Analysis Methods of Relationship of Work Satisfaction and Work Stress in Determining a Turnover Intention Nurses in Private Hospital Type B, Medan City, 2020

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ABSTRACT

Indonesia is a country with a very high rate of moving to work. A survey by Tower and Watson in 2013 shows that the level of voluntary attrition rate in Indonesia is 20.35%. Comparing to developing countries, however, it is fast in the Asia Pacific which is only 12.39%, and globally it is only 8.24%. The core research aims to determine the Analysis of the Relationship between Job Satisfaction and Job Stress and Turnover Intention of Nurses at Type B Private Hospital in Medan City in 2020. This papers described is a quantitative study with a cross-sectional design. The cross-sectional research design is where all influencing variables (independent variables) and affected variables (dependent variables) are measured and observed at the same time. Statistically, it shows that the value of 0.176 df = 1 with a significance value of 0.05 where X2 counts <X2 table means that Ha is rejected and Ho is accepted, meaning that there is no relationship between job satisfaction and the desire to move jobs (Turnover Intention). the value of 250,000 df = 1 with a significance value of 0.05 where X2 count> X2 table means that Ha is accepted and Ho is rejected, meaning that there is a relationship between job stress and the desire to move jobs (Turnover Intention). It is hoped that the hospital will form a special meeting for nurses as a forum to accommodate nurses' aspirations to increase the sense of involvement of nurse employees which has an impact on decreasing the desire to move jobs.

Keywords: Job Satisfaction, Job Stress, Desire to Move (Turnover Intention).

I. INTRODUCTION

Hospitals are health service institutions that provide complete individual health services that provide inpatient, outpatient, and emergency services (Irwandy, 2019). Human resources involved in health services in the hospital consist of multi professions, both health workers and non-health workers. Nurses are the largest number of employees among all health workers in the hospital and play an important role in the process of providing services at the hospital because they are directly involved with patients for 24 hours (Kusumaningrum, 2015).

The manifestation of this behavior is the desire to move/leave work (turnover/intention to leave) for various reasons and reasons. What we often see are employers and human resource (HR) managers in companies, sometimes preferring to increase salaries and benefits for employees. Increasing salaries and benefits is not a wrong thing, in fact, it is a must when it can be the main motivation that causes employees to move/leave their place of work. It turns out that we don't realize that not only because of financial factors, but also many employees who

move/leave because of non-financial factors (Herudiansyah, 2016).

Indonesia is a country with a very high rate of moving to work. A survey by Tower and Watson in 2013 shows that the level of voluntary attrition rate in Indonesia is 20.35%. Comparing with developing countries, however, it is fast in the Asia Pacific which is only 12.39%, and globally it is only 8.24% (Abdurakhman, 2016).

In Indonesia, nurse turnover occurs in private hospitals, because private hospitals are a form of company that has internal rules and guidelines or commitments that do not take into account the elements of benefit-cost and cost-effectiveness of their nurses. On the other hand, the demand for optimal health services for the community requires nurses to work professionally with a high workload (Arbianingsih, 2016).

Based on data from the Human Resources Section of the Royal Prima Medan Hospital, the number of nurses working in 2017 was 157 nurses and there were 32 nurses who left or if a percentage amounted to 21% of the total number of nurses nurse turnover. Several studies cited dissatisfaction with nurse salaries and lack of professional development opportunities as the main reasons for leaving.

Based on this, researchers are interested in researching the Analysis of the Relationship between Job Satisfaction and Job Stress and Turnover Intention of Nurses at Type B Private Hospitals in Medan City in 2020.

II. LITERATURE REVIEW
2.1. Job satisfaction.

According to Parnawi, 2020 job satisfaction is a positive feeling about one's job which is the result of evaluating its characteristics.

According to Parnawi, in 2020 there are several ways to respond to job satisfaction, which are as follows:
a. Enjoy the job
b. Proud of his work
c. Low work stress

d. The employees' physical and psychological health is good
e. Low attendance
f. Low conflict low complaints.

