

The Effect of Work Stress on Turnover Intention among Nurses in Allam Medica Hospital, with Emotional Intelligence as a Moderating Variable

Dedy Iskandar^{1*}, Haryadi², Eman Sutrisna³

¹ Faculty of Economics and Business, Jenderal Soedirman University

² Faculty of Economics and Business, Jenderal Soedirman University

³ Faculty of Economics and Business, Jenderal Soedirman University

Abstract. Turnover intention on nurses refers to psychological, emotional and behavioral tendencies in which nurses intend to leave their current organization or profession. Work stress is a predictor of nurse turnover intention and emotional intelligence as a moderating factor for turnover on work. The situation at Allam Medica Hospital, the turnover rate of nurses at Allam Medica hospital is quite high, from this problem, it can be hypothesized that stress on nurse work is related to intention to change jobs (turnover intention) and nurses with good emotional intelligence have more retention both in the intention to change jobs, as well as the role of emotional intelligence as a moderating factor of the stress of work stress.

Data were collected from all the nurses at Allam Medica Hospital using questionnaires containing questions about work stress variables and questionnaires to assess emotional intelligence with a relationship with the intention to change jobs. .

From the results of the analysis, it was found that the work stress variable influenced the turnover of intention to leave their jobs from Allam Medica Hospital, while emotional intelligence did not moderate work stress variables on turnover of the intention of nurse in the Allam Medica Hospital

Keywords: turnover intention, work stress, emotional intelligence, nurses

1. INTRODUCTION

Turnover intentions according to the meaning of Indriantoro provides a limitation regarding this matter, that the desire to move about works refers to the results of personal assessment related to the continuation of the nurse's relationship with the organization and has not been applied by the individual in decisive and decisive action to leave the organization [1].

Many factors related to income-related work, including work and work environments that require social engagement while some personal aspects of attention, such as work experience, psychological and emotional personal, and work motivation and family conflict [2].

Study conducted by Aiken, 2001 ; report from a survey of five countries that around 33% of nurses registered in America, who are under 30 years of age, show an intention to leave their current professional work. In the research study of the American Association of College of Nursing in 2005, Kipnis stated that 138 nurses were recruited by hospitals, 13.9% had changed jobs, and 16.1% occurred in vacancies during the turnover phase. In Indonesia, X private hospital in Batam, in 2005 the turnover rate of nurses reached 13%, and 23% in 2006, and for the western region of Indonesia, compared to other regions in Indonesia this percentage was the highest for nurse turnover phenomena [1].

* E-mail: dedyiskandarzk@gmail.com

The situation at Allam Medica hospital, the turnover rate of nurses in Allam Medica hospitals for 2019 from receipts in 2018 per period until April 2019 there were more than 8 nurses who moved from 26 nurses who were admitted to admissions in 2018.

2. LITERATURE REVIEW

2.1. Intention turnover based on work stress on nurses.

The definition of turnover intention is the desire to move which is a reflection of the desire for nurses to no longer be in the organization and look for a replacement job. The steps to get a better job [1]

The Job Demand-Resources Model (JD-R) states that each job has its own risk factors associated with work stress, and that these factors can be classified into two general categories, namely the demand for work and resources of the work [3]

The JD-R model is built on two fundamental psychological processes that play a role in developing work tension and motivation. The first consists of what is called the psychic health disorder process, namely a situation where the demands of work are high (such as a high level of emotional demands and home conflict - work environment). The second basic process is motivational and consists of work resources, namely, self-potential and job recognition, such as influence in the workplace and possibilities for self-development, potential motivation, and good productivity, such as high work involvement and performance [3].

Nurses regularly deal with problems around them with extraordinary, both professional problems, for example; overloading work and lack of job control or social support from the environment and organization; [4] and personal problems for example; fatigue, emotional problems, psychological tension, especially early in your career. Many of them have the desire to quit their jobs and leave their workplaces and a large number do that [5]

More and more empirical evidence shows that nurses involved in pleasant tasks according to ethics and professional competence satisfaction / embeddedness or because of the value of independent motivation, are more likely to be satisfied in the workplace and committed to work and commitment to the organization. Conversely, employees who are involved in tasks under the influence of internal (emotional and motivational) or external (work, and work environment) pressures report less satisfaction and have lower commitment and tend to move [6]

2.2. Emotional Intelligence

Definition of emotional intelligence is a psychological state of someone able to understand and apply emotional information to themselves. Emotional intelligence can be maximized by developing good self-commitment and can be developed through practice, experience and applicative management of problems that exist in it self [7]

