
Work Engagement Relationship With Nurse Intention Turnover At Porsea Hospital

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Abstract

Work engagement can be one of many predictors of turnover intention in nurses. Turnover intention can be minimized, so that it can reduce the nurse turnover rate in a company. The purpose of this study was to determine the relationship between work engagement and nurse turnover intention. This study used a cross-sectional design with chi-square test. This research was conducted in September – December 2023, with 140 nurses as the sample. The sampling technique used in this study was stratified random sampling. Based on the results of the analysis between turnover intention and work engagement has got p -value = 0.001 ($p < 0.05$) was obtained and the results of the analysis between the characteristics of nurses and turnover intention showed has got p -value = 0.244 -0.831 ($p < 0.05$). The conclusion of this study is that there is a significant relationship between turnover intention and work engagement at Porsea Hospital and there is no relationship between nurse characteristics and the incidence of nurse turnover intention at Porsea Hospital. It is expected that the hospital management can maintain a good level of work engagement in hope it can reduce nurse turnover rates. Hospitals can facilitate various things that support work engagement, such as a good environment, adequate compensation, and feedback the work of nurses.

Keywords: Nurse; Turnover intention; Work engagement

INTRODUCTION

Turnover is a normal and unavoidable event in hospital institutions, but high turnover rates will certainly have a negative impact. According to Gallup, 10% per year is the ideal figure for turnover in an agency. High turnover rates are a problem faced by various countries. It was found that health worker turnover data reached 15-27% in Denmark, the United States, Canada and Australia. The average nurse turnover from 2010-2014 was between 16.6% and 18.9% in Korea (Mathisen et al., 2021).

Indonesia is a country that is not free from turnover problems, even though the prevalence of its occurrence has not been well integrated. However, figures from several studies conducted can be used to describe the incidence of turnover in Indonesia, especially in the context of health services. Research conducted by (Alfiyah, 2013) found data on nurses who had a desire to leave (turnover intention) at a hospital in Jakarta as much as 57.3%. Meanwhile, data shows that one private hospital in the city of Batam had a turnover rate of 23 out of 165 nurses in 2019, or the same as 14%. (Putri, Febrina & Rahma, 2021) Research conducted by (Christiani & Ilyas, 2020), shows that the turnover rate in private hospitals in Batam during 2015-2017 was 15.4%, 14.3% and 18, respectively. 9%. Research conducted by (Rohaeti et al., 2021) shows that the nurse turnover rate at one hospital in Depok in 2016 was 29%, in 2017 it was 20%, and in 2018 it was 28%.

The high turnover rate for health workers, especially nurses, both in various countries and in Indonesia can have a negative impact on hospitals. Turnover, among other things, is the costs incurred in the process of recruiting new employees and companies can lose skilled and competent workers. High turnover can also hamper workflow, lower quality of care, and even lose trained and expert nurses. (Mathisen et al., 2021) One of the efforts that hospitals should implement in order to reduce the incidence of employee turnover, especially nurses, is to increase nurses' engagement with the institution or company.

Work engagement is a feeling of positive affective motivation related to work, and is manifested by vigor (high commitment), dedication (high work involvement), and absorption (enjoyment of work), and in a positive context it can be assessed from independence, while in a negative context can be assessed from the state of burnout. (Ghazawy et al., 2019) Work engagement is a work-related situation that is characterized by positive and satisfying thoughts. Work engagement, according to (Schaufeli & Bakker, 2010), has several dimensions/aspects, including the following: 1) Vigor

