



ANALYSIS OF THE RELATIONSHIP OF THE WORK ENVIRONMENT AND JOB SATISFACTION OF NURSES IN REGIONAL HOSPITALS

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Abstract

A healthy and safe environment is essential, because a healthy and secure environment can make a person work quietly, and the results of work are expected to meet the established standards. Job satisfaction is one of the factors that influences the working environment. This research aims to determine the relationship between the work environment and the job satisfaction of nurses in regional general hospitals in Bogor City. This study uses a quantitative approach. Data were collected by distributing questionnaires to 80 respondents. The sampling technique for this research uses saturated sampling. The analysis technique for this research is descriptive analysis, correlation coefficients (Rank Spearman), coefficient of determination r^2 , and correlation coefficient hypothesis. This research shows a strong relationship between work environment and job satisfaction based on the results of the Rank Spearman correlation coefficient of 0,759 and from the results of the coefficient of determination is it known that work environment has a positive relationship with a value of $r^2 = 66,1\%$. Hypothesis test results in $t_{count} > t_{table}$ ($10,292 > 1,664$), H_0 is rejected and H_a is accepted.

Keywords: work environment, job satisfaction, nurses, regional hospital

1. INTRODUCTION

Human Resources is an important factor in an organization, agency, or company because human resources are a group of people working together to achieve a goal. Whatever the form and purpose, agencies, companies, and organizations are created based on various visions for the benefit of humans and whose mission is managed and managed by humans. Therefore, humans are a strategic factor in all activities of organizations, agencies, and companies. The work environment is all the tools and materials encountered in the surrounding environment where a person works, their work methods, and work regulations, both individually and in groups. The work environment is everything around the workers' environment that influences them in carrying out their duties, including humidity, temperature, lighting, ventilation, cleanliness, and noise in the workplace, whether there is adequate work equipment. Job satisfaction is a



description of an employee's attitude whether they are happy or unhappy with their job. By fulfilling nurses' job satisfaction, nurses' welfare will be better and nurse services will improve and nurses' work performance will improve. One factor that can increase job satisfaction is the work environment.

Bogor City Regional General Hospital is a government hospital in Bogor City, West Java. Founded on September 17 1980 on the initiative of the Karya Bakti Foundation. Bogor City Regional General Hospital is a hospital that provides general and specialist health services and has complete facilities and competent human resources. Currently, the Bogor City Regional General Hospital has type B accreditation.

Table 1 Pre-Survey Results of Nurse Job Satisfaction at the Bogor City Regional General Hospital

No.	Questions/Indicators	Answer Choices					Respondent
		Strongly Agree (5)	Agree (4)	Doubtful (3)	Disagree (2)	Strongly Disagree (1)	
1.	Work						35
	I feel satisfied with the results of the work done	12	19	3	1	0	
	Percentage	34,3 %	54,3 %	8,6 %	2,9 %	0 %	
2.	Salary/wages						35
	I am satisfied with the salary received	3	9	10	7	6	
	Percentage	8,6 %	25,7 %	28,6 %	20 %	17,1 %	
	The salary I receive is commensurate with the work done	5	8	12	5	5	35
	Percentage	14,3 %	22,9 %	34,3 %	14,3 %	14,3 %	
3.	Supervision						35
	Supervision provides assistance when I experience problems at work	9	19	5	1	1	
	Percentage	25,7 %	54,3 %	14,3 %	2,9 %	2,9 %	
4.	Promotion						35
	Education level is not a consideration in my promotion	6	12	10	3	4	
	Percentage	17,1 %	34,3 %	28,6 %	8,6 %	11,4 %	
5.	Co Worker						



My colleagues and I communicate well and respect each other	17	16	2	0	0	35
Percentage	48,6 %	45,7 %	5,7 %	0 %	0 %	
Total percentage	24,7 %	39,5 %	20 %	8,1 %	7,6 %	100 %