Emotional intelligence has 5 factors, namely 1. Self Awareness; is the ability of nurses to recognize emotions at what time and circumstances how emotions emerge and occur, and are able to recognize emotions that occur and provide responses to emotions that occur and are felt appropriately. The introduction of emotional awareness is the basis of emotional intelligence. 2. Self Regulation; nurses can be said to have control on emotional and behavior

if the nurse can manage and manage and express emotionally well. The flow of a nurse can have self control, namely: do not obey emotions to unproductive behavior; keep calm in emotions, always think positively and not in confusion; even in difficult conditions; stable in managing the burden of troublesome and worrying emotions; and focus even when under pressure. 3. Self Motivation; nurse expertise in managing emotions that are closely related to motivating and fostering creation and innovation. Nurses who are able to motivate themselves tend to be more productive and successful in all fields. 4. Empathy; is having the ability to feel what others feel; able to align the perspectives of others so as to foster mutual trust, nurses who have empathy are able to capture the signal implied in others so that they are able to understand the needs of that person. 5. Social Skill; that nurses who are able to establish good social and communication relationships are emotionally intelligent nurses; so that they can enjoy good communication, sincerity and friendship of others and be able to express communication and feeling barriers to someone well and be able to express it openly. [8].

In Greece The International Journal of Organizational Analysis, [7] conducted a study with a sample of 212 mental health institutions. The conclusions generated from the study explain the absence of a relationship between emotional intelligence and work stress, and there is a positive relationship between emotional intelligence and commitment to remain in the organization.

3. HYPOTHESIS & RESEARCH METHOD

3.1 Hypothesis

Turnover intention is voluntary turnover and involuntary withdrawal which is the determination and stability of the employee to leave the organization due to two things, namely, the lack of work or current interest in the work, or the availability of choices for other jobs.

From previous studies, nurses personally deal with problems that occur around themselves and their professions in an extraordinary way, for example; overloading work (including work stress) and lack of job control or social support from the environment and organization, fatigue, emotional problems, psychological tension, especially early in the career [2] . Many of them have the desire to quit their jobs and leave their workplace and a large number do it [8]

Emotional Intelligence Research, in a previous study conducted by health workers [9] explained that there was no relationship between emotional intelligence and work stress, and there was a positive relationship between emotional intelligence and commitment to remain in the organization.

Based on previous understanding and studies, it can be hypothesized that:

- a. There is a positive effect between job stress on nurses with the intention to change jobs (turnover intention) in Allam Medica hospital, and;
- b. Emotional intelligence as a moderating factor in nurses' retention of work stress thus decreases interest in the desire to move to work from the Allam Medica hospital.

3.2 Research Methodology

The design of this study used a multivariate analysis design approach, with a regression analysis. Data were collected from 43 respondents who were the entire population of nurses at Allam Medica Hospital using a questionnaire containing questions about work stress variables and questionnaires to assess emotional intelligence with a relationship with the intention to change jobs.

4. OPERATIONAL DEFINITION AND CONCEPT FRAMEWORK

4.1 Research Operational Definitions

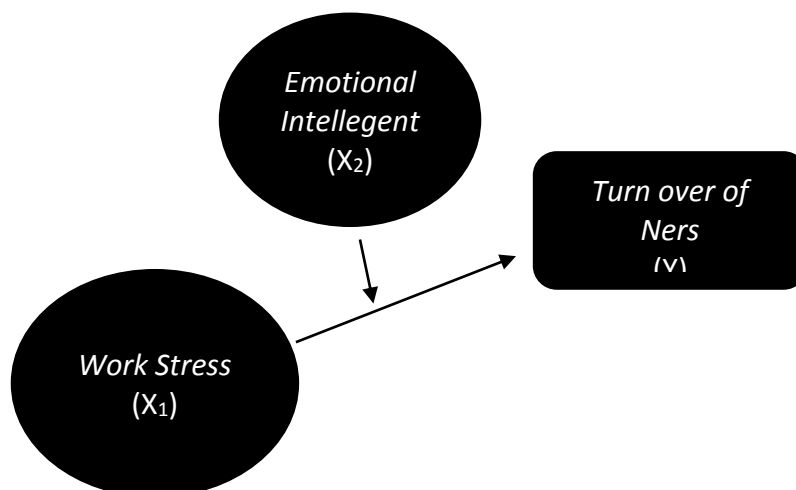
Work stress is a mental condition experienced by individual nurses as a reaction to the results of an assessment of work situations that can be disappointing and cannot be satisfactorily addressed. The indicators used to measure work stress are: Extra-organizational Stressor, Organizational Stressor, Stressor group, Individual Stressor. [10]

The notion of turnover intention is the desire to move which is a reflection of the nurse's desire to no longer be in the organization and look for a substitute for another job [2].

Emotional intelligence is the ability to use emotions effectively in managing oneself and influencing relationships with others [8].

Indicators for measuring emotional intelligence include: Self Awareness, Self Regulation, Self Motivation, Empathy, Social Skill.