(enthusiasm), which is an expression in the form of encouragement to do one's work well and accompanied by a feeling of happiness in doing one's work. The manifestation of this aspect is that employees will show enthusiasm for work, enthusiasm, focus and completing their work on time. 2) Dedication, is a condition when employees feel involved in their work, characterized by the emergence of a high sense of enthusiasm. In this aspect, employees will also feel proud, full of meaning, inspiration, enthusiasm and challenge in doing their work. 3) Absorption (appreciation) is a state where employees are very deep in their work, so time feels like it moves quickly and they concentrate fully on their work. The positive impact of work engagement is that nurses will show more productive behavior because of the positive emotions generated by the work environment. The positive impact of work engagement is that nurses will show more productive behavior because of the positive emotions generated by the work environment. Work engagement is an important element that nurses must have, where nurses are always in contact with various social systems in their work environment (Percunda & Putri, 2020). (Putri, 2018) in his research stated that a negative relationship was found between turnover intention and work engagement. he positive impact of work engagement is that nurses will show more productive behavior because of the positive emotions generated by the work environment. Work engagement is an important element that nurses must have, where nurses are always in contact with various social systems in their work environment (Percunda & Putri, 2020). (Putri, 2018) in his research stated that he found a negative relationship between turnover intention and work engagement. In his research, it was stated that high employee work engagement would encourage employees not to leave the company or their jobs. On the contrary, employees with low work engagement will increase the employee's desire to leave the company or job. ork engagement is able to minimize the desire to change jobs either directly without mediation from other variables or as a mediating variable with other variables that influence turnover intention in nurses. In interviews conducted with the hospital, it was discovered that there was turnover among nurses at Porsea Regional Hospital, but data on nurse turnover was not obtained by researchers. There have been changes in nurses that have occurred in the last three years at Porsea Regional Hospital. In this preliminary study, researchers were not able to get a good picture of nurses' perceptions of work engagement due to limited research time. So, from the data that has been obtained, researchers are interested in conducting research on the relationship between turnover intention and work engagement, so the researchers conducted research with the title "The relationship between work engagement and turnover intention at Porsea Hospital".

RESEARCH METHODS

The research carried out was descriptive analysis research. This research was conducted based on the research objective, namely to determine the relationship between work engagement and nurse turnover intention at Porsea Hospital. The subjects in this study were 140 nurses. The inclusion criteria for this research were: 1) nurses at Porsea Hospital, 2) nurses with a minimum education of D3 Nursing, and 3) nurses who volunteered to be respondents and fill out the questionnaire. The exclusion criteria in this study were: 1) Head of the room in each treatment room and 2) nurses who were sick and on leave at the time the questionnaire was distributed. Data were collected using a questionnaire referring to work engagement with the UWES-17 questionnaire taken from the Utrecht Work Engagement Scale Preliminary Manual version 1.1 with researcher modifications to measure the work engagement scale and a turnover intention questionnaire based on (Mobley et al., 1979) with researcher modifications to measure turnover intention scale. The analysis technique used in this research is the chi-square test. This test is used to determine the relationship between two categorical data. The data taken will go through an assumption test, namely a normality test using skewness and a chi-square test with a significance limit (p-value) of 5% (0.05). If the statistical test results show a p value <0.05, it can be interpreted that the hypothesis is accepted.

RESULTS AND DISCUSSION

The results of this research were obtained from data processing carried out by researchers. Data processing is divided into three, namely normality test, univariate analysis and bivariate analysis.

Normality test

Table 1. Normality Test Results

Variable	Mean	Median	Skewness	Std. Error	Test results
Work engagement	55,59	56.00	-2.907	0.205	-10,22
Turnover intention	10,39	10.00	0.569	0.205	2,77

Univariate Analysis

Table 2. Description of Characteristics

Nurse at RUD Porsea Porsea, December 2023 (n=140)		
Characteristics of Nurses	Amount (n=140)	Persentase (%)
Age		
< 30 years	46	32,9%
≥ 30 years	94	67,1%
Total	140	100%
Gender		
Woman	91	65%
Man	49	35%
Total	140	100%
Level of education		
D3 Nursing	90	64,3%
Bachelor's Degree in Nursing/Ners	50	35,7%
Total	140	100%
Length of work		
< 10 Years	100	71,4%
≥ 10 years	40	28,6%
Total	140	100%
Marital status		
Not married yet	33	23,6%
Marry	107	76,4%
Total	140	100%

Research conducted on 140 executive nurses at Porsea Hospital showed that most of them were ≥ 30 years old, 94 respondents (67.1%). The majority of nurses are female, 91 respondents (65%). The

highest level of education was dominated by D3 nursing as many as 90 respondents (64.3%), the most length of work was <10 years as many as 100 respondents (71.4%), and the highest marital status was married for 107 people (76.4%).