Source: pre-survey questionnaire results processed in 2023

From table 1, the results of the pre-survey on inpatient nurses' job satisfaction, there are still many nurses who answered whether they agree or disagree regarding job satisfaction, especially on salary and promotion indicators, meaning that there are still many nurses who feel they are not satisfied enough. This is based on the following data:

1. In terms of work indicators, 34.3% of nurses answered strongly agree, 54.3% answered agree, 8.6% answered disagree, 2.9% answered disagree, and 0% answered strongly disagree. This means that, based on the questions, there are still some nurses who feel that they are not satisfied with the results of the work they do.
2. In the salary/wages indicator, 8.6% of nurses answered strongly agree, 25.7% answered agree, 28.6% answered disagree, 20% answered disagree, and 17.1% answered strongly disagree. This means that, based on the questions, there are still many nurses who feel that they are not satisfied with the salary they receive.
3. In the salary/wages indicator, 14.3% of nurses answered strongly agree, 22.9% answered agree, 34.3% answered disagree, 14.3% answered disagree, and 14.3% answered strongly disagree. This means that, based on the questions, there are still many nurses who feel that the salary they receive is not appropriate for the work they do.
4. In the supervision indicator, 25.7% of nurses answered strongly agree, 54.3% answered agree, 14.3% answered disagree, 2.9% answered disagree, and 2.9% answered strongly disagree. This means that, based on the questions, there are still some nurses who feel that supervision has not fully provided assistance when nurses experience problems at work.
5. On the promotion indicator, 17.1% of nurses answered strongly agree, 34.3% answered agree, 28.6% answered disagree, 8.6% answered disagree, and 11.4% answered strongly disagree. This means that, based on the questions, there are still many nurses who feel that education level is a consideration in promoting their position.
6. On the co-worker indicator, 48.6% of nurses answered strongly agree, 45.7% answered agree, 5.7% answered disagree, 0% answered disagree, and 0% answered strongly disagree. This means that, based on the questions, there are still some nurses who feel that they have not established good communication and mutual respect between fellow nurses.

The results of the pre-survey of inpatient nurses' job satisfaction showed that many nurses answered neither agree nor disagree regarding job satisfaction, especially on salary and promotion indicators, meaning that many nurses still felt they were not satisfied enough.



Table 2 Pre-Survey Results of the Work Environment for Nursing Nurses at the Bogor City Regional General Hospital

No.	Questions/Indicator	Answer Choice					Respondent
		Strongly Agree (5)	Agree (4)	Doubtful (3)	Disagree (2)	Strongly Disagree (1)	
1.	Lighting						35
	The lighting equipment in the work area is good, adequate and does not disturb me while working	15	17	2	0	1	
	Percentage	42,9%	48,6%	5,7%	0%	2,9%	
2.	Air temperature						35
	The air temperature conditions at work are functioning well and do not affect my body temperature	12	12	7	2	2	
	Percentage	34,3%	34,3%	20%	5,7%	5,7%	
3.	Noise level						35
	The work environment is free from noise and does not disturb concentration at work	10	20	3	1	1	
	Percentage	28,6%	57,1%	8,6%	2,9%	2,9%	
4.	Security						35
	Security at my workplace is good so I work safely and comfortably	9	15	6	3	2	
	Percentage	25,7%	42,9%	17,1%	8,6%	5,7%	
5.	Equipment layout						35
	The layout of office equipment and supplies is neatly arranged and does not disturb work concentration	10	18	4	3	0	
	Percentage	28,6%	51,4%	11,4%	8,6%	0%	



6.	Relationships between co-workers						
	Relations between employees (superiors, subordinates, and fellow workers) are well established	10	17	5	3	0	35
	Percentage	28,6%	48,6 %	14,3%	8,6%	0%	
	Total percentage	31,4%	47,5 %	12,8%	5,7%	2,8%	100%

