

# Relationship Job Satisfaction With Turnover Intention On Nurses In The Inpatient Ward Of A Private Hospital Batam City In 2020

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## ABSTRACT

American Health Care Association revealed that from the total turnover rate of 35.1%, an increase of 39.5%, this data shows that there was the highest increase in nursing staff by 4%. Research in the United States, Canada, UK, and Germany shows that 41% of nurses in hospitals are dissatisfied with their jobs and 22% of them plan to leave their jobs within one year. One of the factors that affect turnover intention to nurses is job satisfaction. This study aims to determine the relationship between job satisfaction and turnover intention of nurses in patient room Private Hospital, using an analytical study with a cross sectional design. The number of nurses in the study was 51 nurses. The data analysis used was the Kruskal Wallis test, Kruskal Wallis statistical test results obtained value (p value = 0.003 < 0.05), indicating that  $H_0$  is rejected and  $H_a$  is accepted. Conclusion: There is a significant relationship between job satisfaction and turnover intention for nurses in the inpatient room of Private Hospital, Batam City in 2020. Hospital management is expected to make a policy to minimize the increase in turnover and increase nurse job satisfaction

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## 1. Introduction

WHO states that the hospital is a comprehensive part, has a function in providing health services to the community, both curative in nature, where these services reach families and the environment around the home (Setyawan, 2019). According to Law no. 44 of 2009 Hospital is a health service institution that provides comprehensive services that provide inpatient, outpatient, and emergency services in providing health services for the community. In room inpatient nursing staff are in the health care setting leading by first contact and longest time with the patient, which is 24 hours per day and 7 days per week hence the position nurse the key in building the image of the house sick (Liestor, I Nyoman. Girsang, 2018).

A hospital will provide optimal service if it is supported by quality resources, the resources needed by hospitals are very diverse, one of which is human resources (Putra, 2016). Human resources are the main assets that are important for the progress of the hospital in providing health services in the form of energy, potential, creativity and efforts that support the progress of the hospital. Nurses are the biggest contributors who play an important role in daily operational activities in hospitals (Prabowo, 2018). International Council of Nursing, nurses are part of the largest health services in hospitals that have the authority to provide services to patients and prevent disease after completing the nursing education program (Kusumaningrum, 2015). One of the most common problems faced by hospitals, especially in the human resources department, is nurse turnover.

AHCA (American Health Care Association) in 2011, revealed that of the total turnover rate of 35.1%, there was an increase of 39.5%, the data showed that there was the highest increase in nursing staff at 4% (Hesarika, 2018). The 2017 Nursing Solution, Inc (NSI) survey report revealed that in America it took an average of 86 days to fill vacant experienced nurse positions due to 16.2% nurse turnover. Michael Pafe Indonesia Employee Intentions Report notes that in the next 12 months, 72% of nurses in Indonesia have an interest in changing and leaving their jobs in 2015.

Turnover is the exit of employees from their workplace, while turnover intention is the desire to change jobs/perception of someone to move from their job. The exit of nurses from their workplaces can harm the organization of the hospital, where the hospital will lose quality human resources, turnover can also be detrimental in terms of nursing care services to patients, the occurrence of withdrawal costs both in time and facilities in interviewing and selecting new employees (Ridlo, 2012).

The results of the 2017 Health Personnel Research (Risnakes) at the DKI Jakarta Hospital got the most satisfaction. .7% in the low category and 25.2% in the high category (Risksedas, 2018). staff work is 50.1% in the medium category, 24.7% in the low category and 25.2% in the high category (Risksedas, 2018). Health (Risnakes) 2017 at the DKI Jakarta Hospital found that most of the staff job satisfaction was 50.1% in the medium category, 24.7% in the low category and 25.2% in the high category (Risksedas, 2018). Robbins & Stephen (2015) argue that if nurses who work are satisfied with their work and hospital organizational systems, it can increase customer satisfaction and loyalty. A satisfied nurse will reflect a cheerful, friendly, and responsive attitude to the patient, so the patient will feel that he or she is getting good service from the nurse (Robbins & Timothy, 2015).