2.2 Work Stress

Work stress is an emotional state that arises because of a mismatch between workload and an individual's ability to cope with the stress it faces (Vanchapo, 2020). Work stress is a form of a person's response, both physically and mentally to a change in his environment that is felt to be disturbing and causes him to be threatened (Saleh, 2019). According to Vanchapo in 2020, there are 3 causes of work stress, namely as follows:

1. Organizational Causes There are so many factors in an organization that can cause stress. The pressure to avoid mistakes or finish tasks in a limited time, excessive workload.
2. Individual Causes This factor covers the personal life of employees, especially the factors of family problems, personal economic problems, and innate personality characteristics, including
a. A conflict between career and responsibility
b. Economic uncertainty
c. Lack of work awards and recognition
d. Saturation, dissatisfaction, boredom
e. Conflict with coworkers
f. Environmental Causes
g. Poor working conditions
h. Racial discrimination
i. Sexual harassment.
j. Violence at work
k. Congestion when leaving and coming home from work.

2.3. Change of Work (Turnover Intention)

Turnover intention is the desire to move reflecting the desire of individuals to leave the organization and look for other work alternatives. The act of withdrawal consists of several components that stimulate the individual in the form of thoughts of leaving, the desire to find

another job vacancy, evaluate the possibility of finding a decent job in another place, and the desire to leave the organization (Indrayani, 2014).

Turnover intention is the intention of an employee to quit his job voluntarily and according to his own choice. If the rate of turnover is high in a company, this can have a negative impact on the company, it tends to lead to instability in labor conditions and can also increase human resource costs, namely in the form of job training costs that have been invested in employees to recruitment costs and conducting retraining by the company. (Herudiansyah, 2016).

The hospital is one of the health facilities that provide health services evenly by prioritizing disease healing and health recovery which is carried out in a harmonious and integrated manner with efforts to improve health and prevent disease in a referral arrangement that can be used for health worker education and research. As a hospital, health service provider competing in providing quality health services, a hospital that is able to withstand the competition is a hospital that is oriented towards customer satisfaction (Suwanto, 2013).

2.4. Hospital Obligations

According to the Regulation of the Minister of Health of the Republic of Indonesia in 2018, each hospital has an obligation:
a. Provide correct information about hospital services to the public;
b. Providing safe, quality, anti-discriminatory, and effective health services by prioritizing the interests of patients in accordance with hospital service standards;
c. Providing emergency services to patients according to their service capabilities;
d. Take an active role in providing health services in a disaster, according to the ability of the service;
e. Provide facilities and services for the poor or poor;

f. Carry out social functions;
g. Creating, implementing, and maintaining quality standards of health services in hospitals as a reference in serving patients;
h. Organizing medical records;
i. Provide adequate public facilities and infrastructure including places of worship, parking, waiting room, facilities for disabled people, breastfeeding women, children, elderly people;
j. Implement a referral system;
k. Refuse patient wishes that are against professional and ethical standards as well as laws and regulations;
l. Provide true, clear, and honest information regarding patient rights and obligations;
m. Respect and protect patient rights;
n. Implement Hospital ethics;
o. Have accident prevention and disaster management system;
p. Carry out government programs in the health sector both regionally and nationally;
q. Make a list of medical personnel who practice medicine or dentistry and other health workers;
r. Develop and implement internal hospital regulations (hospital by-laws);
s. Protect and provide legal assistance for all hospital staff in carrying out their duties; and
t. Apply the entire hospital environment as a smoke-free area.

III. RESEARCH METHODS
3.1. Method

Based on the calculation of the formula above, the sample size in this study was 250 nurses. To obtain samples from each Type B private hospital in Medan, the stratification formula is used, namely:
1. Hospital A: 100 / (1+ (100x0,052))
100 / (1 + 0.250)
100 / (1,250)
= 80
2. Hospital B: 50 / (1+ (50x0,052))
50 / (1 + 0.125)

50 / (1,125)
= 44
3. Hospital C: 70 / (1+ (70x0,052))
70 / (1 + 0.175)
70 / (1,175)
= 60
4. Hospital D: 80 / (1+ (80x0,052))
80 / (1 + 0.200)
80 / (1,200)
= 66

The inclusion criteria in this study were:
a. Inpatient Nurse Type B Private Hospital in Medan City
b. Married nurse
c. Nurse with a minimum educational background of D-III Nursing
d. Nurses who are willing to be respondents.