Table 3. Description of Nurse Work Engagement at Porsea Regional Hospital

Porsea (n=140)

Variabel	Frequency	Percentage (%)
<i>Work engagement</i>		
Low	52	37,1%
Tall	88	62,9%
Total	140	100%

The results of the univariate analysis showed that 88 respondents (62.9%) had high work engagement.

Table 4. Description of Nurse Turnover Intention at Porsea Regional Hospital

Porsea (n=140)

Frequency Variables	Frequency Variables	Persentase (%)
Turnover intention		Turnover intention
Low 79	Low 79	55,4%
Height 61	Height 61	43,6%
Total 140	Total 140	100%

The results of the turnover intention frequency distribution show that the majority of nurses have low turnover intention, 79 respondents (55.4%).

Bivariate Analysis

Table 5. Chi-square test results Characteristics of Nurses with Turnover intention

Characteristics	<i>Chi-square Calculate</i>	<i>Chi-square Tabel</i>	OR (CI 95%)	Note
Nurse	0,710	0,05	0,874	Accept H0
Age	0,831	0,05	0,927	Accept H0
Gender	0,762	0,05	1,114	Accept H0
Level of education	0,629	0,05	1,200	Accept H0
Length of work	0,244	0,05	0,628	Accept H0

From Table 5, you can see the results of the chi-square test between nurse characteristics and turnover intention. In the calculated chi-square, all nurse characteristics have values greater than the calculated ci-square. So it can be concluded that H0 is accepted, or there is no significant relationship between nurse characteristics and the incidence of turnover intention in nurses.

Table 6. Chi-square test results for work engagement and turnover intention

Work engagement	Chi-square Calculate	Chi-square Table	OR (CI 95%)	Note
<i>Turnover intention</i>	0,001	0,05	0,111	Tolak H0

In table 6, you can see the results of the chi-square test between work engagement and turnover intention. The chi-square calculation shows a number greater than the chi-square table, so it can be interpreted that there is a significant relationship between work engagement and turnover intention among nurses at Porsea Regional Hospital.

The OR value (CI 95%) shows $0.111 < 1$, which means that nurses with low work engagement have a 0.111x greater chance of experiencing turnover intention. The p-value shows $0.000 < 0.05$.

Discussion

Description of the characteristics of nurses at Porsea Hospital

The majority of Porsea Regional Hospital nurses come from the age group ≥ 30 years with 94 nurses (67.1%). This age group is still in the productive age category, namely 25-45 years. Individuals of this productive age are still in the stage of establishing their career. Porsea Regional Hospital is a government-owned Regional General Hospital where in recruiting, RSUD requires many professional and experienced staff. This can be the basis for the majority of the age group of nurses at Porsea Regional Hospital.

Women are the most common gender of Porsea Hospital nurses, namely 91 nurses (65%). According to researchers' observations, there are more female nurses than male nurses. This can also be based on stereotypes of the large number of women who carry out the nursing profession. The highest level of education for Porsea Regional Hospital nurses is D3 Nursing. This is in line with research conducted by (Handayani & Bigwanto, 2019) where the majority of nurses at Permata Depok Hospital are D3 Nursing. This can be caused by the large number of nursing workers with a diploma in nursing compared to a bachelor's degree in nursing.

Most of the nurses at Porsea Regional Hospital have worked <10 years as many as 100 nurses (71.4%). Porsea Regional Hospital began operating in 2008. This could be caused by turnover during the hospital's operation. Turnover is a normal thing in a company, as long as it is within normal limits (5-10%/year). Employee turnover can improve performance, reduce prolonged conflict, and replace employees with poor performance with employees who have better competence (Barry M. Staw, 1980). Turnover is a normal thing in a company, as long as it is within normal limits (5-10%/year). Employee turnover can improve performance, reduce prolonged conflict, and replace employees with poor performance with employees who have better competence (Barry M. Staw, 1980).