The results of interview observations conducted at Private Hospital Batam on February 25-27 2020 for 10 nurses in the inpatient room, 7 nurses revealed that nurses were dissatisfied with the salaries received by nurses. The lack of salary received by nurses makes nurses think of leaving their jobs and looking for other jobs because of the mismatch of salaries with the physiological needs of nurses. Nurses are also dissatisfied with the additional incentives and benefits that are obtained because they do not match expectations. In addition to satisfaction with salary, noisy environmental conditions due to improvements in the hospital make it difficult for nurses to concentrate on doing tasks, and interfere with comfort at work. The lack of appreciation for the recognition of the good work done by nurses is also one of the points for nurses to create work performance. The high desire of nurses to think about leaving work is hampered by one factor, namely the absence of a Registration Certificate (STR) for nurses, because without having an STR nurses will have difficulty getting jobs in other hospitals. Meanwhile, the other 3 nurses revealed that they were quite satisfied with the salary, as well as their supervisory ability in making decisions regarding problem solving wisely and the relationship of the work team that was mutually sustainable both in communication and nursing actions. Meanwhile, the nurses' interest in moving was obtained as many as 7 nurses had an interest in moving and 3 of them did not have an interest in moving. The impact that can arise from dissatisfaction at work includes decreased work productivity, high work productivity indicates that the level of job satisfaction of nurses is also high. Dissatisfaction or lack of satisfaction at work will have an impact on worker turnover (turnover), in addition to leaving nurse workers will reflect an attitude of complaining, disobeying and avoiding the responsibilities given (Langgeng & Yenny, 2019). In addition to the impact of being dissatisfied at work, the impact caused by nurses who leave (turnover) for the organization is the occurrence of withdrawal costs both in time and facilities in interviewing and selecting new employees, lost production due to nurses leaving their jobs, as well as additional occurrences. working hours for nurses who work at the hospital (Ridlo, 2012).

To increase the level of nurse satisfaction, it can be done by changing the work structure, namely the first by doing a worker rotation where nurses will experience job changes from one task to another in accordance with their job descriptions. Second, by changing the payment structure according to the ability and knowledge of nurses regardless of status or position at work, providing salaries based on their services and nurses' performance at work, then providing payments based on the success of the work team/shift.

## 2. Methods

This research belongs to the type of analytical research with a cross-sectional research design. The sample of this study were nurses in the inpatient room at Private Hospital, Batam, Riau Islands 69 nurses. The sampling technique used in this study is total sampling.

## 3. Result and Analysis

### Result

The results of the research on the relationship between job satisfaction and turnover intention in the inpatient room at Private Hospital, Batam City the results are obtained in table 1, table 2, table 3. Table 1 shows that of the 51 nurses in the inpatient room at Private Hospital, most of them have dissatisfied job satisfaction, totaling 28 (54.9%) nurses, Table 2 shows that of the 51 nurses in the inpatient ward of Private Hospital, most of them have high turnover intention,

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totaling 19 (37,3) nurses. Table 3 shows that out of 51 nurses, there are 28 nurses with dissatisfied job satisfaction, 10 (19,6%) nurses with high turnover intention and 3 ( 5,9%) nurses with high turnover intention. Based on the results of the Kruskal Wallis statistical test conducted by the researcher, the p value of 0.003 <0.05 was obtained. Ha is accepted while Ho is rejected, meaning that there is a significant relationship between job satisfaction and turnover intention for nurses in the inpatient room at Private Hospital, Batam City in 2020.

TABLE 1.

JOB SATISFACTION FREQUENCY DISTRIBUTION		
Job Satisfaction	N	(%)
very dissatisfied	4	7,8
Dissatisfied	28	54,9
quite satisfied	16	31,4
Satisfied	3	5,9
Total	51	100,0

Table 2.

Turnover Intention Frequency Distribution		
Turnover Intention	n	(%)
very low	12	23,5
Low	11	21,6
High	19	37,3
very high	9	17,6
Total	51	100.0

TABLE 3.

