JOB SATISFACTION RELATIONSHIP WITH TURNOVER INTENTION

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ABSTRACT
This study aims to determine the relationship between job satisfaction and turnover intention at Umni Hospital. This type of research is quantitative and descriptive with an associative method which aims to see how much job satisfaction (X) has on turnover intention (Y) at Umni Hospital. The population in this study were all employees with a total of 628 people, the sample was taken using the Slovin formula, and a sample of 268 people was obtained. This study uses quantitative methods with a questionnaire as a research instrument. The data analysis technique uses the help of data processing using the help of data analysis software. The results showed that the job satisfaction variable was significantly related to the employee turnover intention variable. This can be seen from the p-value of the relationship between job satisfaction and turnover intention = 0.000 which is smaller than the p-value = 0.05. It can be concluded that there is a relationship between the level of job satisfaction and turnover intention. Based on the results of the study, the researchers suggested that UMNI Hospital give more attention to improving supervision through activities of guidance, direction, observation, motivation and evaluation of employees, an objective performance appraisal system, and also creating a conducive work environment, to further increase employee job satisfaction.

Keywords: Job Satisfaction, Turnover intention, Employees

INTRODUCTION
Human resources are an important factor in a company that determines the success or failure of a company in achieving its goals. Human resources are the most valuable and most important assets or assets owned by an organization because the success of the organization is largely determined by the human element. For the company's goals to be achieved, the company must pay attention to and maintain its employees properly so that employees who have good qualifications in the company do not have the desire to move or even leave the company (turnover intention). The proportion of employees who voluntarily and non-vulnerably leave the company within a certain period is generally expressed in one year and the turnover rate cannot be more than 10% per year. (Ridlo 2012)

(Richardson, 2007) in (Fitriantini, Agusdin, and Nurmayanti 2019). Expressing dissatisfaction occurs when an employee has thoughts of leaving his job in the hope of getting another job that can provide better job satisfaction. If a person is satisfied with what he does, it will usually indirectly affect his career (Dewi and Harjoyo 2019)

Luthans, (2005) (Manurung and Ratnawati 2012) state that high job satisfaction will make turnover low, and vice versa if job satisfaction is low, turnover will be high. There is a negative relationship between job satisfaction and turnover intention where the more job satisfaction increases, the more turnover intention decreases so that the company's performance can be improved. (Setyanto 2013) Expressing job dissatisfaction has often been identified as an important reason that causes
individuals to leave their jobs. Empirically it can be concluded that job dissatisfaction has a direct relationship to the formation of a desire to leave.

No hospital can avoid employee turnover intention, but if there is a high turnover and it is not immediately suppressed, it is feared that it can interfere with patient care, and become a problem for the hospital as a whole. (Mardiana, Hubeis, and Panjaitan 2014)

UMMI Hospital is a type C private hospital located in the Bogor City area under the auspices of PT. Dutagraha Afiah

<table>
<thead>
<tr>
<th>Year</th>
<th>Employee Leave</th>
<th>Number of Employees</th>
<th>Percentage ( % )</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>50</td>
<td>506</td>
<td>10</td>
</tr>
<tr>
<td>2021</td>
<td>73</td>
<td>628</td>
<td>12</td>
</tr>
</tbody>
</table>

Based on Table 1, it is known that the employee turnover rate has increased. Job satisfaction plays an important role in attracting and retaining quality employees and maintaining job satisfaction can increase employee loyalty and avoid turnover intention. In addition, job satisfaction can reduce work-related stress, and thus the employee’s intention to leave his job will be reduced. This study aims to determine the relationship between job satisfaction and turnover intention at UMMI Hospital

METHOD

This research activity was carried out at the UMMI Hospital, located in Bogor City. The activity was carried out for 2 months (April – May 2022). The research design used is a quantitative research design, where quantitative methods will generally examine the relationship between job satisfaction and job stress on turnover intention through a questionnaire.

The population in this study were all employees at UMMI Hospital as many as 628 people. Determination of the research sample size is determined by the Slovin formula and to anticipate incomplete questionnaire data, the sample size is added by 10% of the total sample of 24 people so that the total sample is 268 people.

Research data collection uses a questionnaire technique containing a list of questions sent to respondents in a closed and confidential nature, a questionnaire using a scale developed by Likert, namely a question is given 5 (five) alternative answers that can be chosen by the respondent, then data processing using software assistance data analyzer.

RESULTS AND DISCUSSION

This research total sample is 268 respondents, the characteristics of respondents in this research consisted of:
Based on the data obtained, it is known that the number of respondents who have a low level of satisfaction and the possibility of low turnover is 135 people, respondents who have a low level of satisfaction and a high probability of turnover intention are 34 people, respondents who have a high level of satisfaction and the possibility of low turnover intention are 7 people, and respondents who have a high level of satisfaction and the possibility of high turnover intention as many as 92 people.

From the results of statistical tests, it is found that the p-value of the relationship between job satisfaction and turnover intention = 0.000 is smaller than the p-value = 0.05, so it can be concluded that there is a relationship between the level of job satisfaction and turnover intention. In addition, based on the results of the significant value of the coefficient of 0.000 <0.05, it can be concluded that the value is significant.

The results of this study are strengthened by the results of previous studies conducted (Caesar 2018) state that there is a significant relationship between job satisfaction and turnover intention. This means that if job satisfaction is higher, employee turnover intention will be lower, on the contrary, if the turnover intention is high, employee job satisfaction is low.

The negative relationship between job satisfaction and turnover intention shows that job satisfaction is one of the factors that determine the employee's desire to stay or leave the organization. The higher the employee's perceived satisfaction, the lower the turnover intention. (Mufidah 2016). Research result(Susanti and Halilah 2018)also proves that there is a relationship between job satisfaction and turnover intention, low job satisfaction stimulates employees' minds to consider quitting their jobs.

**CONCLUSIONS AND SUGGESTIONS**

The results showed that the job satisfaction variable was significantly related to the employee turnover intention variable at UMMI Hospital, this can be seen from the p-value of the relationship between job satisfaction and turnover intention = 0.000 which is smaller than the p-value = 0.05. It can be concluded that there is a relationship between the level of satisfaction in work with turnover intention.
Based on the results of the study, researchers suggest that UMMI Hospital pays more attention to and improve monitoring through activities of guidance, direction, observation, motivation, and evaluation of employees, an objective performance appraisal system, and also creates a conducive work environment, to further increase employee job satisfaction.

ACKNOWLEDGMENT

The authors would like to express their gratitude to the leadership of the UMMI Hospital which has been willing to become a place of activity. The authors also thank the University of Muhammadiyah Jakarta for providing the opportunity to participate in the proceedings.

REFERENCES


