

# Job Stress and Turnover Intention among Nurses in Selected Hospital: Correlational Study

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## ABSTRACT

Nurses working at the bedside undergo various stressors which lead to burnout and in turn lead to high turnover intention, leading to burden on the management as they need to recruit, appoint and train new staff.

The objective of the study was to find the level of stress and turn over intention among the Nurses and to find the correlation between the stress and turnover intention.

**Methodology:** A correlational study was conducted on 122 samples at Dr. LH Hiranandani Hospital. Sampling was done using a convenient sampling technique. Three tools were used for collecting the data. Tool I: consisting of Demographic data, Tool II: consisted of Likert Scale on Job stress. (Max. Score 75) and Tool III: - Likert Scale on Nurse's turnover intention. (Max. Score 100).

**Result:** Data analysis was done using frequency percentage and correlation analysis was done using Karl Pearson's correlation (r). The analysis of the data showed that a majority (52.46%) of the staff nurses had moderate job stress. Also a Majority of them (66.39%) had moderate turnover intentions. There was a high correlation between the job stress and turnover intention ( $r=0.7$ ) ( $p<0.05$ ). It can be concluded from the study that stress, burnout at the workplace and the turnover intention is correlated and the organization has to take measures to ensure job satisfaction among the employees.

**Keywords:** Job stress, Turnover intention, Nurses, Hospital

## INTRODUCTION

Work environment is one of the most important sources of occupational stress. Job stress management is very important as it is related to loss of productivity and working hours and associated with various diseases and occupational hazards

According to World Health Organization (2010), the attrition rate of nurses is in the range of 28–35 per cent, whereas average overall attrition rate of health care sector in India is 10.1 per cent.

Ali M. M. conducted a study (2013) on occupational stress and turnover intention and it was found that the main factors which cause stress were inadequate pay, inequality at work, excess work, staff

shortage, lack of promotion, job insecurity and lack of management support. He also found that occupational stress was positively associated with nurse's turnover intention.

Tajmal FA, conducted the research study (2014), on impact of work overload on stress, job satisfaction, and turnover intention found that work overload has negative effect on stress, turnover, and job satisfaction.

Aharon T conducted the research (2015) on work stress and turnover intentions among hospital physicians. He found that burnout partially mediated between work stress and work satisfaction.

Based on the above findings and the area of interest, the Researcher decided to select the topic for the Research.

### Research problem statement

A study to assess the relation between job stress and turnover intention among nurses in a selected hospital in Mumbai.

### Research objectives

1. To determine the level of job stress among nurses.
2. To determine the turnover intention among nurses.
3. To assess the relationship between job stress and nurse's turnover intention.
4. To associate the findings with selected demographic variables.

### MATERIALS

A total of 3 tools were used for collecting the data

**Tool I:** - Demographic data – Age, Gender, Educational qualification, Years of experience, Department, Marital status, Designation.

**Tool II:** - Questionnaire on Job stress: A five point Likert Scale questionnaire was used to assess the Job stress among the nurses consisting of 15 questions with scores ranging from 1 to 5. Score of 1 indicating strongly disagree and score of 5 indicating strongly agree. Max. Score of 75 and minimum score of 15. The stress level was analyzed accordingly as mild, moderate and severe.

**Tool III:** - Questionnaire on Turnover intention: Five point Likert scale was used consisting of 20 questions. Max. Score 100 and minimum score of 20. The turn over

intention was categorized into mild, moderate and severe accordingly.

### METHODS

**Research approach:** - Quantitative approach

**Research design:** - Correlational study

**Population:** Nurses working in Dr L H Hiranandani Hospital.

**Sample:** - Selected nurses of various cadre in Dr L H Hiranandani Hospital.

**Sampling technique:** - Non-probability convenience sampling.

**Sample size:** - 122.

**Research setting:** - Dr L H Hiranandani Hospital, Mumbai City.

**Variables:** -

Independent variable: Job stress

Dependent variable: Turnover intention.

**Exclusion Criteria:** - Auxiliary Nurses

### 1. RESULTS

#### I. Demographic Proforma:

Table 1: Distribution of sample based on demographic data. N = 122

Demographic data	Frequency	No. of Nurses	Percentage (%)
Age in years	<25 yrs	86	70
	25-35 yrs	32	26
	>35 yrs	04	4
Gender	Male	08	6.6
	Female	114	93.4
Educational qualification	GNM	23	18.9
	BSc (N)	97	79.5
	MSc (N)	2	1.6
Years of experience	0-5 yrs	100	82
	5-10 years	17	14
	10-15 years	1	0.8
	15-20 years	2	1.6
	>20 years	2	1.6
Department	ICU	40	33
	General ward	39	32
	Single room	21	17.2
	OT	3	2.4
	A & E	12	10
	OPD	7	5.4
	Administration		
Designation	Staff Nurse	100	82
	Senior Staff Nurse	16	13
	Executive	6	5

