

**ABSTRACT**

**ANALYSIS DETERMINANT FACTORS  
OF TURNOVER INTENTION IN UNIVERSITAS AIRLANGGA  
HOSPITAL NURSES**

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**Introduction.** Nursing turnover and job satisfaction have been considered as issue of utmost importance in high quality services and superior performance at hospital. Nurses turnover intention at Universitas Airlangga Hospital is influenced by factors that can not be explained. The purpose of this study was to analyze the influence organizational factors, social support, quality of nursing work life, and job satisfaction on the turnover intention among nurses. **Methods.** The design of the study was descriptive analytical with cross-sectional approach. The population was nurses from 8 units in Universitas Airlangga Hospital. Total sample was 88 respondents was selected by total sampling. The independent variables in this study: organizational factors (workload and stress), social support (family, co-workers, and supervisor), quality of nursing work life (work life-home life dimension, work design dimensions, work context dimensions, work world dimensions). The dependent variable was turnover intention and job satisfaction. Data were collected by using questionnaires for independent variable and dependent variables. Data were analyzed by using Partial Least Square (PLS) with degree of significance T-statistics  $>1,96$ . **Result and Analysis.** Result showed that turnover intention was affected by job satisfaction ( $t=1,98$ ), QNWL ( $t=3,11$ ) and job satisfaction was affected by QNWL ( $t=2,20$ ) and social support ( $t=5,34$ ). Interestingly, the two components of organizational factors (workload and stress) and social support failed to verify any relationship with job satisfaction and turnover intention **Discussion.** Quality of nursing work life are determinant factors that affects turnover intention among nurses. It is recommended for Universitas Airlangga Hospital to additional the number of nursing staff to increase human resource, a constant and direct interaction from supervisor to nurses, redesign work setting and improving performance management to increase the quality of nursing work life and job satisfaction, which decrease possibility of turnover intention among nurses.

**Keywords: Job Satisfaction, QNWL, Social Support, Organizational Factors, Turnover Intention, Nurses, Universitas Airlangga Hospital**