Source: pre-survey questionnaire results processed in 2023

From table 2, the results of the pre-survey work environment for inpatient nurses show that the work environment in the hospital is quite good, but there are still some nurses who answer that they disagree about the work environment, meaning that there are still some nurses who feel that the work environment in the hospital is not good enough. . Therefore, if the work environment is not good, it can have an impact on nurses' job satisfaction when carrying out their work. This is based on the following data:

1. On the lighting indicator, 42.9% of nurses answered strongly agree, 48.6% answered agree, 5.7% answered disagree, 0% answered disagree, and 2.9% answered strongly disagree. This means that, based on the questions, there are still some nurses who feel that the lighting equipment in the workroom at the hospital is not good enough, adequate and disturbs them when working.
2. On the air temperature indicator, 34.3% of nurses answered strongly agree, 34.3% answered agree, 20% answered disagree, 5.7% answered disagree, and 5.7% answered strongly disagree. This means that, based on the questions, there are still some nurses who feel that the air temperature conditions in the workplace are not functioning properly and are affecting their body condition.
3. In the noise level indicator, 28.6% of nurses answered strongly agree, 57.1% answered agree, 8.6% answered disagree, 2.9% answered disagree, and 2.9% answered strongly disagree. This means that, based on the questions, there are still some nurses who feel that noise in the workplace interferes with their concentration at work.
4. On the safety indicator, 25.7% of nurses answered strongly agree, 42.9% answered agree, 17.1% answered disagree, 8.6% answered disagree, and 5.7% answered strongly disagree. This means that, based on the questions, there are still some nurses who feel that safety in the workplace is not good enough so that nurses still don't feel safe and comfortable.
5. On the equipment layout indicator, 28.6% of nurses answered strongly agree, 51.4% answered agree, 11.4% answered disagree, 8.6% answered disagree, and 0% answered strongly disagree. This means that, based on the questions, there are still some nurses who feel that the layout of office equipment and supplies is not neatly arranged, thereby disrupting their concentration at work.
6. On the indicator of relationships between colleagues, 28.6% of nurses answered strongly agree, 48.6% answered agree, 14.3% answered disagree, 8.6% answered disagree, and 0% answered strongly disagree. This means that, based on the questions, there are still some nurses who feel that the relationship between nurses is still not well established.

The results of the pre-survey work environment for inpatient nurses showed that the work environment in the hospital was quite good, but there were still some nurses who answered that they disagreed with the



work environment, meaning that there were still some nurses who felt that the work environment in the hospital was not good enough. Therefore, if the work environment is not good, it can have an impact on nurses' job satisfaction when carrying out their work

Based on the theory of the work environment and job satisfaction along with an explanation of the conditions or phenomena therein, it can be concluded that there is a problem with the work environment and job satisfaction of inpatient nurses at the Bogor City Regional General Hospital

Theoretical Foundations & Hypothesis Development

Work environment

The work environment in a company needs to be considered, the reason is because the work environment has a direct influence on employees. A conducive work environment can improve employee performance and conversely, an inadequate work environment can reduce employee performance. Working environmental conditions are said to be good if employees can carry out activities optimally, safely and comfortably. Here are several definitions of work environment explained by experts:

According to Afandi (2018), the work environment is everything in the workers' environment that can influence employees when carrying out their duties, such as temperature, humidity, ventilation, lighting, noise, cleanliness of the workplace and whether or not work equipment is available.

According to Sedarmayanti (2017), the work environment is all the tools encountered, the environment in the workplace area where a person works, work methods, and work arrangements both individually and in groups,

According to Sutrisno (2017), the work environment is the entire work infrastructure in the environment around employees who are working and can influence how they carry out their work.

Kasmir (2016), The work environment is the atmosphere and conditions around an employee's work area, which can be in the form of layout, infrastructure, space or relationships between co-workers.

According to Latif et al., (2022) the work environment is the environment where employees carry out their daily work. A conducive work environment will provide a sense of security and increase employees' ability to work optimally.

