



The Influence Of Role Conflict, Job Satisfaction And Job Stress On Turnover Intention

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ABSTRACT

This type of research is quantitative research with a descriptive approach. The population of this study were all nurses at the As-Syifa Hospital in Manna City with a total sample of 52 people. Data collection was carried out using a questionnaire. The data analysis technique uses multiple linear regression analysis techniques. The results of data analysis obtained multiple linear regression equations as follows: $Y = 11.200 + 0.244 X_1 - 0.201 X_2 + 0.230 X_3$. The results of the analysis show that partially role conflict has a positive and significant effect on turnover intention (tcount = 3.963 and Sig = 0.000), job satisfaction has a negative and significant effect on purchasing decisions (tcount = -3.582 and Sig = 0.001) and work stress has a positive and significant effect on significant to turnover intention (tcount = 3.959 and Sig = 0.000). Simultaneously there is the effect of role conflict, job satisfaction and work stress on turnover intention (Fcount = 142.118 and Sig = 0.000).

INTRODUCTION

As-Syifa Hospital is a public hospital in the City of Manna Bengkulu Selatan which is privately owned which operates in the field of health services, both general and specialist services. The operational permit for the As-Syifa Hospital in Manna City was officially issued by the Investment and One Stop Services Office of South Bengkulu district on August 18 2017, effectively operating from October 1 2017 with a bed capacity of 62 units and equipped with the facilities and infrastructure being worked on skilled and professional staff. To support nursing services, As-Syifa Hospital has 52 nursing staff. The comparison between the number of beds and the number of nurses, As-Syifa Hospital in Manna City is in accordance with the Regulation of the Minister of Health of the Republic of Indonesia which states that for Type D hospitals the ratio between the number of nurses and beds is at least 2/3 or 2 nurses for 3 bed (As-Syifa Manna Hospital, 2022).

According to staffing data for the As-Syifa hospital, Manna City, it shows that the average turnover rate for nurses at the As-Syifa hospital annually from its founding until 2022 is 6.9%. This means that, every year there are about 3 nurses who leave the As-Syifa hospital. Several factors cause nurse turnover such as: nurses are accepted as civil servants, nurses get married and decide to join their partners and nurses decide to take a break from work. Nurse turnover data at the As-Syifa Manna hospital in the last three years or from 2020 to 2022 are as follows:

Table.1 Turnover Of Nurse Data

Tahun	Jumlah perawat	Jumlah Perawat Keluar	Presentase
2020	33	3	9,09
2021	47	2	4,25
2022	52	5	9,61

Source: *As-syifa Hospital, Manna-Indonesia, 2023*

The results of the initial interview (November 23, 2022) with 3 As-Syifa hospital nurses (Dita, Weni, Deni), show that the level of turnover intention among the nurses is quite high. Some nurses said they would leave the As-Syifa hospital if they got a better offer from another workplace, nurses actively looked for job vacancies that offered better offers, some nurses said they would leave in the near future with the reason they wanted to take a break first and some one nurse stated that she had participated in the selection of Candidates for Civil Servants (CPNS) even though it was done without the knowledge of colleagues or superiors at work.

Several factors that are thought to influence the turnover intention of nurses at the As-Syifa hospital are role conflict, job satisfaction and work stress. This is based on information obtained from the results of interviews where several nurses stated that there were often conflicts in the household due to the division of work time into 3 shifts (morning, afternoon and evening), work demands which were sometimes at certain moments or times such as holidays or holidays. mandatory holidays to go to work cause family togetherness to be disrupted, causing conflict. In addition, some nurses feel job dissatisfaction caused by several things such as: feeling that the salary and incentives received do not match the workload, lack of cooperation from colleagues at work, and work given by superiors is sometimes felt to be not in accordance with their abilities or expertise possessed. In addition to job satisfaction, work stress is also thought to be a factor that influences the turnover intention of nurses at As-Syifa hospital, some nurses feel that the workload given to them is too heavy, nurses feel that the leadership is unfair and difficult to communicate with and conflicts often occur. both among fellow nurses and with superiors make nurses feel stressed when at work.