a. Job satisfaction

Is a condition felt by nurses after comparing what is expected with what is obtained from their work. The measurement uses a Likert scale which is a development of the Ordinal scale measurement with the indicators used referring to the indicators proposed by Luthans (2006), including satisfaction with salary, satisfaction with promotions, satisfaction with colleagues, satisfaction with superiors, and satisfaction with work. itself, as measured by a five-point scale (5 = Very Satisfied, 4 = Satisfied, 3 = Not Satisfied, 2 = Not Satisfied, 1 = Very Dissatisfied) with a total of 12 questions. Measurements are also carried out by adding up the scores with a maximum value of 60 and a minimum score of 12 from the respondents who answered 12 job satisfaction questions.

b. Work stress

Job stress is a condition that arises from the interaction of people and the respondent's job as a nurse and is characterized by changes in normal functioning as a nurse. Measurement of work stress consists of 3 aspects, namely physiological, psychological, and behavioral symptoms. The measurement uses a Likert scale which is measured by a five-point scale (4 = Always, 3 = Often, 2 = Sometimes - Sometimes, 1 = Never) with a total of 8 questions. Measurements are also carried out by adding up the scores with a maximum value of 32 and a minimum value of 8 from the respondents who answered as many as 8 work stress questions.

c. The desire to change jobs

Is the desire or intention of the nurse to change jobs from the hospital. The measurement of this variable is by adding up the scores with a maximum value of 15 and a minimum value of 3 from the respondents who answered the questionnaire as many as 3 items from the dimensions: There are thoughts of moving jobs, looking for job vacancies information, the desire to leave the organization.

3.2 Research variable

The research variables consisted of independent variables, namely variables that influence, and dependent variables, namely variables that were affected. The independent variables in this study are age, working period, compensation, job satisfaction, and work stress.

3.3 Data Collection Techniques

Data collection methods in this thesis research are divided into 2 (two):

a. Primary data

Primary data is data obtained directly from respondents and collected through filling out questionnaires, questionnaires, interviews, tests, and observations. In this study, the data were obtained using a questionnaire. A questionnaire is a number of written questions that are used to obtain information from a respondent in the sense of a report about his or her personal knowledge or knowledge.

The questionnaire is designed in such a way that it is expected that all respondents can answer all questions. The questionnaires distributed were

accompanied by a letter requesting the filling of the questionnaire and an explanation of matters related to the research. The scale used in the questionnaire is adjusted to the variables studied. In addition, in this research questionnaire, there are also questions relating to personal data and demographic data of respondents.

b. Secondary Data

The secondary data in this study are data on literature and other supporting information such as data on hospital profiles, organizational structure, turnover data, and data on the number of nurses at the Medan City Type B Hospital required in this study.

IV. ANALYZE AND RESULT

According to the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2018 regarding the obligations of hospitals and the obligation of patients to provide correct information about hospital services to the public;

a. provide safe, quality, anti-discrimination, and effective health services by prioritizing the interests of patients according to hospital service standards.
b. provide emergency services to patients according to their service capabilities.
c. play an active role in providing health services in disasters, according to the ability of the service.
d. provide facilities and services for the poor or poor.
e. carry out social functions.
f. create, implement, and maintain quality standards of health services in hospitals as a reference in serving patients.
g. organize medical records.
h. provide adequate public facilities and infrastructure including places of worship, parking, waiting room, facilities for disabled people, breastfeeding women, children, and the elderly.
i. implement the referral system.

j. refuse patient wishes that are contrary to professional and ethical standards as well as laws and regulations.
k. provide true, clear and honest information regarding the rights and obligations of patients.
l. respect and protect patient rights.

The frequency distribution of job satisfaction, job stress, and the desire to move (Turnover Intention) of nurses at the Medan City Type B Hospital in 2020 can be seen in the table below:

Table 4.1. Frequency distribution based on the frequency of job satisfaction, job stress, and the desire to move (Turnover Intention) of nurses at Type B Hospital in Medan City in 2020 with n = 250 peoples.

The frequency distribution of job satisfaction, job stress, and the desire to move (Turnover Intention) of nurses at the Medan City Type B Hospital in 2020 can be seen in the table below:

Table 1. Frequency distribution based on the frequency of job satisfaction, job stress, and the desire to move (Turnover Intention) of nurses at Type B Hospital in Medan City in 2020 with n = 250 people.