**SECTION II: Job stress among Nurses. N=122**

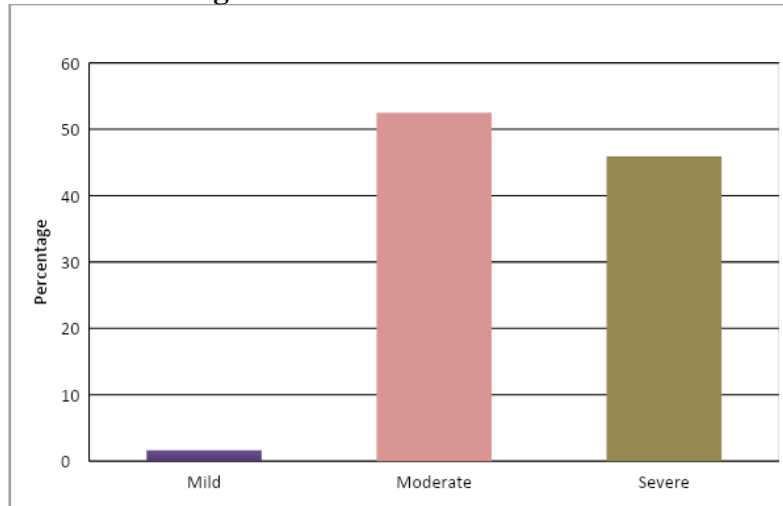


Figure 1: Percentage of Job stress among Nurses

**SECTION III:- Analysis of data related to turn over intention among nurses. N=122**

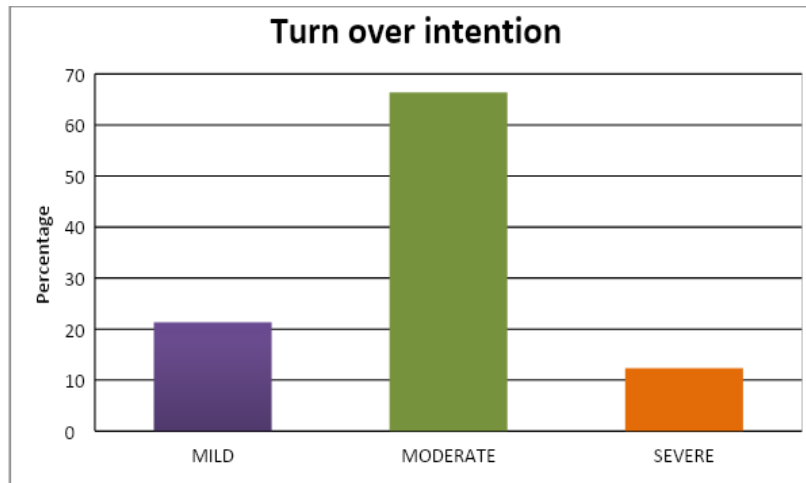


Fig 2: Percentage of Nurses with turnover intention

**SECTION IV: Analysis of data related to correlation between job stress and turnover intention among nurses. N=122**

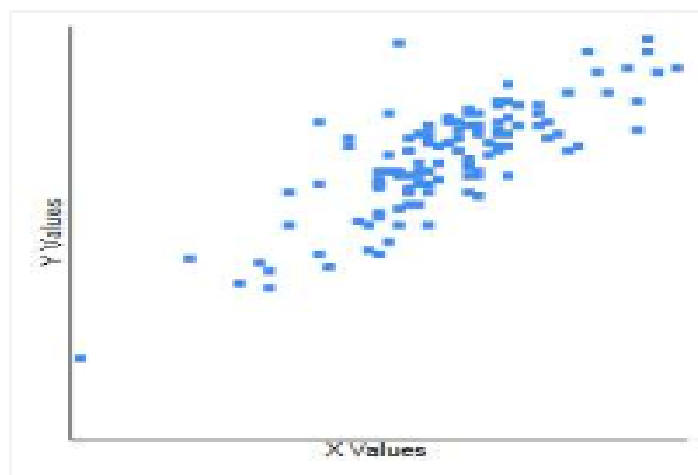


Fig 3: Graph depicting the correlation between the job stress and turn over intention

Karl Pearson coefficient of correlation (r) was used to assess the correlation between the job stress and turnover intention. It was found that the r value is 0.7984 (~ +1). This shows that there

is a strong correlation between job stress and turn over intention. P<0.05.

### SECTION V: Association of job stress and turnover intention with selected demographic variables

Table 2: Table showing association between job stress and turnover intention with demographic variables

Demographic variables		f	Chi-square test				
			Cal. value	df	Table value	p- value	S* / NS
Age (years)	<25	86	5.329	4	9.49	0.255	NS
	25-35	32					
	>35	04					
Gender	Male	08	4.303	2	5.99	0.116	NS
	Female	114					
Education Qualification	GNM	23	0.234	4	9.49	0.994	NS
	BSc. N.	97					
	MSc. N.	2					
Department	ICU	40	7.695	8	15.59	0.659	NS
	General ward	39					
	Single room	21					
	OT	3					
	A & E	12					
	OPD	7					
Designation	Staff Nurse	100	4.920	4	9.49	0.554	NS
	Senior Staff Nurse	16					
	Executive	6					
Year of Experience	< 5 year	100	3.047	8	15.59	0.931	NS
	5-10 year	17					
	10-15 year	1					
	15-20 year	2					
	> 20 year	2					

\*S= Significant NS= Not Significant

### DISCUSSION

The present study showed that a majority of the Nurses i.e.) 52.42% had moderate stress and a majority of 66.39% of the Nurses had moderate turnover intention. There was a strong correlation between the stress level and turnover intention with r=0.7. These findings are consistent with similar studies conducted by other researchers. MM Ali (2013) conducted a study on Occupational Stress and Turnover Intention. He found that Turnover intention was at a medium level among Iranian nurses participated in the survey. Another study conducted in Pakistan by ZA Syed, KI Muhammad, et al on The Relationship between Job Stress and Turnover Intentions in the Pesticide Sector of Pakistan. The findings of the study suggested that job factors, relationships at work, and career development opportunities have impact on employees' turnover intention. The job stress has a positive and significant impact on employees' turnover intention. Hence it

is suggestive that proper supervisory support at work, minimize the work overload and work ambiguity, and improve other job factors to decrease the employees' intention to leave the organization. Appropriate strategies should be used to provide job satisfaction and reduce the work stress.

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