From several opinions about the work environment, the work environment can be defined as everything in an employee's workplace that can influence either directly or indirectly the employee in carrying out the assigned tasks.

According to Sutrisno (2017), the indicators contained in the work environment are:

1. Lighting is sufficient light to illuminate the employee's workspace.
2. Air temperature, namely the comfortable air temperature in the employee's workspace.
3. Noise level, is the sound disturbance that arises in the employee's workspace.
4. Job security is a situation where employees are free from worries about feeling safe while working.
5. Equipment layout is the appropriate arrangement of office equipment required by employees.
6. Relationships between co-workers are good relationships that exist between employees in the work environment.

Job satisfaction

Job satisfaction is something from a person's work situation, feelings towards their work, as well as relationships with co-workers. Therefore, job satisfaction is a very important aspect of an employee. Employees can communicate in the work environment in such a way that work can be carried out in accordance with company goals. The following is an expert explanation regarding job satisfaction:



According to Afandi (2018), job satisfaction is an employee's positive attitude, for example a person's behavior and feelings towards work carried out through job evaluation as recognition of achieving important goals within the company. According to Hasibuan (2019), satisfaction is the emotional attitude of employees who enjoy and love their work. This attitude arises from discipline, achievement and working capital.

According to Kaswan (2017), job satisfaction comes from employees' perceptions that they know how good a job is and provide things that are considered very important. Job satisfaction is also a positive or negative emotional state resulting from employee work experiences and evaluations.

Based on the background and framework of thought above, the research constellation can be described as follows.

From the opinions of the experts above, it can be concluded that job satisfaction is a feeling felt by an employee, this feeling is in the form of feelings of happiness or displeasure with their work.

Indicators of job satisfaction according to Afandi (2018) are:

1. Work it is work that employees carry out whether it is enjoyable or not.
 2. Salary/Wages it is a reward that employees get for what they have done according to their needs.
 3. Supervisor/supervision, person who gives orders or instructions in carrying out work.
 4. Promotion there is a possibility to grow in promotion. This has to do with the opportunity to improve your career while working at the company.
 5. Coworkers employees always interact with each other in carrying out their work at the company.
- Employees can feel happy or unhappy.

Based on the background and framework of thought above, the research constellation can be described as follows

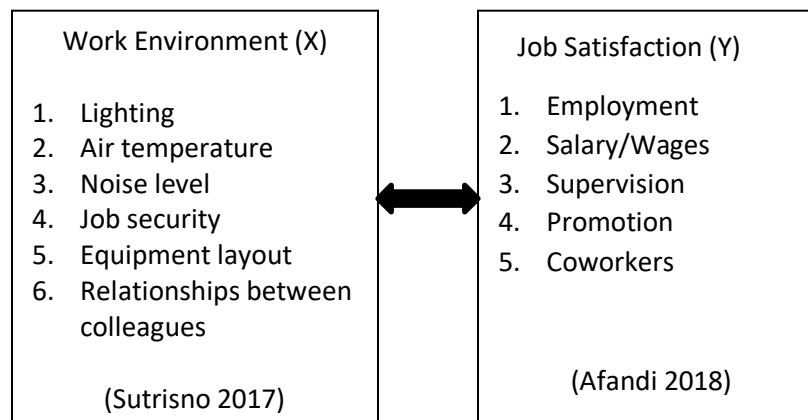


Figure 1. Research Constellation

Hypothesis of this research:

- There is a positive relationship between the work environment and job satisfaction of inpatient nurses at the Bogor City Regional General Hospital.



2. RESEARCH METHODS

The type of research used in this research is descriptive verification. The method used in this research is explanatory survey. The research technique used in this research is quantitative statistics.

The unit of analysis used was 80 inpatient nurses at the Bogor City Regional General Hospital. The sampling technique in this research uses a saturated sampling technique where all members of the population are sampled.