Characteristic	F	%
Job satisfaction		
Satisfied	146	58,4
Not satisfied	104	41,6
Work stress		
Work stress	150	60,0
No Work Stress	100	40,0
The desire to change jobs (Turnover Intention)		
There is Intention	150	60,0
No Intention	100	40,0

Based on table 4.1 it can be seen in the job satisfaction of 250 nurses (100%) that the majority of job satisfaction is satisfied as many as 146 nurses (58.4%) and a minority has job satisfaction dissatisfied as many as 104 nurses (41.6%), based on job stress of 250 nurses (100%) that the majority of nurses work stress, where nurses feel work stress as many as 150 nurses (60.0%) and a minority of nurses feel no work stress as many as 100 nurses (40.0%) and based on the desire to change the work of nurses as many as 250 nurses (100%) that the majority of nurses have the intention to move as many as 150 nurses (60.0%) and a

minority of nurses have no intention to

move as many as 100 nurses (40.0%).

Tables 2 Relationship between job stress and the desire to change jobs (Turnover Intention) of Nurses in Type B Private Hospitals in Medan City in 2020.

Work stress	The desire to change jobs							df	X^2 Value
	There is Intention		No Intention		Total				
	N	%	N	%	N	%			
Work stress	150	(100,0)	0	(0,0)	150	(100)		1	250.000
No work stress	0	(0,0)	100	(100,0)	100	(100)			

Based on table 4.3 above, it can be seen that based on work stress as many as 150 people (100%) where nurses feel stressed at work as many as 150 people (100), all there is a desire to change jobs as many as 150 people (100%). Based on not feeling the work stress as many as 100 people (100%) where all the nurses have no intention of changing jobs as many as 100 people (100%).

Statistically, it shows that the value of 250,000 df = 1 with a significance value of 0.05 where X2 count> X2 table means that Ha is accepted and Ho is rejected, meaning that there is a relationship between job stress and the desire to move jobs (Turnover Intention).

The final stage analysis of the multiple logistic regression test between the candidate variables of job satisfaction and job stress on the desire to change jobs (Turnover Intention) of Nurses at Type B Private Hospitals in Medan City in 2020 is as follows:

Tables 3. The final multiple logistic regression test between the variables of job decision and job stress on the desire to change jobs (Turnover Intention) of Nurses at Type B Private Hospitals in Medan City in 2020

Variables	β	Values P	OR
Job satisfaction	0,405	0,002	0,667
Work Stress	0,405	0,675	0,896

Based on table 3 above, it can be seen from the entire analysis process that has been carried out, it can be concluded that of the 2 independent variables that are thought to be related to the desire to change jobs (Turnover Intention) of Nurses at Type B Private Hospitals in Medan City in 2020

In the model above, it can be seen that the OR value is the variable job satisfaction and job stress. This shows that job satisfaction and job stress are the most

dominant variables related to the desire to change jobs (Turnover Intention) of Nurses at Type B Private Hospitals in Medan City in 2020. It can be explained that job satisfaction and job stress that state nurse productivity are applied positively 0.667 and 0.896 times greater opportunity for the desire to change jobs (Turnover Intention) of Nurses at Type B Private Hospitals in Medan City in 2020.

4.1. The relationship between job satisfaction and the desire to change jobs (Turnover Intention) of Nurses at Type B Private Hospitals in Medan City in 2020

Statistically, it shows that the value of 0.176 df = 1 with a significance value of 0.05 where X2 counts <X2 table means that Ha is rejected and Ho is accepted, meaning that there is no relationship between job satisfaction and the desire to move jobs (Turnover Intention).

According to the researcher's assumption that nurses who work at Type B Private Hospitals in Medan City in 2020 have the desire to change jobs if they feel dissatisfied with working at Type B Private Hospitals in Medan City, even though payment and promotion opportunities are less satisfying for them, however In general, although the nurses at Type B Private Hospitals in Medan City have a factor that identifies turnover intentions, they generally will still work in Type B Private Hospitals in Medan City.

