ABSTRACT

Influence of Burnout Syndrome and Environment Factors to Employee Turnover Intention
(Study in Surgical Hospital of Surabaya)

The average turnover rate of employee in Surgical Hospital of Surabaya since 2011 to 2015 was 16.21% (Standard 10%). Edelwich & Brodsky (1980) suggested that turnover is the final output of burnout process. Factors that could affect burnout syndrome are categorized into organization, job and individual (Maslach et al., 2001).

It is a cross sectional research. Data were collected in May 2016 by questionnaire for employees who had been worked at least as long as six month in Surgical Hospital of Surabaya. The sampling method is proportionate stratified random sampling and 126 respondents were collected.

This study concluded that reward (p = 0.028; β = -0.193) and positive experience (p = 0.003; β = -0.264) influence the emotional exhaustion. Variables which influenced depersonalization were workload (p = 0.022; β = -0.199) and role conflict (p = 0.008; β = -0.232). The higher workload will bring lower depersonalization. The influence of both variables is different with the theory due to the existence of disturbing variables of burnout syndrome (reward and positive experience). Variables that influenced personal accomplishment is positive experience (p = 0.002; β = 0.271). The results also show there is existing influence between emotional exhaustion toward turnover intention (p = 0.023; β = 0.178). Job opportunity also influence turnover intention (p = 0.000; β = 0.485).

This study recommends hospital to make obstacles for customers who want to switch to another service provider (switching barriers) such as: 1) giving health insurance for Surgical Hospital employees which guarantee all of medical expenses when they or their families are sick; 2) reducing role conflict by clarifying the organizational role ambiguity of employees and negotiation to resolve the conflicts; 3) fixing the Quality of Work Life (QWL) dimensions, particularly in adequate and fair compensation.

Keywords: burnout syndrome, job opportunity, turnover intention