

## ABSTRACT

### **Nurse Turnover Process Analysis Using Abelson and Lee and Mitchell Theory Approaches at Sakinah Islamic Hospital in Mojokerto Regency**

High nurse turnover rate in one institution will from his present workplace, several stages must be undertaken. Hence, a definitely influence service quality which in the end will have an impact on the overall performance of the institution. Before any employee decides to quit or move turnover process is not just an instantaneous phenomenon, but it is preceded with a process prior to the final decision. The problem presented in this research was high turnover rate at Sakinah Islamic Hospital (SIH) in Mojokerto regency, 13.04% more than standard in the year 2003. The purpose of the research was to analyze turnover process of nurses at SIH using Abelson and Lee and Mitchell theory approaches.

This was a descriptive explorative research with 30 nurses as respondents, consisted of 20 nurses who still worked but planned to quit, and 10 nurses who had already left SIH. Carried out from July until August 2005, questionnaires were means to collect data and a descriptive statistical test analysis was utilized, presented in frequency distribution.

The result revealed that from those 20 nurses who still worked, there were 9 who positively intended to quit. Added with 10 nurses who had left, came up total 19. Thus from 30 respondents, only 19 were analyzed with Abelson and Lee and Mitchell because those 19 respondents had undergone turnover process. From 9 nurses who still worked but planned to quit, only 4 nurses complied to Abelson theory and 5 nurses complied to Lee and Mitchell theory. Meanwhile, from 10 nurses who had left SIH, 7 complied to Abelson theory and 3 nurses complied to Lee and Mitchell.

The conclusion: there were 11 SIH nurses yielded to Abelson theory and 8 nurses yielded to Lee and Mitchell theory of turnover process.

**Key words:** nurse, turnover process, Abelson theory, Lee and Mitchell theory