THE RELATIONSHIP BETWEEN JOB SATISFACTION AND TURNOVER INTENTION OF NURSES IN THE INPATIENT ROOM AT PRIVATE HOSPITAL, BATAM CITY IN 2020

Kepuasan Kerja	Turnover Intention								Total	p-value	
	Sangat Rendah		Rendah		Tinggi		Sangat Tinggi				
	n	%	n	%	n	%	N	%			
<b>Sangat Tidak Puas</b>	4	7,8	0	0	0	0	0	0	4	7,8	0,003
<b>Tidak Puas</b>	7	13,7	8	15,7	10	19,6	3	5,9	28	54,9	
<b>Cukup Puas</b>	1	2,0	2	3,9	9	17,6	4	7,8	16	31,4	
<b>Puas</b>	0	0	1	2,0	0	0	2	3,9	3	5,9	
<b>Total</b>	12	23,5	11	21,6	19	37,3	9	17,6	51	100	

### Analysis

Table 1 the results of the research that has been conducted on nurses in the inpatient ward of Private Hospital, Batam City, obtained the results of nurses who have dissatisfied job satisfaction totaling 28 nurses (54.9%). Job satisfaction is an emotional attitude, which is reflected by work morale, discipline and work performance of nurses. If the nurse has a high level of satisfaction, then the nurse will view her job as something fun (Kusumaningrum, 2015). Job satisfaction also has a considerable influence on organizational productivity, both directly and indirectly, where workers who enter an organization have a desire or desire, as well as needs that form an expectation that later these expectations can be fulfilled in the workplace. Job satisfaction is

obtained when there is a match between expectations and compatibility with the reality obtained in the workplace. The impact that arises when there is no harmony between the expectations with reality gained in the workplace is the dissatisfaction that is the starting point to problems such as conflict manager and the employee turnover worker (Soetrisno, 2017). This study is almost the same as the research conducted by Ghimire S (2019) with the title Factors Affecting Nurse Turnover Intention at Teaching Hospital, Chitwan, the results obtained from nurse job satisfaction, nurses who had dissatisfied job satisfaction amounted to 61 nurses (56.0%). (Ghimire & Wagle, 2019)

Table 2 the results of the research conducted on nurses in the inpatient ward of Private Hospital, Batam City, showed that 19 nurses had high turnover intention (37.3%). Turnover intention is an employee's desire to leave his job and want to find another job (Sunyoto, 2015). Efforts to control turnover intention can be carried out by re-evaluating employee recruitment, reassessing the level of qualifications possessed by employees, providing challenging jobs to employees as opportunities for employees to develop and channeling skills possessed by employees, opening communication channels for management, and increasing non-permanent incentives. Financial services provide awards for work performance to employees and provide recognition for the work of employees. This research is almost the same as the research conducted. This research is in line with the research conducted by Salehi T (2020) with the title The Relationship Between a Healthy Work Environment, Job Satisfaction With Anticipated Turnover Among Nurses in the Intensive Care Unit (ICU). moderate intention amounted to 86 nurses (31.9%).(Salehi, Barzegar, Yekaninejad, & Ranjbar, 2020)

Table 3 the results of the research shows that out of 51 nurses, there are 28 nurses with dissatisfied job satisfaction, 10 (19,6%) nurses with high turnover intention and 3( 5,9%) nurses with high turnover intention. Based on the results of the Kruskall Wallis statistical test conducted by the researcher, the p value of 0.003 <0.05 was obtained. Ha is accepted while Ho is rejected, meaning that there is a significant relationship between job satisfaction and turnover intention for nurses in the inpatient room at Private Hospital, Batam City in 2020. This study is almost the same as the research conducted by Getie GA (2015) with the title Assessment of Factors Affecting Turnover Intentions among Nurses Working in Government Health Care Institutions in East Gojjam, Amhara Region, Ethiopia, the results obtained p value = 0.029<0, 05 which means that there is a relationship between job satisfaction and turnover intention. The results of the study can be concluded that the lower the job satisfaction of nurses, the turnover intention of nurses will be high. Conversely, if the job satisfaction of nurses is high, the turnover intention of nurses will be low as well.(Gojjam, Region, Getie, Betre, & Hareri, 2015)

#### 4. Conclusion

Based on the results of research analysis regarding the Relationship between Job Satisfaction and Turnover Intention in Nurses in the Inpatient Room, Harapan Bunda Hospital, Batam City Most of the nurses in the inpatient ward of Private Hospital, Batam City, had dissatisfied job satisfaction, amounting to 28 nurses (54.9%). Most of the nurses in the inpatient room at Private Hospital, Batam City, had a high turnover intention of 19 nurses (37.3%). The results of the analysis using the Kruskall Wallis test showed that the p value = 0.003 <0.05. So Ha is accepted while Ho is rejected, this means that there is a significant relationship between job satisfaction and turnover intention for nurses in the inpatient room at Private Hospital, Batam City in 2020.

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