicate that nurses' skill variety scores are suboptimal. Consequently, nurses often engage in monotonous tasks and are not provided with sufficient opportunities to utilize their diverse skill sets in their daily activities. This finding aligns with the conclusions of Wicaksono (2019) research, which posits that repetitive and less challenging tasks can diminish nurses' work motivation due to the absence of opportunities for self-development and continuous training. In summary, the present study, as well as extant research, demonstrate that a paucity of task variety exerts a negative

influence on nurses' perceptions of the meaningfulness of their work.

The findings of this study suggest that nurses with low task identity scores may lack a comprehensive understanding of the overall care process they are engaged in. The sense of uncertainty surrounding the identification of tasks can engender a sense of alienation among nurses, thereby diminishing their sense of ownership over their patients and the care they provide. This has the potential to affect the quality of care and nurses' job satisfaction (Siregar *et al*., 2022). Furthermore, the findings suggest that nurses who perceive their work as having minimal significance, as indicated by low task significance scores, may hold a perception that their work does not have a substantial impact on patients or society. According to the JDS theory, a lack of understanding regarding the significance of nursing work has the potential to diminish nurses' motivation and job satisfaction (Rahmadani & Yuliana, 2020).

Another psychological state, characterized by a sense of responsibility for work outcomes, is also experienced. This state, however, is typically associated with a low level of intensity. In the JDS theoretical framework, the concept of experienced responsibility is influenced by autonomy, defined as the extent to which nurses are granted autonomy in decision-making related to patient care. The findings of the study indicate that low autonomy scores are indicative of nurses lacking sufficient autonomy in decision-making. The absence of autonomy in the nursing profession has been demonstrated to engender feelings of frustration among nurses, thereby impeding their sense of engagement in their professional duties (Mustika & Aulia, 2023).

Additionally, nurses demonstrated a deficiency in knowledge regarding results, a dimension that reflects the extent to which individuals receive information about the outcomes or quality of their performance. Scores on this dimension that are below average suggest that nurses are not receiving sufficient feedback from their superiors or the current work system. In the absence of clear and constructive feedback, nurses encounter significant challenges in assessing the quality of their work in relation to established standards. This condition has the potential to engender a decline in motivation, work effectiveness, and job satisfaction.

These results align with the findings of Sari & Nurcahyani (2021), who determined that the absence of feedback in government hospitals adversely influenced nurses' confidence and role clarity, particularly in inpatient care units. The study emphasizes that regular and meaningful feedback contributes significantly to increased work engagement and the quality of nursing services. Therefore, the present study, in conjunction with preceding research, indicates that a dearth of awareness concerning outcomes represents a pivotal factor that ought to be considered by nursing management.

The Motivating Potential Score (MPS) calculation yielded a low value, indicating that the current job design for nurses is not sufficiently motivating. In accordance with the JDS theory, a low MPS is indicative of an inadequate combination of skill variety, task identity, task significance, autonomy, and feedback, which is insufficient to engender a motivating work environment (Oktaviana *et al*., 2023). Moreover, the phenomenon of nurses reporting low overall job satisfaction has been demonstrated to be a contributing factor to elevated rates of turnover intentions. This, in turn, has the potential to engender a state of instability within the nursing team. A study by Ramadhiansyah *et al*. (2022) found that job satisfaction has a significant negative

relationship with nurses' turnover intentions. Job satisfaction has been demonstrated to have a negative correlation with nurses' intention to resign; that is, the higher the job satisfaction, the lower the intention to resign.

The study also found that there were nine respondents with the highest MPS scores out of a total of 160 respondents. This finding suggests that prolonged experience and job stability are associated with heightened motivation among nurses. A multitude of factors have been identified as contributing to enhanced MPS scores, including autonomy and feedback (Kristanti *et al*., 2024).

The present study is not without its limitations. A significant constraint involves the utilization of multiple measuring instruments, namely questionnaires, which can impose a substantial burden on respondents and compromise the quality and consistency of the collected data. A further challenge pertains to the difficulty in collecting data efficiently, as some respondents experience a sense of burden due to the extensive number of questions in the questionnaire. Therefore, it is imperative to streamline the instruments to enhance the efficacy of the data collection process.

In the context of policy recommendations, the results of this study indicate that job redesign and organizational culture improvement are needed to increase nurses' motivation and job satisfaction (Oktaviana *et al*., 2023). One potential course of action is to enhance the opportunities for nurses to engage in training, expand their autonomy in decision-making processes, and refine the feedback system within the organization. Furthermore, it is imperative to consider policies that promote the well-being of nurses, such as increased incentives, reduced workloads, and enhanced career development opportunities (Hayat, 2020).

In light of the findings of this study, it is recommended that similar studies be conducted in other locations to ascertain whether similar patterns emerge in various hospitals with different characteristics. Consequently, the findings of this study offer a more comprehensive understanding of the factors that influence nurses' job satisfaction and motivation in general. The study's primary strength resides in its extensive utilization of the Job Diagnostic Survey (JDS) instrument, a tool designed to assess various dimensions of job characteristics and their correlation with the psychological well-being and occupational performance of nurses. Furthermore, the present study furnishes a relatively comprehensive depiction of the respondent profile and the individual factors that influence the Motivating Potential Score (MPS).

CONCLUSION AND SUGGESTION

The findings of this study indicate that job satisfaction and intrinsic motivation among nurses at a hospital in Aceh province persistently remain at low levels, particularly with regard to experienced meaningfulness, experienced responsibility, and knowledge of results. Scores on the following dimensions of job satisfaction are particularly salient: skill variety, task identity, task significance, autonomy, and feedback. These dimensions have been shown to contribute to a lack of motivation and job satisfaction. The MPS analysis indicates that the majority of nurses exhibit low levels of motivation. A small percentage of respondents attained high MPS scores, a group that is particularly notable for its advanced age, senior leadership status, and extensive professional experience.

In consequence of these findings, it is imperative for hospital management to undertake a comprehensive evaluation of nurses' workload, implement strategies to enhance task variety, and ensure the

provision of more effective autonomy and feedback. The implementation of competency-based training, job rotation programs, and fair promotion opportunities has been demonstrated to enhance nurses' work motivation. Furthermore, additional research is recommended to investigate other factors that may enhance motivation and job satisfaction. These factors may include organizational policies and reward systems. A more diverse sample size should be considered to obtain more comprehensive results.

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AUTHOR CONTRIBUTION

Author Zahratul Nabila was responsible for determining the topic, selecting the research location and sample, and collecting primary and secondary data. Furthermore, she contributed to the data analysis process. Concurrently, author Irin Riamanda served as the supervising lecturer. In this capacity, she approved the research topic and sample and provided valuable guidance, input, and corrections at every stage of the research.

CONFLICT OF INTEREST

The authors declare that there are no conflicts of interest associated with this research study.

DECLARATION OF ARTIFICIAL INTELLIGENCE (AI)

The authors acknowledge the utilization of ChatGPT as a tool in the preparation of this article, particularly for language refinement, summarization, and clarification of concepts. All content generated with the assistance of artificial intelligence (AI) has undergone a rigorous review process, involving editing and validation by the authors, with the objective of ensuring accuracy and originality. The authors are responsible for the final content of this manuscript.

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