The data collection method in this research is primary data, namely a questionnaire submitted to inpatient nurses at the Bogor City Regional General Hospital and the scale used in the questionnaire is the Likert scale. Secondary data consists of data obtained indirectly from the Bogor City Regional General Hospital, journals, books and previous research.

The data analysis method in this research is Descriptive Analysis. Furthermore, Spearman Rank Correlation Coefficient Analysis, Determination Coefficient Test (r^2) according to Ghazali (2018), that to measure how far the model's ability to explain the dependent variable, test the correlation coefficient hypothesis.

3. RESULTS AND DISCUSSION

1. Descriptive Analysis

Based on respondents' responses regarding the work environment obtained from each indicator are as follows:

1. Lighting Indicator, as many as 86.75% strongly agree that lighting in the workplace helps nurses complete their work, as many as 83.5% strongly agree that lighting equipment in the work space is good and adequate. And as many as 82.5% strongly agree that lighting in the workplace is not dazzling.
2. Air Temperature Indicator, as many as 69% agreed that the temperature in the workplace does not affect body temperature, as many as 70.5% agreed that humidity in the workplace does not affect body temperature, and as many as 76.75% agreed that air ventilation in the workplace is good enough.
3. Noise Level Indicator, as many as 76.25% agreed that the workplace was far from noise, as many as 76.25% agreed that nurses could concentrate well because they were away from noise, and as many as 79.25% agreed that the noise level could be tolerated as long as it did not interfere with the nurses' work.
4. Job Security Indicators, as many as 77.25% agree that security in the workplace is able to make nurses work comfortably, as many as 77.25% agree that the security unit in the workplace works well so that nurses work comfortably, and as many as 73.25% agree that the workplace guarantees the safety of its nurses in Work.
5. Equipment Layout Indicator, as many as 82.25% strongly agree that the layout of office equipment and supplies is adequate for nurses to work, as many as 82.25% strongly agree that nurses participate in arranging the work space so that it is neatly arranged, and as many as 77.25% have the layout of office equipment and supplies neatly arranged. so that it does not interfere with the nurse's work.
6. Indicators of Relationships between Colleagues, as many as 82.5% of co-worker relationships between superiors and subordinates run well, as many as 82.75% strongly agree that co-worker relations at the hospital run smoothly, and as many as 82.75% strongly agree that relations between co-workers can work together in running the hospital. tasks assigned by the company.

Based on respondents' responses regarding job satisfaction, the results obtained for each indicator are as follows:

1. Employment Indicators, as many as 83.25% strongly agree that nurses are satisfied with the results of the work they do, as many as 80% strongly agree that the work given by their superiors is in accordance with their abilities, and as many as 82.25% strongly agree that every job that nurses do can be completed on time.



2. Salary/Wage Indicators, as many as 53.75% do not agree that nurses are quite satisfied with the salary they receive, as many as 52.75% do not agree that the salary they receive is in accordance with the work they do, and as many as 60.75% agree that the salary they receive can meet their living needs.
3. Supervision Indicators. as many as 76.25% agreed that supervision carried out by supervisors helped in completing work, as many as 76.5% of supervisees provided assistance when nurses experienced work problems, and as many as 75.75% of supervisees did not give confusing orders.
4. Promotion Indicator, as many as 73.25% agreed that the level of education would not be a consideration in job promotions and as many as 77.5% agreed that the quality and quality of work at work would be a consideration in job promotions.
5. Coworker Indicator, as many as 85.5% strongly agree that nurses have good collaborative relationships with colleagues, as many as 86% strongly agree that nurses and colleagues have good communication and respect each other and as many as 85.25% of nurses enjoy working with the same division/ function.

