

The Influence of Nurse Satisfaction and Work Stress on Turnover Intension at Mitra Medika Hospital Medan

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Abstract: Nurses are one of the most important assets affecting the efficiency and effectiveness of a hospital. The high intention of nurse turnover in a hospital can weaken the structure of the nursing system and hinder the proper implementation of the nursing processes and procedures itself. The purpose of this study was to analyze the influence of job satisfaction and stress on nurses on turnover intention. Associative and explanatory were used in this study. All of the nurses who work in Mitra Medika Hospital Medan were participants with a total sample of 126 nurses obtained using cluster sampling and random sampling techniques. The results showed that there was an influence of job satisfaction on turnover intention ($p=0.000$) and there was an influence of work stress on turnover intention ($p=0.000$). A hospital is expected to be able to manage nurses as well as possible so that nurses can increase job satisfaction to reduce turnover intentions.

Keywords: Nurse satisfaction, Work stress, Turnover intention

1. INTRODUCTION

The hospital as one of the health service centers has autonomy, so the hospital is required to provide maximum services with the most effective management possible. This is because any improper decision making will result in efficiency and decrease hospital performance. The success and success of a hospital are largely determined by the way the hospital manages its human resources [1]. One of the problems in an organization in a hospital that concerns human resources is turnover intention. Turnover intention is an important issue and affects the performance and profitability of a hospital [2]. Mobley [3] states that the general limitation of changing nurses is the cessation of nurses as members of an organization accompanied by the provision of rewards by the organization concerned. But Mobley's definition puts more emphasis on nurses who quit.

The high intention of nurse turnover in a hospital leads to a shortage of nursing staff and loss of resources for experienced and skilled nurses, which reduces the quality of care received by patients [3]. Also, high turnover rates can result in high levels of fatigue and injuries at work among nurses [4]. According to Swanburg [5], the incidence of turnover can be influenced by several things, such as anxiety and uncertainty, inability to fulfill personal and organizational goals, contradictory needs, dissatisfaction with human relationships, breaking rules, policies and regulations, the inherent nature of tasks. job, competence, overwork, limited personal and professional growth.

According to Mobley [3], the turnover intention is influenced by the desire to end the task or leave the hospital related to job satisfaction. Perceived job satisfaction can affect a person's thinking to leave the hospital. Separately from job satisfaction, turnover intentions can also be caused by fatigue and injuries at work among nurses. Fatigue is caused by stress related to performance and workload [6]. From the above statement, it can be concluded that an increase in turnover can lead to an increase in the workload of nurses so that the stress level of nurses becomes higher. This has an impact on the onset of work fatigue and can reduce nurses' motivation to do their job well.

Based on a preliminary survey conducted at Mitra Medika Hospital Medan by, 8 out of 10 nurses, it is known that intense turnover often occurs due to several factors such as stress in carrying out work caused by a high workload, insufficient compensation, poor work environment, support, hospital policies and so forth. Each individual will have a different level of satisfaction in each of them. By the understanding of satisfaction itself, where job satisfaction is a pleasant or unpleasant emotional state in looking at work. This can be seen through attitudes towards work, positive attitudes when satisfied or negative attitudes when not satisfied. Nurse dissatisfaction can be expressed in some ways. For example, quitting work, nurses complaining, not being compliant, or avoiding part of job responsibilities. Meanwhile, job satisfaction is one of the goals that every nurse wants to achieve at work. Having a satisfied nurse makes work morale, dedication, love, and discipline increase. For this reason, a hospital must create job satisfaction.

2. METHODS

This research was explanatory. The type of sampling used was probability sampling; simple random sampling which was the selection of samples randomly in the study so that the specified number of samples can be met. The data collection procedure was carried out in two stages, namely the preparation stage and the implementation stage. The preparation stage began with preparing instruments for data collection in the form of a questionnaire. Researchers applied for permission to research the Director of Mitra Medika Hospital Medan, after getting a letter of passing the ethical test. After the research permit was issued, the researcher then asks permission from each head of the Mitra Medika Hospital Medan and explained the purpose and made a work contract for the length of the research. Researchers explained the purpose of the research carried out. The sample nurses were given a questionnaire related to demographic data, job satisfaction, job stress and turnover intention.

3. RESULTS

The majority of respondents indicated that the characteristics of respondents based on age were mostly in the age range 26-30 years, as many as 78 (62%). On the characteristics of respondents based on gender, it is known that most of the respondents are female as many as 89 (70.6%). In the characteristics of respondents based on length of work it is known that most respondents have worked for <3 years, namely as many as 84 (66.6%) and on the characteristics of respondents based on the latest education, it is known that most of them have the educational background of D-III nursing as many as 73 (57.9%). Based on table 1, it can be seen that the two independent variables have a p-value <0.25. Thus the two variables were included in the multiple logistic regression test model.

Table 1: p-value for multiple logistic regression test

Variable	p-value
Financial satisfaction	0,000
Social satisfaction	0,049
Psychological satisfaction	0,023

Physical satisfaction	0,017
Physiology symptoms	0,010
Psychological symptoms	0,000
Behavioral symptoms	0,001

Based on Table 2, it can be seen that the dominant variable related to turnover intention was the financial satisfaction variable. With a p-value <0.05, namely the aesthetic variable with a significant 0.019 (p-value <0.05), Exp. (B) OR=2.785 (95% CI=0.785-8.427) means that respondents who were not satisfied financially have a chance of 2.785 times. Potential to perform turnover intention compared to respondents who were satisfied with the job with a B coefficient value of 0.945 was positive, the more nurses were dissatisfied with financially, the more nurses have the potential to make turnover intentions.