The majority of Porsea Regional Hospital nurses have a married status of 107 nurses (76.4 %). This is in line with research (Handayani & Bigwanto, 2019) where the majority of nurses who were research respondents had a married status. In the productive age group, several developmental tasks are looking for social roles, one of which is work. The productive age group is also the age that has responsibilities and is starting to build a household. (Hurlock, 1966) This could be the basis why most nurses are married.

Overview of nurse work engagement at Porsea Regional Hospital

The results of the univariate analysis showed that 88 respondents (62.9%) had high work engagement. This is in line with research conducted by (Maraya, Pratiwi & Hardianto, 2019) where the research results show high work engagement among nurses as much as 72%. The level of work engagement can be influenced by several factors, including a supportive work environment, satisfactory salary and feedback, and personal abilities. Work involvement can provide positive experiences at work. Challenging jobs such as nursing really require good work engagement for each individual, so that if nurses are faced with various situations, both challenging and monotonous, Nurses can overcome

problems positively and pleasantly, supported by a work environment and good personal abilities in overcoming these problems. Work engagement can be one of the reasons why nurses stay in a company/hospital, because they feel valued and involved.

Description of nurse turnover intention at Porsea Regional Hospital

The results of the frequency distribution of turnover intention show that the majority of nurses have low turnover intention, namely 79 respondents (55.4%). These results are in line with research conducted by (Sukma, Supiyanto & Retnaningsih, 2020) where the majority of nurses in their research had low turnover intention. Even so, the turnover intention figures in the data do not show that big a difference, So this turnover intention figure is still relevant in having an impact on companies/hospitals. The negative impacts of high turnover rates include the workload of nurses, triggering nurse stress. and expenses for recruitment and the positive impact of turnover, including reducing prolonged conflicts between nurses and being able to recruit health workers who have better performance. Nurses' turnover intention can be based on several factors, namely individual characteristics, work environment, job satisfaction, and organizational commitment, which includes aspects of work engagement. This illustrates that the majority of nurses at Porsea Hospital have a good perception of the factors above.

Relationship between Nurse Characteristics and Turnover Intention at Porsea Regional Hospital

The results of this analysis illustrate that the majority of nurses have high turnover intention, most of whom come from the age group < 30 years. This age is an individual's productive period. The results of this research are in line with research conducted by (Mithcom Cholik Umar, Mariyanti & M, 2017) where employees of productive age or what can also be called early adulthood have low turnover intention rates. In accordance with the characteristics of early adulthood according to (Hurlock, 1966), individuals begin to choose a partner, start a family, raise children, manage the household, and have responsibilities as citizens. This causes needs, both primary and secondary, that must be met, so that a sense of job security and a steady income can reduce the emergence of turnover intention among workers.

The results of the analysis show that the majority of nurses who had high turnover intention in this study were women. This is in line with research conducted by (Suryani, 2018) where there was no significant relationship between gender and turnover intention among nurses at Hermina Daan Mogot Hospital. He believes that this is caused by respondents who tend to be homogeneous, where the majority are female.

The research results show that the majority of nurses with a Bachelor's Degree in Nursing have high turnover intention. This is in line with research conducted by (Handayani & Bigwanto, 2019) who in their research argued that this happened because there were no differences in the division of tasks or work so that it did not affect turnover intention among nurses.

The research results show that the majority of nurses have worked for less than 10 years and have low turnover intention (53%). The p-value results show that there is no significant relationship between length of work and nurse turnover intention. This is in line with research conducted by (Arbianingsih, Hidayah & Taufiq, 2016) where in his research it was stated that length of work had no effect on the incidence of nurses changing jobs. This is because the length of time working in an organization does not mean that the person has better productivity.

The results of the analysis show that the majority of married nurses have high turnover intention. These results are not in line with research conducted by (Kaddourah, Abu-Shaheen & Al-Tannir, 2018) with the results that there was a significant relationship between marital status and turnover intention in nurses. This is because married employees have less absenteeism, lower turnover, and higher job

satisfaction than unmarried employees. Another thing that influences is that unmarried employees tend to look for work because they do not have family responsibilities.

The test results of this research show p-value results for age (0.710), gender (0.831), marital status (0.244), last education 0.762), and length of service (0.629). All characteristic aspects have a p-value <0.05, so it can be interpreted that there is no significant relationship found between each aspect of nurse characteristics and turnover intention.

