

UNIVERSITI TEKNOLOGI MARA

**FACTORS INFLUENCING
TURNOVER INTENTION FOR
REGISTERED NURSE AT KPJ
JOHOR SPECIALIST HOSPITAL**

**MOHD. FAIS BIN ISMAIL
NURAMALINA BINTI SELAMAT
NURUL NADIAH BINTI MOHD NOR**

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ABSTRACT

The registered nurse is a valuable asset at KPJ Johor Specialist Hospital, contributing significantly to the organization's performance in a competitive market. However, turnover intentions among registered nurses have become a significant hurdle to the organization's productivity and services as they have increased yearly. This study was intended to determine the relationship between Economic Factors, Work Conditions, Management-Related Factors, and Individual Factors related to Registered Nurses' Intention to Resign from KPJ Johor Specialist Hospital. This study employed a quantitative methodology, non-probability sampling was used in which a questionnaire would be collected from the respondents. One hundred ninety KPJ Johor Specialist Hospital registered nurses participated in the study. The data were collected and analysed using a Social Science Statistical Package (SPSS). Using multiple regression analysis, the significance lies in determining which factors impact the turnover intention of registered nurses at KPJ Johor Specialist Hospital. The findings reveal that work conditions, management-related factors, and individual factors significantly influence turnover intention. Negative perceptions of work conditions, including workload and administrative burden, as well as dissatisfaction with the physical work environment, contribute to higher turnover intention. Management-related factors such as recognition, appreciation, career advancement opportunities, effective communication, and training provision also play crucial role in nurses' decision to stay or leave the organisation. Individual factors significantly influence turnover intention, including intrinsic motivation, personal life events, and work-life balance. To mitigate turnover intention, recommendations have been proposed including improving work conditions, enhancing management practices, supporting individual well-being, promoting a culture of continuous improvement and collaboration, and providing professional development opportunities. By implementing these recommendations, KPJ Johor Specialist Hospital can create a supportive and engaging work environment that addresses the key factors that influence turnover intention, leading to higher nurse retention and overall organisational success. Future research could focus on longitudinal studies to track turnover intention among registered nurses over an extended period and investigate the effectiveness of implemented retention programmes.

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TABLE OF CONTENTS

CONFIRMATION BY PANEL OF EXAMINERS	
AUTHOR'S DECLARATION	
AUTHOR'S DECLARATION	--
AUTHOR'S DECLARATION	--
ABSTRACT	
ACKNOWLEDGEMENT	
TABLE OF CONTENTS	--
LIST OF TABLES	--
LIST OF FIGURES	--
CHAPTER 1 INTRODUCTION	
1.1 Introduction	
1.2 Significance of the study	
1.3 Background of industry	
1.3.1 Healthcare industry	
1.3.2 Nursing industry in Malaysia	
1.3.3 Private Hospital in Malaysia	
1.4 Background of the company	--
1.5 Academic objectives	--
1.5.1 Qualitative Analysis	--
1.5.2 Quantitative Analysis	--
1.5.3 Research Instruments	--
1.5.4 Recommendations	--
1.6 Research questions	--
1.7 Research objectives	--
1.8 Definition of Research	--
1.9 Limitation of Research	--
1.10 Definition of Terms	--

CHAPTER 1

INTRODUCTION

1.1 Introduction

In recent years, the healthcare industry has been facing significant challenges due to the global impact of Covid-19. Among the crucial departments within hospitals, the Registered Nurse plays a pivotal role. However, healthcare industries in numerous countries are confronted with a common issue: a considerable increase in the turnover intention of Registered Nurses (Lee, 2021). This is concerning because Registered Nurses hold vital positions in the healthcare industry. Even before the pandemic, registered nursing was already considered as one of the professions with the highest turnover intention rates (Falatah, 2021). However, it continued to occur even in the midst of the pandemic. Despite the challenging circumstances, hospital employees were unable to take holidays, resign, or retire. This highlights the ongoing issue of nurse resignation and the movement of nurses to other hospitals, which consistently impacts both the hospitals and the healthcare industry.

Based on Lassiter (2022)'s findings, the major themes influencing nurse turnover intention in rural community emergency departments encompass staffing issues, resource scarcity, inadequate pay, and poor management. Therefore, this study aimed to explore the factors contributing to the resignation intention of Registered Nurses at KPJ Johor Specialist Hospital.

This research aimed to investigate the reasons behind staff nurses' intention to resign, specifically focusing on nurse turnover intention – the voluntary withdrawal of nurses from their current positions (Sokhanvar et al., 2018). This study adopted the definitions provided by Mahmud & Rosari (2020), where turnover intention is defined as the likelihood of an employee leaving an organisation.