LITERATURE REVIEW

Turnover Intention

According to Robbins & Judge (2016), stated that turnover intention is a tendency or level where an employee has the possibility to leave the company either voluntarily or involuntarily due to the lack of attractiveness of the current job and the availability of alternative jobs. Meanwhile, according to Mobley (2011), states that: "Turnover intention is the result of an individual's evaluation of the continuation of his relationship with the company where he works but has not been realized in real action."

Turnover intention indicators:

1. Thinking of Quitting
2. Search for alternative jobs (Intention to search for alternatives)
3. Intention to quit.

Role Conflict

According to Shein & Chen (2011), multiple role conflict (work-family conflict) is a form of inter-role conflict where there is role pressure from work roles and family roles and there is an incompatibility between these roles in several ways. Haus and Beutell in the journal Shein & Chen (2011), said when the time, energy, and demands of role behavior in one domain (work or family) make it difficult to meet the demands of other domains (work or family). Job demands are related to pressure that comes from excessive workload and time, such as: work that must be completed in a hurry and deadlines, or the amount of work that has piled up and is quite time-consuming in the process. Family demands relate to the time needed to handle household chores and look after and care for children. Role conflict indicators:

1. Working pressure
2. The number of job demands
3. Lack of family togetherness
4. Busy with work
5. Conflict of work commitments with family responsibilities.

Job Satisfaction

Job satisfaction is a set of employee feelings about whether or not their job is enjoyable, which shows the suitability between their work expectations and the benefits they receive in the company (Luthans, 2018). According to Kreitner & Kinicki (2014), defining job satisfaction is an emotional response to various aspects of work. According to Handoko (2017) job satisfaction is a pleasant or unpleasant emotional state in which employees view their work. Job satisfaction indicators:

1. Jobs,
2. Salary
3. Promotional opportunities
4. Supervision
5. Colleagues
6. Working conditions

Work Stress

According to Robbins (2017), defines stress as a response in adapting which is influenced by individual differences and psychological processes, as a consequence of action. Work stress can be seen from, among other things, emotional instability, feeling uneasy, being alone, having trouble sleeping, excessive smoking, not being able to relax, anxiety, tension, nervousness, increased blood pressure, and experiencing digestive disorders. Work stress indicators:

1. Workload
2. Leadership attitude
3. Working time
4. Conflict
5. Communication
6. Work authority.

METHODS

The type of research used in this research is quantitative research. Respondents who were the subjects of this study were nurses at As-Syifa Hospital, Manna City, South Bengkulu Regency, totaling 52 people. Data was collected using a questionnaire and then processed using the SPSS 26 data analysis tool

RESULTS

Multiple Linear Regression Analysis

Table 2. Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std, Error	Beta		
1	(Constant)	11.200	4.788		2.339	.024
	Role Conflict	.244	.061	.344	3.963	.000
	Job Satisfaction	-.201	.056	-.316	-3.582	.001
	Job Stress	.230	.058	.353	3.959	.000

Source: data analysis, SPSS, 2023

The results of table 4.14, the multiple linear regression equation between role conflict, job satisfaction, work stress and turnover intention is obtained as follows:

$$Y = 11,200 + 0.244 X1 - 0.201 X2 + 0.230 X3$$

Based on the regression equation above, it can be explained as follows:

- 1.) A constant value of 11,200 means that if the value of role conflict (X1), job satisfaction (X2) and work stress (X3) is zero, then the value of turnover intention is still 11,200.
- 2.) The role conflict regression coefficient (X1) of 0.244 means that if the value of the role conflict variable (X1) increases by one unit, the value of turnover intention (Y) will increase by 0.244 assuming the variable job satisfaction (X2) and work stress (X3) is constant.
- 3.) The regression coefficient of job satisfaction (X2) is -0.201, meaning that if the value of the variable job satisfaction (X2) increases by one unit, the value of turnover intention (Y) will decrease by -0.201 assuming the role conflict variable (X1) and the stress variable work (X3) has a fixed value.
- 4.) The job stress regression coefficient (X3) of 0.230 means that if the value of the work stress variable (X3) increases by one unit, the turnover intention (Y) value will increase by 0.230 assuming the role conflict variable (X1) and the job satisfaction variable (X2) the value is fixed.