The relationship between work engagement and nurse turnover intention at Porsea Regional Hospital

From the results of data testing, it was found that the majority of nurses at Porsea Regional Hospital felt that turnover intention was low at 57%. However, from what can be seen from the cross table in table 8, the majority of high turnover intentions occur in nurses with low work engagement, as much as 88%. On the other hand, nurses with high work engagement scores tend to have low turnover intention.

Nurses can experience mental and physical fatigue in carrying out their role in providing nursing care. Work engagement can be an influential indicator in helping nurses to continue carrying out their duties well. Work engagement can help nurses bounce back when facing difficulties and uncertainty. Those with high work engagement will feel enthusiastic about their work and happily immerse themselves in their work. If the nurse feels this way, the desire to leave the job will decrease because the nurse will feel happy doing her job.

Supported by the previous theoretical description, good work engagement has a significant role in reducing turnover intention. Good work engagement is also related to nurse performance. According to (Yudha & Fikri, 2015) from the results of their research, involvement, desire to contribute, and a sense of ownership of work can influence nurses' performance in providing nursing care. Nurses who have high work involvement, feel enthusiastic, and are easily immersed in their work will have a low desire to change jobs. This is in line with research conducted by (Karatepe & Avci, 2017), where nurses with high self-efficacy, have positive thinking, full of energy, enthusiasm, and are easily immersed in their work have a low desire to leave and reduce the rate of tardiness among nurses. . In this study, it was proven that work engagement has full mediation on turnover intention in nurses.

The high level of work engagement among Porsea Hospital nurses can be influenced by several factors. These include a good work environment, adequate incentives and the right to make decisions (autonomy). From the results of interviews with nurses at Porsea Regional Hospital, it was said that the work environment at Porsea Regional Hospital has a supportive and healthy work environment, and nurses are given responsibility and autonomy in providing nursing care to patients. This can be a significant predictor of the level of work engagement in nurses.

This research proves that there is a significant relationship between work engagement and turnover intention among nurses at Porsea Hospital with a p-value of 0.000, where the p-value is <0.05. So the results of this research are that the null hypothesis is rejected, and the alternative hypothesis is accepted, where there is a relationship between work engagement and nurse turnover intention at Porsea Regional Hospital. This is in line with research conducted by (Ghazawy et al., 2019) with the results that there is a relationship between work engagement and turnover intention, where 54% of nurses have a high turnover intention rate. In his research he also stated that half of the nurse respondents were highly dedicated to their work. This is supported by resources, a supportive environment, and reciprocity from work to fulfill the feeling of "enough" and reduce turnover rates.

Researchers are of the opinion that a nurse, with all her responsibilities and obligations in providing nursing care, tends to experience stress, fatigue and burnout. Regardless of an individual's strategy in overcoming the problem, work engagement can be an indicator that helps nurses prevent and overcome these problems. A nurse's attachment to the company and work can be a predictor of a

nurse dealing with the problems and problems faced in the hospital. In the vigor aspect, nurses will feel full of energy and diligent in doing their work. In the aspect of dedication, nurses will be dedicated and serious in carrying out nursing care. Nurses will feel their work is meaningful, rewarding and challenging. And in the aspect of absorption, nurses will always try to complete their work well until they feel immersed in their work.

CONCLUSION

The conclusion of this research is that a significant relationship was found between work engagement and turnover intention in nurses at Porsea Regional Hospital and there was no relationship between nurse characteristics and the incidence of nurse turnover intention at Porsea Regional Hospital.

Suggestions for hospitals, according to research data, researchers hope that this research can be an aspect in overcoming turnover rates which can be predicted from turnover intention and can be influenced by the work engagement of nurses. It is hoped that hospital management can maintain a good level of work engagement so that it can reduce the number of turnover among nurses. The hospital can facilitate various things that support work engagement, such as a good environment, adequate compensation, and reciprocity from nurses' work. For future researchers, it is hoped that future researchers can conduct research with work engagement as a mediating variable on turnover intention.

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