Table 2: Results of multivariate data analysis using multiple logistic regression tests

Variables	B	p-value	Exp. (B) OR	95%CI for Exp(B)	
				Lower	Upper
Financial satisfaction	0,945	0,019	2,785	0,785	8,427
Social satisfaction	1,431	0,709	1,538	0,161	14,736
Psychological satisfaction	1,914	0,248	6,783	1,963	23,444
Physical satisfaction	1,262	0,083	3,532	0,846	14,747
Physiology symptoms	1,468	0,598	1,597	0,280	9,103
Psychological symptoms	1,344	0,680	1,411	0,275	7,254
Behavioral symptoms	1,266	0,533	0,766	0,332	1,770
Constant	7,196	1,663	0,001		

4. DISCUSSION

The results of research conducted at Mitra Medika Hospital Medan showed that of the 126 respondents, most of the respondents did not have job satisfaction as many as 79 (62.70%), while other respondents had job satisfaction as many as 47 (37.30%). The job dissatisfaction felt by the nurses is influenced by the salary and benefits they receive. According to some of the nurses, as many as 43 nurses (34.2%) stated that the salary they received was not following the workload and responsibilities they had. This is in line with the opinion of Suwandi and Indriantoro [7] that salary satisfaction means that a person will be satisfied with his salary when the perception of salary and what they get is as expected.

Also, 46 (36.5%) nurses stated that they did not agree that they were satisfied with the allowances provided by the hospital beyond the basic salary received. As many as 59 (46.8%) nurses agreed that the salary they received was not by the level of education. As many as 47 (37.3%) nurses said they did not agree that the salary they received was following the skill level they had. A total of 126 (100%) nurses stated that they strongly disagreed that the salary was following the regional minimum wage. As many as 39 (30.9%) nurses stated that they did not agree that the distribution of incentives was fair.

In line with the results of the research above, Mobley [3] states that salary satisfaction can mean that a person will be satisfied with his salary when the perception of salary and what they get is as expected. Several studies have identified aspects of satisfaction that were found to be associated with individual desires to leave the organization including satisfaction with wages and promotions. Lawer [8] created a model based on equity theory which began to explain the causes of one's satisfaction and dissatisfaction with salaries. According to Lawer [8], differences in the amount of salary received by a person and the amount that they suspect other people receive are a direct cause of salary satisfaction or dissatisfaction. If they conclude that they are being paid too little, they may be absent frequently or resign. If nurses

find that they are being paid very dearly, they may get bored or compensate by working harder.

The salary set by the hospital is one source of satisfaction from the nurse. Nurses who work in hospitals have a series of needs that must be met. Nurses generally expect a salary that is determined fairly and sufficiently to meet the needs of each month. Meeting these needs will have an impact on work satisfaction so that nurses can be enthusiastic about working, which in turn will support the nurse's productivity level. The income you receive every month can be used to meet your daily needs. The income earned by everyone is of course different because each skill must have a different appreciation, especially for several different educational backgrounds.

The results of the research conducted at Mitra Medika Hospital Medan showed that of the 126 nurses studied, most of the nurses had high work stress, namely 51 people. Of the 51 people, it is known that as many as 16 (31.4%) nurses have the potential to have low turnover intentions, and nurses who have the potential to have high turnover intentions are 35 (68.6%) people. According to the results of research at Mitra Medika Hospital, the high number of nurses who experience work stress is caused by various factors such as many as 51 (40.4%) nurses stated that a task that is too heavy can increase blood pressure. This is in line with the opinion of Illyas [9] that the number of tasks is not proportional to both physical abilities and skills and the time available will be a source of stress. Factors that influence the work stress of nurses are the patient's constantly changing conditions, the average number of hours of care needed to provide direct service to patients is more than the ability of nurses and high job demands.

As many as 27 (21.4%) nurses stated that they strongly agreed that they often had headaches because they thought too much about doing work and as many as 46 (36.5%) nurses stated that they often experienced headaches if they could not finish their work on time. The cause of this headache is muscle tension in the back of the head and neck. The trigger is emotional disturbance and doing the same job for a long time and lack of rest time provided by the hospital. This is also caused by work that is not completed on time and usually often occurs because the tasks given are not done optimally so that the nurse is not confident when submitting the job to the boss, nurses often experience abnormal blood pressure, this is due to lack of sleep nurse due to work, the nurse stated that it is easy to feel tired.

As many as 59 (46.8%) nurses stated that they strongly agreed that heavy work tends to irritate colleagues, friends, and family. According to Robbins [10], role demands are a factor associated with one's job. These factors including individual job design, working conditions and work layout can put pressure on people when the agreement is felt to be excessive. The more interdependence between one's duties and the tasks of others, the more potential stress. Based on the research results, the occurrence of turnover is considered important to note because it will have an unfavorable impact on the hospital. The results of the multivariate analysis show that the dominant variable associated with turnover intention is the job satisfaction variable with a value of B (4.106) and a p-value of 0.000. Based on the results of research at Mitra Medika Hospital, Medan, it is known that of the 126 people studied, 74 (58.7%) nurses agreed that they often thought about leaving work. This is closely related to the nurse's dissatisfaction with the salary and promotion that the nurse did not get. If someone has satisfaction with salary, he will try to survive in his current job.

5. CONCLUSIONS

There was an influence of job satisfaction of nurses on the turnover intention at Mitra Medika Hospital. There was an influence of work stress on nurses on the turnover intention at Mitra Medika Hospital. The variable that greatly influences the turnover intention at Mitra

Medika Hospital was the job satisfaction of nurses. Based on the results of the study, it was also found that the main support felt by the participants was strong family support, which motivated the participants. This affects the attitude of the participants in accepting their sick condition, both positively and negatively.

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