4.2 Concept Framework



5. RESULTS AND ANALYSIS

5.1 Results and Analysis of the Effect of Work Stress (X1) on Nurse Turnover (Y)

To find out the effect of work stress variables (X1) on nurse turnover (Y) at Rumah Akit Allam Medica was carried out with the help of SPSS 18. The following are the results of the calculation:

Table 1. Results of Simple Linear Regression Estimates

Variabel	Coefisien	t _{count}	Probability
<i>Constanta</i>	1,800		
Work Stress	0,443	3,930	0,000
$R^2 = 0,232$		$F_{count} =$	15,449

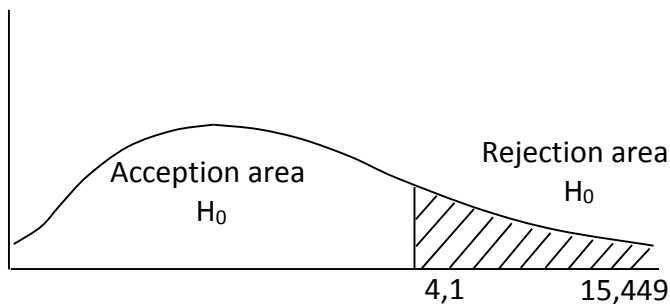
Table 1. Simple linear regression equations can be made as follows:

$$Y = 1,800 + 0,443 X + \varepsilon$$

The constant value of 1,800 means that if the work stress (X1) is 0, then the nurse turnover value is 1,800.

The results of calculations with a confidence level of 95 percent or = 0.05 obtained F count value of 15,449 with a significance value of 0,000 (less than 0.05), so it can be concluded that this regression equation can be used to predict work stress relationships with nurse turnover at home Allam Medica Hospital (the correlation coefficient is significant)

The curve can be seen in Figure 1, follows :

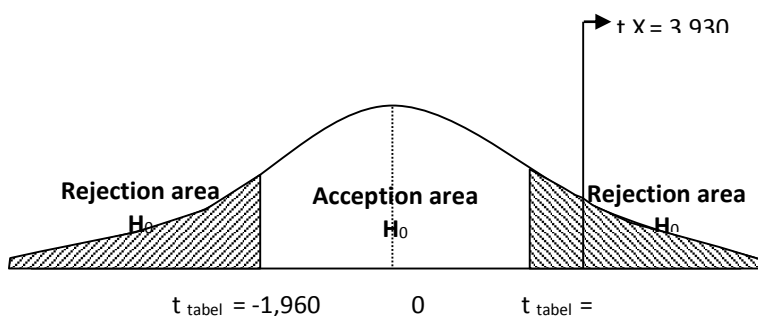


Through statistical calculations obtained the coefficient of determination (R2) of 0.232 or 23.2 percent. This means that 23.2 percent of the turnover variable turnover is influenced by work stress variables, while the remaining 76.8 percent is explained by other variables not included in the model.

The work stress variable coefficient of 0.443 means that the work stress variable has a positive relationship with the turnover variable, this indicates that the increase in the work stress variable will increase the variable turnover of nurses at Allam Medica Hospital. If there is an increase in the work stress variable by one percent, it will increase the turnover variable by 0.443 percent, at the 95 percent confidence level.

To find out the partial effect of work stress variable (X1) on turnover (Y), t test is used.

Figure 2. The T Test Curve



The results of the analysis using the error rate $\alpha = 0.05$, it is known that the value of t table is 1.960, while the calculation results obtained by the value of t count is 3.930. This shows that the value of t count > t table value, it can be concluded that work stress variables have a significant positive effect on nurse turnover at Allam Medica Hospital

5.2 Results and Analysis of the Effect of Emotional Intelligence (Z) As a Moderating Variable between Work Stress (X1) on Nurse Turnover (Y)

To find out the effect of emotional intelligence as a moderating variable between work stress on nurse turnover at Allam Medica Hospital, an interaction test (Moderated Regression Analysis) was used, along with the results of the calculation:

Table 2. Results of Linear Regression Estimates.

Variabel	Coefisien	t_{count}	Significant
<i>Konstanta</i>	58,253		
Work Stress	-1,384	-0,942	0,351
Emotional Intellegent	-2,986	-1,247	0,218
Moderation	0,097	1,247	0,218
$R^2 = 0,256$		$F_{count} =$	5,624

Table 2 can be made as follows: linear regression equation:

$$Y = 58,253 - 1,3849 X_1 - 2,986 X_2 + 0,097 Z + \epsilon$$

The coefficient of determination (R^2) is 0.256 or 25.6 percent. This means that 25.6 percent turnover and turnover variables are influenced by work stress variables and emotional intelligence, while the remaining 74.4 percent is explained by other variables not included in the model.

The calculated F value is 5.624 with a significance value of 0.002 less than 0.05 so it can be concluded that this regression equation can be used to predict the relationship of work stress and emotional intelligence to turnover.