This is in line with Yolanda's research in 2020 regarding the relationship between job satisfaction and turnover intention in RSI Ibnu Sina Pekanbaru nurses, where the research results obtained sig results. 0.000 (p <0.05 and a correlation coefficient value of 0.328, with an effective

contribution of 10.8%. This means that there is a negative relationship between job satisfaction and turnover intention of nurses at RSI Ibnu Sina Pekanbaru.

This is not by Kusumaningrum's 2015 research on the Contribution of Job Satisfaction to Turnover Intention in Inpatient Installation where the results showed that there was a contribution of job satisfaction to turnover intention in inpatient installation nurses by 6.8% and the remaining 93.2% influenced by other variables outside this study.

This is not in line with Rachman's 2015 research on job satisfaction which has a significant effect on nurse turnover intention at Wava Husada Hospital Kepanjen. The results show that there is an indirect effect of employee engagement on turnover intention through job satisfaction.

4.2 The relationship between job stress and the desire to change jobs (Turnover Intention) of Nurses at Type B Private Hospitals in Medan City in 2020

Statistically, it shows that the value of 250,000 df = 1 with a significance value of 0.05 where X2 count> X2 table means that Ha is accepted and Ho is rejected, meaning that there is a relationship between job stress and the desire to move jobs (Turnover Intention).

According to the researcher's assumption that nurses who work at Type B Private Hospitals in Medan City in 2020 have the desire to change jobs if they feel stressed at work at Type B Private Hospitals in Medan City, even though payment and promotion opportunities do not provide them comfort, however In general, although the nurses at the Type B Private Hospital in Medan City have a factor that identifies turnover intentions, generally they will move jobs from the Type B Private Hospital in Medan City.

This is by Sari et al's research in 2018 concerning the Relationship between Work Stress and Turnover Intention on Employees of PT. FIF Group shows that there is a positive relationship between job

stress and employee turnover intention. The value of r2 = 0.066 means that in this study job stress only contributed 6.6% to turnover intention.

This is in line with Yuda's research in 2017 on the effect of job satisfaction and job stress on a turnover intention for Holiday Inn Express hotel employees, where the results of the analysis show that job satisfaction has a negative and insignificant effect on turnover intention while job stress has a positive and significant effect on turnover intention. . The company is expected to pay attention to employee satisfaction and pay attention to employee working time so that they do not feel stressed and can reduce the turnover intention rate of the Holiday Inn Express Bali Raya Kuta Hotel.

This is in line with the State's research in 2017 concerning the effect of job insecurity and work stress on the turnover intention on the sense of the Sunset Hotel Seminyak, where the analysis shows that job insecurity and work stress have a positive and significant effect on turnover intention. To reduce turnover rates, companies are advised to reduce the level of job insecurity and work stress felt by employees.

4.3. Multivariate Analysis Results

To get the dominant factors related to the productivity of nurses, the analysis was continued to a multivariate analysis using multiple logistic regression tests. It is concluded that of the 2 independent variables that are thought to be related to the desire to change jobs (Turnover Intention) of Nurses at the Type B Private Hospital in Medan City in 2020. In the model above, it can be seen that the OR value is the variable job satisfaction and job stress. This shows that job satisfaction and job stress are the most dominant variables related to the desire to change jobs (Turnover Intention) of Nurses at Type B Private Hospitals in Medan City in 2020. It can be explained that job satisfaction and job stress that state nurse productivity is applied positively

0.667 and 0.896 times greater opportunity for the desire to change jobs (Turnover Intention) of Nurses at Type B Private Hospitals in Medan City in 2020.

V. CONCLUSION

Based on the results of the research on the Analysis of the Relationship between Job Satisfaction and Job Stress and Turnover Intention of Nurses at Type B Private Hospitals in Medan City in 2020, the following conclusions were drawn:

6.1.1. Where according to the results of research conducted by researchers at the Royal Prima Medan Hospital, there is no relationship between job satisfaction and turnover intention of nurses in private type b hospitals in Medan in 2020,

6.1.2. Where according to the results of research conducted by researchers at the Royal Prima Medan Hospital, there is a relationship between job satisfaction and the desire to change jobs (turnover intention) of nurses at the type b private hospital in Medan in 2020.

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