Results of Coefficient of Determination Analysis

Table 3. Coefisient Determinant Value (R²)

Model	R	R Square	Adjust R Square	Std. Error of the Estimate
1	.948 ^a	.899	.892	.881

a. Predictors: (Constant), Role Conflict, Job Satisfaction, Job Stres

Source: data analysis, SPSS, 2023

The value of R Square (R²) is 0.899. This shows that the percentage contribution of the independent variable role conflict (X1), job satisfaction (X2) and job stress (X3) to the dependent variable turnover intention (Y) is 89.9%. Or the variation of the independent variables used in the model (role conflict, job satisfaction and job stress) is able to explain 89.9% of the variation in the dependent variable (turnover intention). While the remaining 10.1% is influenced or explained by other variables not included in the model or not examined.

Hypothesis Testing With t Test

The comparison between t_{count} and t_{table} is (a/2) (n-k-1) = 90-2-1 = 87 (1,987) for each variable as follows:

1. Lifestyle, namely $t_{hit} > t_{(\alpha/2)}$ ($3.204 > 1.987$) and ($\text{sig } \alpha = 0.002 < 0.050$), this states that there is a significant influence of Lifestyle (X1) on Purchasing Decisions among Students Class of 2019 Faculty Management Study Program Students Economics and Business.
2. Based on the t_{hit} test for the Halal Label variable (X₂), namely $t_{hit} > t_{(\alpha/2)}$ ($3,056 > 1,987$) and ($\text{sig } \alpha = 0.003 < 0.050$), this states that there is a significant influence of the Halal Label on Purchasing Decisions in Retail Businesses Minis o in Bengkulu City.
3. From the research results, the dominant variable is the Lifestyle Variable (X1) of 3,204 and the Halal Label variable (X2) of 3,056.

T testing

Table 4. T testing

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std, Error	Beta		
1	(Constant)	11.200	4.788		2.339	.024
	Role Conflict	.244	.061	.344	3.963	.000
	Job Satisfaction	-.201	.056	-.316	-3.582	.001
	Job Stress	.230	.058	.353	3.959	.000

Source: data analysis, SPSS, 2023

The table above shows that the calculated t value meets the criteria and is significant ($\text{sig } \alpha = 0.000 < 0.050$), where the criteria for an accepted hypothesis is the calculated t value $>$ t table.

F testing

Table 5. F Testing

ANOVAa						
Model		Sum Of Squares	Df	Mean Square	F	Sig
1	Regression	76,628	2	38,314	20,505	,000b
	Residual	199,927	107	1,868		
	Total	276,555	109			
a. Dependent Variable: Turnover Intention						
b. Predictors: (Constant), <i>Role Conflict</i> , <i>Job Satisfaction</i> , <i>Job Stress</i>						

Source: data analysis, SPSS, 2023

Based on the hypothesis testing table with the F test above, the F_{count} is 20,505 with an F_{table} value of 3.930, namely ($20,505 > 3.930$) and ($\text{sig } \alpha = 0.000 < 0.050$), so it can be concluded that H₃ is accepted, meaning that the Lifestyle and Halal Label variables are simultaneous. has a significant influence on purchasing decisions among the Class of 2019 students of the Management Study Program, Faculty of Economics and Business.

DISCUSSION

Based on the research results and processing of raw data obtained by distributing questionnaires to nurses at As-Syifa Manna Hospital, information was obtained regarding respondents' responses to the variables of role conflict, job satisfaction, work stress and turnover intention as well as the influence between independent variables (role conflict, job satisfaction and work stress) on the dependent variable (turnover intention).

