

Relationship between Job Satisfaction and Turnover Intention of Nurses at Islamic Hospital Faisal Makassar

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Abstract

Employee attrition in the hospital may have a detrimental effect on the delivery of health care to patients, resulting in lower employee work satisfaction and a willingness to stick with the company. The aim of this analysis is to determine the impact of job satisfaction, including job dimensions, pay, advancement opportunities, leadership supervision, coworker supervision, and work climate, on the intention of nurse turnover at Faisal Islamic Hospital Makassar. This is a quantitative analysis with a cross sectional study method that uses an analytic observational study. Nurses made up the overall sampling pool, which included 127 people. The chi-square test was used to evaluate the results. The findings revealed a correlation between job satisfaction and intention to quit based on job measurements, pay, advancement prospects, leadership management, coworkers, and the work climate. As a result, management is expected to inspire workers by offering incentives, leave, official cars, or other services that can be used as a compensation mechanism for employees who have performed well, as well as to monitor employee happiness by looking at what employees expect.

Keywords: Job Satisfaction, Salary, Work Environment, Organizational Commitment, Turnover Intention

Introduction

The development of services in the health sector has an impact on the competition for public and private hospitals. This is in line with the emergence of increasingly complex health problems and demands to be resolved by meeting the needs for excellent service, so that human resources in the organization are required to have expertise and competitiveness for the sustainability and achievement of organizational goals (Bappenas, 2019).

Human resources are a part that needs attention to achieve the goals of an organization. Organizations should be able to pay attention to the needs of available human resources to improve the quality of services provided. Factors that have an influence on employees are job satisfaction of these employees which then has an influence on the quality and work productivity which has an impact on the implementation of organizational activities (Wati, 2019).

Hospitals include a vast number of Human Resources (HR) that come from a range of fields, necessitating the implementation of a human resource management policy in order to accomplish their objectives. A nurse is one of the occupations with a sufficiently large

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number of employees at the hospital. "A nurse is anyone who has passed higher education in Nursing, both at home and abroad, and is recognised by the government in compliance with the terms of the Legislation," according to Law No. 38 of 2014. Nurses must embody expertise, disposition, and sound nursing practice, as well as autonomy and the ability to be accountable for the nursing acts they conduct. Nurses may have a role in performing medical actions, as well as monitoring and controlling the condition and progress of patients in their care (Budiono, 2016).

One of the problems related to human resource problems is turnover. Turnover is a condition where employees move from an organization and is usually the last resort. Turnover is often used by employees to find or find a better situation, but it gives losses to the organization they left behind (Prihanjana, 2013).

The discharge of employees from the hospital can have an adverse impact, such as disrupting the process of health services provided to patients. Where the employee leaves means that there is a position that is vacant and must be filled immediately. As long as there is a vacancy, existing employees will do work that is no longer in accordance with their duties so that their main work is neglected. This will cause losses to the organization so that problem solving is needed (Langitan, 2010). Therefore, the hospital managerial department needs to prepare various strategies to keep employees from leaving the organization / hospital (Ratnasari, 2011).

According to a Brandon Hall Group report, healthcare has four times the turnover rate of other sectors in the United States. Healthcare companies are trying to retain workers involved while technology changes have driven transition in the workplace. Employee engagement is not only critical for a company's productivity, but it's also a major factor in employee turnover. Employee commitment gives them a sense of identity, encourages them to develop a true relationship with their boss, and increases their willingness to remain with the company (Carla Kath, 2018).

According to Hasibuan (2007) states that to determine employee job satisfaction can be described from employee discipline, work morale, and turnover in the organization. If the level of absenteeism, work morale and turnover are in the low category, then employee job satisfaction is in good condition.

The Islamic Physical Hospital Makassar strives to provide maximum health services, so human resources, especially nurses, are required to carry out their duties as well as possible and improve service performance. Nurses' job satisfaction is needed so that they are able to provide quality service, because if their employees get job satisfaction, the employees will try to do their jobs and obligations until they are finished and well above the standards made by the organization. For this reason, the management of Faisal Islamic Hospital is trying to make this happen with one of the stated missions, namely the welfare of all hospital human resources (Mutu RSI Faisal Makassar, 2019).

