

## ORIGINAL ARTICLE

# The Relationship Between Work Environment and Turnover Intention Among Nurses in Awal Bros Hospital

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## ABSTRACT

**Introduction:** One of the efforts to produce and improve individual performance is creating a comfortable, safe, conducive, and enjoyable work environment. Nurse who are dissatisfied work environment tend to leave their jobs. The turnover intention will affect the quality of nursing care due to shortage of nursing personnel. Therefore, the purpose of the study was to examine the relationship between work environment and turnover intention among nurses in Awal Bros Hospital. **Methods:** A cross-sectional study using total sampling recruited 85 nurses. The Individual Workload Perception Scale (IWPS) and the Nurse Turnover Intention Scale (NTIS) were employed to collect data. Descriptive and inferential statistics, chi-square tests were used to analyze data. **Results:** The results showed that nurses had a good work environment, and high turnover accounted for 60% and 55%. There was a significant relationship between work environment and turnover intention among the nurses in Awal Bros Hospital ( $p= 0.002$ ). **Conclusion:** The management of health institutions needs to support their employees to have a good work environment to retain them in providing nursing care.

**Keywords:** Turnover, Work Environment, Nurse

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## INTRODUCTION

The hospital is one of the organizations engaged in health to meet the needs of public health services (1). The hospital's management becomes a discipline that produces two things at once: science in technology and human behavior in the organization. Human Resources are one of hospital management. There were two large groups in hospital human resources: medical personnel consisting of doctors, nurses, other medical personnel, and non-medical personnel. Turnover is detrimental to cost, resources, and employee motivation.

Nursing is a job with a high level of stress (2). Based on initial surveys of 90 hospice nurses from the southern United States that have been done, some nurses often

work overtime, so it can be understood that for those who has been worked overtime, it is very difficult to manage the time between work and family (3). Another problem that arises when the Covid-19 pandemic outbreak takes place is when you must maintain the physical condition, because nurses have high risk of being infected with the Covid-19 virus (4).

The work environment is a variety of situations and conditions around the workplace, involving physical and non-physical aspects and those related to psychological aspects (5). The development of modern health care, an aging population is expected to increase nurses' responsibilities in their work environments and workloads (6). Nurses that working in a favorable environment was associated with less turnover intention (7).

Nurse turnover is a global issue in the health care industry (8). So, the increase in nurse turnover worldwide is deniably high, ranging from 13 to 37%. A survey of

100 nurses at a major hospital in Singapore showed that nurse turnover caused by pressure in carrying out work, the absence of significant professional commitment, the absence of organizational commitment and work environment satisfaction. About 17.5% of new nurses were likely to leave their jobs after gaining a year of experience (9). Turnover means that the company loses a certain amount of labor, which can cause the company to look for new employees, leading to additional costs to recruit labor. The number of employee turnover with an ideal average turnover in the last five years is 13.7% and the largest proportion (59.7%) who commit turnover are nursing personnel (10).

Awal Bros Hospital often ensues shortage of nursing personnel. Nurses who are not satisfied with the work environment physically and non- physically also tend to leave their jobs. In order to overcome this issues, the nursing management applies the Event Order method where the nurses can help other wards if the amount of nurses in a ward are sufficient. The lack of nursing personnel will affect and impact on the quality of nursing care. In addition, patient safety will decrease due to increased medical errors (11)

**MATERIALS AND METHODS**

A cross-sectional design was used in this current study to examine the relationship between work environment and turnover intention among nurses in Awal Bros Hospital. A total of 85 nurses participated in this study that selected conveniently. The inclusion criteria for the sample were a permanent nurse who has been working for more then two years.

Data was collected using the instrument Individual Workload Perception Scale (IWPS) to measure the work environment, while instrument Nurse Turnover Intention Scale (NTIS) was used to measure the turnover intention.

Data was analyzed using descriptive and interpretive statistic. Chi-square test was used to interpret the relationship between work environment and turnover intention among nurses with p value < 0.05.

Ethical approval was obtained from the Ethics Research Commissions, Helath Science Institute of Awal Bros Batam (004/KEPK-SABB/II/2022). The prospective participants were given informatioan related to the research prior to completing the questionnaire. They were ensured that their participation was voluntary, could withdraw ant any study stage and their personal information was kept confidential. Upon the participants agreed to participate, the they signed written informed consent.

**RESULT**

This study examined the relationship between work environment and turnover intention among nurses in Awal Bros Hospital. Table I shows the characteristics of respondents involved in this study. Most respondents were women with a length of work less than two years and the level of education was an undergraduate degree.

**Table I. Frequency Distribution of Respondents Characteristics (n=85)**

Variable	Frequency	Percentage (%)
Gender		
Male	14	16
Female	71	84
Length of Work		
> 2 years	25	29
< 2 years	60	71
Education Level		
Nursing Diploma (D3)	24	28
Bachelor (Ners)	61	72

Table II describes work environment among nurses. More than half of respondents had a good work environment and high turnover intention.

