
The Relationship Between Hope, Career Identity, And Job Satisfaction With Turnover Intention In Nurses At Hospital X

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Abstract

The increasing tendency of nurses to leave their jobs (turnover intention) has become a critical issue for hospitals, as it may affect service quality and the sustainability of human resources. This concern becomes more prominent when turnover rates exceed the normal range of 5–10% per year. Individual psychological factors, such as hope, career identity, and job satisfaction, are assumed to influence this condition. This study aims to examine the relationship between these factors and turnover intention among nurses at Hospital X. A quantitative study with a cross-sectional design was conducted in 2025. A total of 104 nurses were included as respondents using a total sampling technique. The variables analyzed were hope, career identity, job satisfaction, and turnover intention, measured using structured questionnaires. Data were analyzed using Pearson correlation to assess the relationships between variables. The findings revealed that all independent variables were significantly associated with turnover intention ($p < 0.001$). Among them, career identity demonstrated the strongest relationship. All variables showed a negative correlation, indicating that higher levels of hope, career identity, and job satisfaction were associated with lower turnover intention among nurses. Hope, career identity, and job satisfaction are significantly related to turnover intention among nurses. Therefore, hospitals are encouraged to strengthen psychological aspects and improve job satisfaction as part of strategies to reduce turnover intention and enhance nurse retention.

Keywords: Hope; Career Identity; Job Satisfaction; Turnover Intention; Nurses.

INTRODUCTION

Turnover intention among healthcare workers, particularly nurses, is a global issue that impacts service quality, patient safety, and hospital organizational stability. High nurse turnover rates can increase the workload and risk burnout among remaining healthcare workers, potentially reducing service quality.

At the national level, turnover intention among nurses also shows an increasing trend and has exceeded the reasonable threshold of 5–10% per year. High turnover results in increased recruitment and training costs for new staff and has the potential to reduce the overall quality of healthcare services. In addition to organizational factors, individual psychological factors also play a significant role in influencing nurses' decisions to stay or leave their jobs.

Psychological factors such as hope, career identity, and job satisfaction are crucial in reducing turnover intention. Individuals with high levels of hope tend to have greater motivation and resilience in dealing with work pressure. Furthermore, a strong career identity can increase engagement with the profession and reduce the desire to change jobs. Job satisfaction also plays a key role in employee retention because it is closely related to loyalty and commitment to the organization.

At the local level, Hospital X, the research location, also faces similar issues. Internal data shows that the nurse turnover rate has increased over the past two years, reaching 16.3% in 2023 from a total of 98 nurses and 19.2% in 2024 from a total of 104 nurses. This figure exceeds the normal turnover rate of 5–10% per year. This situation indicates a problem in nursing staff retention, which can impact the quality of service and the sustainability of hospital operations.

Although various studies have examined the factors influencing turnover intention, studies specifically analyzing the relationship between hope, career identity, and job satisfaction among nurses in the context of hospitals in Indonesia are still limited. Therefore, this study aims to analyze the relationship between hope, career identity, and job satisfaction with turnover intention among nurses at Hospital X.

RESEARCH METHODS

This study used a quantitative approach with a cross-sectional design to analyze the relationships between research variables. The study was conducted at Hospital X between January and April 2026. The study population consisted of all 104 nurses actively working at Hospital X. The sample was determined using a total sampling technique, thus serving as the entire population's respondents.

The inclusion criteria for this study included nurses who were actively working and willing to participate as respondents. Exclusion criteria included nurses who were on leave or absent at the time of data collection.

Data collection was conducted by distributing questionnaires directly to eligible respondents. Prior to completing the questionnaires, respondents were provided with an explanation of the research objectives and guaranteed data confidentiality. All respondents completed the questionnaires independently without researcher intervention.

The collected data were analyzed using descriptive and inferential analysis. Descriptive analysis aimed to describe the characteristics of the respondents and the distribution of the research variables. Meanwhile, bivariate analysis was used to test the relationship between the independent and dependent variables using a correlation test. Statistical significance was determined based on a p-value <0.05.

This study has obtained ethical approval from the Health Research Ethics Committee (KEPK) with registration number KEPK/UMP/115/IV/2026. All stages of the study were conducted in accordance with research ethics principles, which include providing informed consent, maintaining the confidentiality of respondent data, and giving respondents the freedom to refuse or discontinue participation at any time during the study.