The results of the analysis of respondents' responses to the turnover intention variable obtained an average value of respondents' answers of 3.58. This shows that the respondents' assessment of the turnover intention variable is in the bad criteria, this condition shows that the majority of respondents agree that if there is a job opportunity that offers better welfare than As-Syifa Hospital, Manna City, then the nurses will leave or change their place of work. If analyzed based on the respondent's assessment of each statement item on the turnover intention variable, then the highest average value of the respondent's assessment of the turnover intention variable is in statement 6, namely I will leave my job at this hospital if I get a better job offer. at another place. This is important information for As-Syifa Hospital, Manna City in its efforts to carry out a study analysis of what factors cause the high level of turnover intention among nursing staff at As-Syifa Hospital so that improvements can be made to prevent nursing staff from regularly turning over. real.

The results of the analysis of respondents' responses to the role conflict variable obtained an average value of respondents' answers of 3.69. This shows that the respondents' assessment of the role conflict variable is in the bad criteria, this condition shows that the majority of respondents feel a high conflict between their role as family members and their role as nurses at As-Syifa Hospital, Manna City. If analyzed based on the respondent's assessment of each statement item on the role conflict variable, the highest average value of the respondent's assessment of the role conflict variable is in statement 5, namely my work makes being together with my family less. This condition provides information that the majority of nurses feel that their role as nurses at As-Syifa Hospital, Manna City causes family togetherness to be disturbed. To prevent nurses from turnover due to lack of time with their families, the management of As-Syifa Hospital must be able to find a solution to overcome this problem of role conflict. Several things that can be done include: increasing the number of nurses according to standards to avoid workload overload, giving nurses the right to annual leave which nurses can use to gather with their families and setting more flexible working hours.

The results of the analysis of respondents' responses to the variable job satisfaction obtained an average value of respondents' answers of 3.64. This shows that the respondents' assessment of the job satisfaction variable is in good criteria, this condition shows that the majority of respondents are satisfied with their work as nursing staff at As-Syifa Hospital. Nursing staff are satisfied with their work because the work provided by the hospital is in accordance with their education, abilities and expertise. If analyzed based on the respondent's assessment of each statement item on the job satisfaction variable, then the lowest average value of the respondent's assessment of the job satisfaction variable is in statement 9, namely my colleagues are able to work together well in completing every job. This is important information for the As-Syifa Hospital in Manna City to increase nurses' job satisfaction by creating a program aimed at improving teamwork, which until now was considered by the nursing staff at the As-Syifa Hospital to be not working well.

The results of the analysis of respondents' responses to the work stress variable obtained an average value of respondents' answers of 3.59. This shows that the respondents' assessment of the work stress variable is in the bad criteria, this condition shows that the majority of respondents feel a high level of work stress at As-Syifa Hospital. If analyzed based on the respondent's assessment of each statement item on the work stress variable, the highest average value of the respondent's assessment of the work stress variable is in statement 7, namely that in this hospital there are often conflicts between co-workers, as well as between subordinates and superiors. Conflicts that occur in the workplace can cause individual and team performance to be disrupted which will ultimately affect the overall hospital performance. The theory of job adjustment (job adjustment theory) put forward by Taris and Feijoo (2012), states that role conflict can interfere with the adjustment of an employee's job to the work environment and work tasks. The inability

to adjust to work can increase the level of job dissatisfaction and ultimately trigger turnover intention. In addition, recent research also shows that factors such as job satisfaction, organizational commitment, and social support can moderate the relationship between role conflict and turnover intention.

CONCLUSION

The results of research that has been carried out regarding the influence of location, service quality and price on purchasing decisions, can be concluded as follows:

1. There is an influence of role conflict on turnover intention in nurses at the As-Syifa Manna Hospital, South Bengkulu Regency.
2. There is an effect of job satisfaction on turnover intention in nurses at As-Syifa Manna Hospital, South Bengkulu Regency.
3. There is an effect of work stress on the turnover intention of nurses at the As-Syifa Manna Hospital, South Bengkulu Regency.
4. There is an influence of role conflict, job satisfaction and work stress together on turnover intention among nurses at As-Syifa Manna Hospital, South Bengkulu Regency.

LIMITATION

This research was limited to nurses at Asyfa Hospital, South Bengkulu Regency. For further research, it can be carried out with a wider sample using several other variables such as job stress based on employee age.

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