The results of the analysis show that the value of the t count for the moderate variable (the result of multiplying the work stress variable with emotional intelligence) is 1.247 with a significance of 0.218, while using $\alpha = 0.05$, the t table value is 1.960. From these results, it can be seen that the value of t count < t table value and significance value > α (0.05) so that it can be concluded that the emotional intelligence does not moderate the relationship between work stress variables on nurse turnover at Allam Medica Hospital.

6. CONCLUSION

Work stress on nurses has a positive effect on the intention to move from Allam Medica Hospital. So that when the work stress of nurses is high then the intention to move from the Allam Medica hospital is also high, and vice versa, if the work stress is low, the intention to move from the Allam Medica hospital is also low.

Emotional intelligence does not moderate the effect of work stress variables on turnover intention in nurses at allam medica Hospital. This means that if emotional intelligence is high or low, it will not change the intention to move to nurses in the Allam Medica hospital.

REFERENCE

- Analysis of Factors Relating to the Desire to Move Nurse Work in Balikpapan X Hospital in 2014 (Analysis of Factors Associated With Desire to Move Work Nurse Hospital X Balikpapan, Year 2014), Post Graduate Program in Indonesian Hospital Administration Study Department of Administration and Health Policy Faculty University of Indonesia Public Health, ARSI Journal / February 2016
- Claude Fernet, PhD, Sarah-Genevieve Trepanier, PhD, Mireille Demers, PhD, Stephanie Austin, PhD. Motivational pathways of occupational and organizational turnover intention among newly registered nurses in Canada, <http://dx.doi.org/10.1016/j.outlook.2017.05.008>. Department of Human Resources Management, Université du Québec à Trois-Rivières, Québec, Canada b School of Psychology, Université de Moncton, New Brunswick, Canada, Received 14 January 2017 Revised 16 May 2017 Accepted 22 May 2017 Available online May 26, 2017.
- Beatrice I.J.M. Van der Heijden, Maria C.W. Peeters, Pascale M. Le Blanc, J. Wim M. Van Breukelen, Job characteristics and experience as predictors of occupational turnover intention and occupational turnover in the European nursing sector, *Journal of Vocational Behavior* ; doi:10.1016/j.jvb.2018.06.008, 20 June 2018
- Tsu-Yin Wu, Diane Porretta Fox, Carmen Stokes, Cynthia Adam, Work-related stress and intention to quit in newly graduated nurses, a School of Nursing, Eastern Michigan University, 328 Marshall, Ypsilanti, MI 48198, United States, doi:10.1016/j.nedt.2011.09.002, 14 September 2011
- Hongying Chen , Guohong Li , Mengting Li , Lei Lyu , Tiantian Zhang :A cross-sectional study on nurse turnover intention and influencing factors in Jiangsu Province, China; A Medical School, Southeast University, Nanjing, China; Nursing Department, Zhongda Hospital, Affiliated to Southeast University, Nanjing, China, Emergency Department, Women's Medical School, Zhejiang University Hospital, Hangzhou, China, September 28,
- Fiona Yu, Deborah Raphael, Lisa Mackay, Melody Smith, Anna King, Personal and Work-Related Factors Associated with Nurse Resilience: A Systematic Review, <https://doi.org/10.1016/j.ijnurstu.2019.02.014>, 25 February 2019
- Fatmah Fallatah, RN, MScN, Doctoral Student, Heather K.S. Laschinger, RN, PhD, FAAN, FCAHS, The Effects of Authentic Leadership, Organizational Identification, and Occupational Coping Self-efficacy on New Graduate Nurses' Job Turnover Intentions in Canada, Distinguished University Professor and Arthur Labatt Nursing Research Chair, Emily A. Read, RN, MSc, Doctoral Candidate, doi: 10.1016/j.outlook.2016.11.020, 21 November 2016
- Nikolaou Ioannis, Greece Ioannis, Emotional Intelligence In The Workplace: Exploring Its Effects On Occupational Stress And Organizational Commitment, Athens University of Economics and Business, Tsouisis University of the Aegean, Greece, The

International Journal of Organizational Analysis 2002, Vol. 10, No. 4, pp. 327-342,
Received: November 30, 2002 Accepted by Daniel J. Svyantek after two revisions:
May 23, 2003

Goleman, D. 1997. Emotional Intelligence: Why EI is more important than IQ. Jakarta: PT
Gramedia Pustaka Utama

Karambut. Christien A, Eka Afnan T, Noormijati, Analysis of the Effect of Emotional
Intelligence, Job Stress and Job Satisfaction on Organizational Commitments (Study
of Inpatient Nurses at Panti Waluya Hospital Malang), Doctoral Program of FEB
Universitas Brawijaya Faculty of Economics and Business Universitas Brawijaya
Management application journal volume 10, number 3 September 2012