RESULTS AND DISCUSSION

Table 1. Respondent Characteristics

Characteristics	Frequency	Percentage (%)
Age		
Young Adults (<30)	54	51.9
Older Adults (\geq 30)	50	48.1
Years of Service		
Short Tenure (<3 years)	21	20.2
Long Tenure (\geq 3 years)	83	79.8
Education Level		
Diploma	38	36.5
Bachelor's Degree/Professional (\geq S1)	66	63.5
Employment Status		
Contract	18	17.3
Permanent	86	82.7
Total	104	100

The characteristics of the respondents in this study indicate that the majority of nurses are in the young adult age group. Based on length of service, the majority of respondents had worked for more than three years, indicating a predominance of experienced workers. In terms of education, most nurses had a bachelor's degree or a professional degree, indicating a relatively high educational qualification. Meanwhile, based on employment status, most respondents were permanent employees compared to contract employees.

Table 2. Relationship between Hope, Career Identity, and Job Satisfaction and Turnover Intention

Variable	p-value	Description
Hope	<0,001	Significant
Career Identity	<0,001	Significant
Job Satisfaction	<0,001	Significant

Based on Table 2, the results of the bivariate analysis indicate that all variables have a significant relationship with turnover intention. The variables hope, career identity, and job satisfaction each had a p-value <0.001, indicating a statistically significant relationship.

These results indicate that the higher the levels of hope, career identity, and job satisfaction, the lower the turnover intention in nurses. Among these three variables, career identity showed the most dominant relationship, followed by job satisfaction and hope. This finding confirms that psychological factors and professional identity play a significant role in reducing the tendency for nurses to leave their jobs.

Prior to analysis, the research instrument underwent validity and reliability testing. The results showed that all items in each variable were valid and reliable, making the instrument suitable for use in this study.

Discussion

This study shows that hope, career identity, and job satisfaction have a significant relationship with turnover intention in nurses. This finding indicates that psychological and professional factors play a significant role in determining nurses' tendency to remain or leave their jobs. In the context of healthcare, this condition is crucial because the sustainability of the nursing workforce significantly impacts the quality of care and patient safety.

The findings of this study indicate that career identity is the most dominant variable in relation to turnover intention. This indicates that the stronger a nurse's professional identity toward their work, the lower their tendency to leave the organization. A strong professional identity reflects emotional attachment, commitment, and a sense of belonging to the profession. This is in line with previous research that suggests a strong career identity can increase loyalty and reduce the desire to leave [1]. Furthermore, professional identity also plays a role in enhancing the meaning of work, making individuals better able to cope with high work pressure.

In addition to career identity, job satisfaction also plays a significant role in reducing turnover intention. Nurses with high levels of job satisfaction tend to have a positive attitude toward their work, making them less likely to seek employment elsewhere. Good job satisfaction is typically influenced by various factors, such as a conducive work environment, good interpersonal relationships, and a fair reward system. These findings align with previous studies that show a strong relationship between job satisfaction and healthcare worker retention. Thus, increasing job satisfaction can be an effective strategy for reducing turnover rates in hospitals.

The hope variable has also been shown to play a role in reducing turnover intention. Individuals with high levels of hope tend to have a positive outlook on the future and are able to develop strategies to achieve their desired goals. In the work context, hope acts as a source of internal motivation that can increase individual resilience in the face of work pressure. This aligns with previous research showing that hope can increase work motivation and reduce the desire to leave a job. Therefore, strengthening psychological aspects such as hope is crucial in efforts to improve nursing staff retention.

Overall, the results of this study indicate that the three variables—hope, career identity, and job satisfaction—have complementary roles in influencing turnover intention. These findings reinforce the concept that an individual's decision to stay or leave a job is influenced not only by external factors but also by internal psychological conditions. Therefore, hospitals need to develop strategies that focus not only on organizational aspects but also on strengthening the psychological aspects of healthcare workers.

The implication of this research is the need for efforts to improve career identity through professional development, ongoing training, and strengthening professional values. Furthermore, job satisfaction can be enhanced through improvements in the work environment, reward systems, and supportive working relationships. Furthermore, strengthening hope can be achieved through psychological approaches such as motivation, emotional support, and clear career development. With this comprehensive approach, it is hoped that turnover intention among nurses can be reduced, thereby maintaining the quality of healthcare services.

CONCLUSION

Hope, career identity, and job satisfaction have a significant relationship with turnover intention among nurses at Hospital X. Among these three variables, career identity played the most dominant role in reducing nurses' tendency to leave their jobs. This finding suggests that psychological factors and professional identity play a significant role in efforts to increase nursing staff retention.

Hospitals are advised to improve career identity, job satisfaction, and hope through professional development, improving the work environment, and providing psychological support. Future research is expected to examine other variables that potentially influence turnover intention with a more comprehensive research design.

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