

ANALYSIS OF FACTORS AFFECTING NURSES *TURNOVER INTENTION* IN HOSPITALS

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ABSTRACT

One of the problems in the organization regarding HR is turnover. The turnover standard set by (Gillies DA, 1994) is 5-10% per year. It is said to be high if it is more than 10%. Several studies in Indonesia noted that hospitals in big cities and small cities have high nurse turnover rates. High nurse turnover will incur a lot of costs and have a negative impact on nursing services. So this study aims to analyze the influence of organizational factors, work-related factors, employee factors, *external* factors (takase theory) on the *turnover intention* of nurses in the hospital. The method used is a literature *review* approach. This literature study was obtained from searching scientific research articles spanning 2011-2021 using the Google Scholar database, Garuda Research Education and Indonesia One Search. There were 13 journal that matched the inclusion criteria and had a critical appraisal score > 50%. From 13 journal, it is found that there are 19 factors from theory (Takase, 2011) that affect the *turnover intention* of nurses, namely organizational factors (organizational size, organizational culture, work support and co-workers), job factors (work stress, workload, compensation, work environment), employee factors: demographic faktors (age, years of service, marital status, employee status), employee behavior (employee behavior: job performance, job satisfaction, salary satisfaction, organizational commitment, career development) and *external* factors (work life balance, *external* job opportunities). The dominant factors affecting the *turnover intention* of nurses are workload, salary satisfaction and organizational commitment.

Keywords: *Turnover intention*, takase theory, nurse

ANALISIS FAKTOR YANG MEMPENGARUHI *TURNOVER INTENTION* PERAWAT DI RUMAH SAKIT

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ABSTRAK

Salah satu masalah dalam organisasi menyangkut SDM adalah *turnover*. Standar *turnover* yang ditetapkan oleh (Gillies DA, 1994) yaitu 5-10% per tahun. Dikatakan tinggi apabila lebih dari 10%. Beberapa penelitian di Indonesia mencatat di rumah sakit kota besar maupun kota kecil memiliki angka *turnover* perawat yang tinggi. *Turnover* perawat yang tinggi akan menimbulkan banyak biaya dan berdampak buruk pada pelayanan keperawatan. Maka penelitian ini bertujuan untuk menganalisis pengaruh faktor organisasi, faktor terkait pekerjaan, faktor karyawan, faktor *external* (teori takase) terhadap *turnover intention* perawat di rumah sakit. Metode yang digunakan adalah pendekatan *literature review*. Studi literatur ini diperoleh dari penelusuran artikel penelitian ilmiah rentang tahun 2011-2021 dengan menggunakan database *google scholar*, *garuda* risetdikti dan *indonesia one search*. Terdapat 13 jurnal yang sesuai dengan kriteria inklusi dan memiliki skor *critical appraisal* >50%. Dari 13 jurnal didapatkan bahwa terdapat 19 faktor dari teori (Takase, 2011) yang mempengaruhi *turnover intention* perawat yaitu faktor organisasi (ukuran organisasi, budaya organisasi, dukungan kerja dan rekan kerja), faktor pekerjaan (stres kerja, beban kerja, kompensasi, lingkungan kerja), faktor karyawan: faktor demografis (usia, masa kerja, status pernikahan, status pegawai), perilaku karyawan (prestasi kerja, kepuasan kerja, kepuasan gaji, komitmen organisasi, dan pengembangan karir) dan faktor *external* (keseimbangan kehidupan kerja, peluang kerja *external*). Faktor yang dominan mempengaruhi *turnover intention* perawat yaitu beban kerja, kepuasan gaji dan komitmen organisasi.

Kata kunci: *Turnover intention*, teori takase, perawat