

ABSTRACT

The Recommendation for Improving Quality of Nursing Work Life (QNWL) to Reduce Nurse's Intention to Quit in Premier Hospital in Surabaya

Quality of Nursing Work Life(QNWL) is a thing that needs attention by human resource management approach. Management should help to create work environment that improve QNWL of nurse so the given health care provided good quality. The good work environment increase productivity and quality of work. The purpose of this research was to provide develop model to increase QNWL in order to lower nurse's intention to quit the Premier Hospital Surabaya. Design used in the structure was explanatory research. The independent variables was Internal factors (Individual factors, social and environment conceptual factors, operational factors, administrative factors) where as the dependent variable from this study was intention to quit, and moderator variables QNWL random sampling technique. Total sample was 160 nurses, taken according to inclusion criteria. The research was conducted in Premier Hospital Surabaya from October 2012 - July 2013. Data were collected by using structured questionnaire. Data were then analyzed by using multiple linear regression test with level of significance of ≤ 0.05 . The results showed, QNWL was influenced by relationships inter-professional part of variabel social and environment conceptual factors, supervision monitoring part of variabel operational factors, career development part of variabel administrative factors. Intention to quit influenced by relationships between nurses, inter-departmental and inter-professional part of variabel social and environment conceptual factors and salaries and benefits part of variabel administrative factors with significant value $p = 0.005$. QNWL is work life -home life balance part of dimensions QNWL influence by intention to quit. It can be concluded good inter-professional relation, supervision monitoring , and good career development affected QNWL. Good relationships between nurses, inter-departmental and inter-professional led to lower intention to quit. Low salary and benefits led nurse's intention to quit getting stronger. Relationships between profession, supervision, and career development need to be managed properly to increase QNWL. Relationships between nurses, inter-departmental and inter-professional need to be managed properly to lower intention to quit. Salaries and benefits received by the nurse needs to be evaluated to lower intention to quit.

Keywords: QNWL, HRM (Human Resource Management), Intention to quit