Based on a preliminary study conducted at the Faisal Makassar Islamic Hospital, it was found that the number of nurse turnover in the inpatient room had increased every year in 2017-2019. In 2017 the number of nurses who turned over was 1 person from a total of 146 nurses (0.68%), in 2018 there were 15 people out of a total of 200 nurses (7.50%), and in 2019 there were 55 people from 264 nurses (20, 83%). So it can be seen that the average turnover of nurses in 2017-2019 is 24 nurses (9.67%) (Kepegawaian RSI Faisal Makassar, 2020).

There are many variables that can influence work satisfaction, organizational engagement, and nurse turnover intention, according to the theory and study that has been identified about job satisfaction. Nurses that are pleased with their jobs are critical to the hospital's progress in improving the level of care to patients and the morale of nurses.

Methods

This study was performed at the Islamic Hospital of Faisal Makassar and is a form of quantitative analysis with a cross sectional study style. Since they did not have nurses who worked in covid nursing, the study's population was all nurses at Faisal Makassar Hospital, with a total sample of 127 respondents. Furthermore, chi-square regression was used to evaluate the data univariate and bivariate.

Results and Discussion

A total of 127 nurses from the Islamic Hospital of Faisal Makassar participated in this report. The majority of respondents are over 35 years old (69.3%), women (70.9%), and have worked for at least 8 years (22 %). The most recent schooling of the respondents is DIII (44.9%), and the majority of the respondents are permanent workers (75.6%). In terms of marital status, the majority of the respondents are married (75.6 %).

Job satisfaction was the independent variable in this analysis, while turnover intention was the dependent variable. The task itself, wages and incentives, prospects for development, leadership supervision, colleagues, and the work atmosphere are all aspects that influence job satisfaction. For each solution option, a score of 1 to 5 is assigned to the questions on each dimension. As a consequence, these ratings can be clustered together in table 1 below.

The job satisfaction variable of nurses at the Faisal Islamic Hospital in Makassar shows that most nurses are satisfied with the dimensions of the job itself (81.1%), less satisfied with the wage / salary dimension (66.1%), and satisfied with the dimension of the opportunity for promotion to a position (55%) (63.0 %).

This table presents the distribution for the research variables at Faisal Makassar Hospital in 2020 as seen in Table 2. The majority of respondents (55.9%) are in the less happy category in the combined work satisfaction variable, and the attrition intention variable is in the low category (66.1 %).

Table 1. Distribution of Respondents' Answers and Analysis of the Relationship of Job Satisfaction Research Variables with Turnover Intention to Nurses at the Islamic Hospital Faisal Makassar in 2020

Research Variable	Number	Percentage	P Value
	(n)	(%)	
Dimensions of Work Itself			
Satisfied	103	81.1	0,027
Less Satisfied	24	18.9	
Wage/salary dimensions			
Satisfied	43	33.9	0,006
Less Satisfied	84	66.1	
Dimensions of Job Promotion Opportunities			
Satisfied	71	55.9	0,000
Less Satisfied	56	44.1	
Dimensions of Supervision by Leaders			

Research Variable	Number	Percentage	P Value
	(n)	(%)	
Satisfied	113	89.0	0,002
Less Satisfied	14	11.0	
Coworker Dimensions			
Satisfied	111	87.4	0,005
Less Satisfied	16	12.6	
Dimensions of the Work Environment			
Satisfied	80	63.0	0,036
Less Satisfied	47	37.0	
Total	127	100	

Table 2. Research Hypothesis Test Results Relationship between Job Satisfaction and Turnover Intention of Nurses at the Faisal Islamic Hospital in Makassar

	Hypothesis	Table	Results	Conclusion
H1: Relationship of Job Satisfaction with Turnover <i>intention</i> of Nurses at Faisal Islamic Hospital				
H ₀	There is no relationship of job satisfaction with the turnover intention <i>of</i> nurses at Faisal Islamic Hospital Makassar.	Chi-square	Sig = 0,004 Sig < 0,05	H ₀ is rejected
H _a	There is a relationship of job satisfaction with the turnover intention <i>of</i> nurses at Faisal Islamic Hospital Makassar.			There is a relationship of job satisfaction with the turnover intention <i>of</i> nurses at Faisal Islamic Hospital Makassar.

According to the table above, there is a link between work satisfaction and intent to leave at Faisal Islamic Hospital Makassar.