2. Correlation Coefficient Analysis

Table 3. Spearman Rank Correlation Coefficient Analysis

Correlations		Work Environment	Job Satisfaction
Work Environment	Correlation Coefficient	1.000	.759**
	Sig. (2-tailed)	.	.000
	N	80	80
Job Satisfaction	Correlation Coefficient	.759**	1.000
	Sig. (2-tailed)	.000	.
	N	80	80

**. Correlation is significant at the 0.01 level (2-tailed).

Based on the results of the Spearman rank correlation coefficient test above, a value of 0.759 was obtained which is in the interval 0.60 – 0.799, meaning that there is a strong and positive relationship between work environment variables and job satisfaction variables. Therefore, the more positive the work environment, the higher the job satisfaction of nurses at the Bogor City Hospital, conversely, the more negative the work environment, the lower the job satisfaction of nurses at the Bogor City Regional Hospital.



3. Analysis of the Coefficient of Determination

The coefficient of determination is used to find out how much the independent variable and dependent variable contribute. How big the contribution of occupational safety and health is to employee work productivity will later be tested by hypothesis through correlation coefficient analysis.

Table 4. Analysis of Determination Coefficient

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.813 ^a	.661	.657	3.64535

$$\begin{aligned}
 DC &= r^2 \times 100\% \\
 &= 661 \times 100\% \\
 &= 66,1
 \end{aligned}$$

These results show that the contribution of the Work Environment variable to Job Satisfaction is 66.1%, and the remainder is influenced by other factors at 33.9%.

4. Hypothesis Test (T Test)

1. Statistical Hypothesis

Ho: $r \leq 0$, meaning there is no positive relationship between the work environment and job satisfaction.

Ha: $r > 0$, meaning there is a positive relationship between the work environment and job satisfaction.

2. Searching for ttable is done with a significance of 5% = 0.05 and degree of success (df = n-2) or 80-2 = 78. The result is ttable 1.664.
3. Find tcount using the formula:

$$t_h = \frac{r \sqrt{n-2}}{\sqrt{1-r^2}}$$

$$t_h = \frac{0,759 \sqrt{80-2}}{\sqrt{1-0,759^2}}$$

$$t_h = 0,759 \frac{\sqrt{78}}{\sqrt{0,424}}$$

$$t_h = 0,759 \times 13,56$$

$$t_h = 10,292$$



4. CONCLUSION

The results of this research are based on the analysis of the Spearman rank correlation coefficient test, namely 0.759 which is in the interval 0.60 – 0.799. This means that the work environment and job satisfaction have a strong relationship. From the results of the coefficient of determination, it can be seen that the contribution/role of work environment variables to job satisfaction is 66.1%. And from the results of the hypothesis test, the correlation coefficient shows $t_{count} (10.292) > t_{table} (1.664)$, so H_0 is rejected and H_a is accepted, meaning that there is a positive relationship between the work environment and job satisfaction of nurses at the Bogor City Regional Hospital. The more positive the work environment, the higher the job satisfaction of inpatient nurses at Bogor City Hospital, conversely, the more negative the work environment, the lower the job satisfaction of nurses at Bogor City Regional Hospital.

Suggestion

1. In this research, hospitals should pay more attention to air conditions, air humidity and air ventilation in the work environment which can affect the body condition or health of nurses considering that the lowest descriptive analysis results are in the air temperature indicator so that in the future it does not interfere with nurses' activities which could influence job satisfaction so that nurses can work safely and comfortably.
2. From the results of the descriptive analysis, job satisfaction is in the good category, so as a consideration, hospitals must pay more attention to nurses' job satisfaction, especially in terms of salary indicators, so that it is even better, for example by conducting socialization among hospital superiors regarding the amount of salary given so that satisfaction Nurses' work can improve and achieve the targets set.
3. For further research:
When conducting research at this hospital, it is best to use different variables or add other variables such as compensation, workload, work stress or others that are related to nurses' job satisfaction, considering that in the analysis of the coefficient of determination of 33.9% there are still other variables that contribute to job satisfaction.

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