**Table II. Work Environment and Turnover Intention among Nurses Inpatient Room of ABB Hospital (n=85)**

Variables	Frequency	Percentage (%)
Work Environment		
Good	51	60.0
Less Good	34	40.0
Turnover intention		
High	47	55.0
Low	38	45.0

Tabel III describes the relationship between the work environment and turnover intention. There was a significant relationship between the work environment and the turnover intention among nurse in Awal Bros Hospital (p-value = 0.0020).

**Table III. The Relationship between Work Environment and Turnover Intention among Nurses in ABB Hospital (n=85)**

Work Environment	Turnover Intention				P value	
	High		Low			
	n	%	n	%	n	%
Good	27	32	15	18	42	50
Less Good	15	18	28	32	43	50
Total	42	50	43	50	85	100

## DISCUSSION

This study demonstrated that nurses had a good work environment. The work environment includes uncertain conditions of nurse (12). The development of modern health care, an aging population is expected to increase the responsibilities. Nurses need to manage in their work environments and workload. In addition, the lack of nurses is very influential to the negative work environment; therefore, the hospital management must find a better solution and need for better health care. An unhealthy work environment is one of the important causes that will cause a decline in nurse employment and affect nurse performance until nurse satisfaction, and patient safety become negative.

Turnover is an activity in and out of employees in the company related to work dissatisfaction, so the desire of employees to move or leave the company is behavior that cannot be prevented. Turnover intention is the desire to move or leave a company and has not reached the stage of realization to move work. The intention to quit the job leads to the final reality facing the organization, namely the number of employees who leave the organization (13).

The chi-square test obtained a significant value of 0.002 ( $p = <0.05$ ); thus, there was a relationship between the working environment and nurse turnover intention in Awal Bros Hospital. Turnover is an activity in and out of employees in the company related to work dissatisfaction, so the desire of employees to move or leave the company is behavior that cannot be prevented. Turnover intention is the desire to move or leave a company and has not reached the stage of realization to have work. The intention to quit the job leads to the final reality facing the organization, namely the number of employees who leave the organization (13).

Nurse turnover is a global issue in the health care industry (8). So, the increase in nurse turnover worldwide is deniably high, ranging from 13 to 37%. A survey of 100 nurses at a major hospital in Singapore showed that the turnover of nurses caused, among others, pressure in carrying out work, the absence of significant professional commitment, and the absence of organizational commitment and satisfaction with the work environment. A similar study reported that RNs licensed in US from a panel survey for 2006 to 2013 about 17.5% of new nurses are likely to leave their jobs after gaining a year of experience (9). Turnover is detrimental to the company regarding cost, resources, and employee motivation. Motivation with an encouraging or retrospective compensation that is regarded as what makes them work better. There is an incentive-granting relationship with the work motivation of nurses working in the hospital (14). Turnover means that the company loses a certain amount of labor which can cause the company to look for new employees.

The company must spend additional costs ranging from recruiting labor to getting ready-made labor. The resignation of employees means some positions are vacant and must be filled. The existing workforce is no longer suitable during the vacancy period, so the task becomes neglected. Employees who still work will affect their motivation and working passion (10).

A previous study in Samar Philippines found that 166 registered nurses commit several predictors of turnover intentions were determined in the study through nurses' age, job stress and the work environment as being the most influential factors (15). Another study in Kendal, Indonesia examined the relationship between job satisfaction and internal locus of control with turnover. The turnover rate of nurses in hospitals has always ranked first in recent decades, previous studies consider job satisfaction and locus of internal control can reduce the turnover intention rate. The turnover rate of nurse intention is relatively high. The regression analysis results showed that the significance value was 0.822 for job satisfaction and 0.765 for the internal locus of control (1).

Regarding non-physical work environments, several results of previous research conducted by (16) prove there is a significant and positive relationship between non-physical work environments and turnover. The study results to hold opposing views from those who found that the work environment correlated negatively to turnover intention (17). So, that a supportive work environment will cause employees to stay the company (18).

In this case, the researcher's assumptions there was a strong linkage to the study results. The work environment is known today as uncertain conditions for nurses. Consequently, the result of this study was analyzed based on the characteristics of respondents' working period, dominated by novice nurses who have worked less than two years. It was represented that there was a correlation between the working environment and the nurse's working period. There was a time needed to adjust to a new job within a new environment. This study found that it takes time to get used to the environment. However, some theories show that the non-physical work environment includes the friendliness of employees' attitudes and mutual respect. There is a time of being disagreed to foster the quality of employee critical thinking that we can continuously encourage their work performance (19). Another reason for nurses quitting their jobs was because they were accepted as civil servants in their hometown, so they preferred to work in government hospitals than in private hospitals. Some nurse felt that the work environments in the hospital was no longer comfortable. Leadership style felt inappropriate, where there were nurses who experienced being the target of negative emotions among senior nurses and doctors, and the communication did

not work well between superiors, co-workers, and others. It is a reason that the frequency of turnover rate of nurses with a high category.

## CONCLUSION

This study concluded a significant relationship between the work environment and the intention of nurse turnover at the inpatient room of Awal Bros Hospital.

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