The aim of this research was to determine the correlation between work satisfaction and plan to leave Faisal Islamic Hospital. This study concluded that there is a link between the degree of nurse work satisfaction and the turnover rate at Faisal Islamic Hospital. Studies have shown that employee satisfaction is inversely associated with intention to turnover. Therefore, as Faisal nurses had an RSI value of 0.004, it is agreed that the theory "There is a connection between job satisfaction and plan to leave rsi nurse Faisal" (two nurses working at the Faisal Hospital indicate this.) Turnover intentions were greatly influenced by work satisfaction, according to the results. These expectations are in accordance with the mobley model, which says turnover is based on work satisfaction. perceived work stability activates citizens to prompt them to contemplate leaving their existing employment (Saputra, 2016). In the end the employee will conduct an evaluation on the current job and is expected to look for

alternative jobs. If the job search is successful then the employee will compare the current job with other job alternatives (Mobley, P. Hom, 1984). If the comparison is favorable, the employee will decide to resign and leave the current job in order to get another job alternative that is expected to be more satisfactory.

In line with previous opinions, job satisfaction can maintain qualified employees so as to maintain employee loyalty and lower turnover intention (Rismayanti, 2018), so that in other words the increase in job satisfaction is potentially effective for decreased retention (Roy et al., 2017). Job satisfaction is something that can convince employees to work for a long time (Khan et al., 2013). If employees are happy, either the duration of employment can be extended to lower turnover or increased turnover will be reduced. In conjunction with cell biologists and medical engineers has found that likewise, studies done in conjunction with cell biologists and medical engineers found by Tamalero et al. (2012) which means that work satisfaction has a major effect on the turnover intentions of employees.

Bester (2012) studies rarely specifically state what a survey participants' turnover goal is. He surmised that it is very understandable that people believe the word to be self-explanatory. According to Bester (2012), several researchers perceive turnover intention as the end goal that is obtained only prior to people leaving the workplace. Turnover purpose can be understood in either a behavioral or human terms, depending on the intended actions.

An employee who does well will help the organization attain its aims and objectives. As can be seen from Kiruja and Elegwa (Mukuru & Ek, 2013) Performance is a function of skill and motivation, where ability is defined as the capacities, energy, and motivation as incentive for exertion of an inner power.

Faisal Makassar Islamic Hospital's job satisfaction was found to have many variables that influenced nurses' purpose. Almost half of high-category career satisfaction survey respondents desired lower attrition rates. This fact aligns with the argument that occupations have a huge effect on a person's level of loyalty to an organization. Employee well-being is one of the requirements for corporate wellbeing, offering outstanding services, and relying on human capital. In this report, employee satisfaction with the job performance had a positive impact on the organization's commitments in Faisal Islamic Hospital in Makassar, followed by the urge to turn their dedication into intentions.

Abbasi (2000) classify turnover based on the trigger of the decision made, namely by voluntary and not involuntary. Factors that cause employees to switch jobs can be categorized as external factors and internal factors. External factors are drivers that come from outside individual employees, such as family encouragement and opportunities provided by other companies. Internal factors are factors directly related to the employee, such as the satisfaction felt by the employee for the compensation he received, satisfaction of his job, the employee's sense of security in work and the employee's commitment to his company.

Novliadi (2007) explains that there are several factors that trigger turnover intention, namely age, length of employment, level of education and intelligence, attachment to work and job satisfaction. Individual who is satisfied with his work tends to survive in the organization. Meanwhile, individuals who are dissatisfied with their work tend to opt out within the organization. In addition, turnover intention tends to harm the organization itself because employee turnover is important. Research conducted by Jabeen et al. (2018) also stated that the high job satisfaction achieved can reduce turnover intention. In addition, (Suriyenti et al., 2014) stated that job satisfaction is an important factor in the sustainable competitive advantage and achievement of organizational excellence. It has been explained

previously that, in this study, overall job satisfaction has a significant and positive effect on the commitment of nurse organizations in Faisal Makassar Islamic Hospital.

According to Robbins (2006) an employee's overall attitude towards facets of his work. Employment well-being consists of emotional, functional, and effective responses to one's work, as well as having one's needs and expectations fulfilled. Many individuals possess job satisfaction, the contrast between how much a worker thinks he/she can earn as a wage versus what he/she actually gets. Individuals without family members should be concerned with the current employment status of the job, and families should be concerned with the previous one.

Conclusion

People at Faisal Islamic Hospital keep their jobs because they believe that they are able to do a good job. In general, it is anticipated that the hospital will be concerned about how happy workers are with their careers, advancement prospects, working relationships, and the authority of officials, and the physical working conditions that impact nurses' willingness to stay at Faisal Makassar Islamic Hospital.

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