EDUCATION ON THE QUALITY OF WORK LIFE AS A BASIS PREPARING A STRATEGY FOR HANDLING TURNOVER INTENTION

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ABSTRACT

Quality of work life (QWL) is needed to maintain the workforce so that there is no desire to change work places. In health services, the transfer of nurses to another workplace (turnover) can have a negative impact on providing patient care. The purpose of this service activity is to provide education about the quality of work life as a basis for developing strategies for handling turnover intention. The problem found is that educational activities about the quality of work life are very important to help nursing managers to retain nurses in the workplace. Many nurses are still not satisfied with their QWL so this will have an impact on turnover intentions and increased nurse turnover in several hospitals. This service activity is carried out in two stages, namely the preparation stage and the implementation stage. This education was provided to service participants consisting of nursing managers in several hospitals in the East Java region, totaling 13 nurses. Activities are carried out online via the zoom meeting room. The agreed strategy for handling treatment complications is: providing a minimum reward in accordance with the employee's minimum wage, in employee recruitment it is necessary to consider male nurses as a priority, considering the domicile and marital status as well as the prospective husband's/husband's place of work. The agreed strategy can be implemented in hospitals as an effort to reduce intensity turnover.

Keyword: Education; Quality of Work Life; Turnover Intention.

INTRODUCTION

Quality of work life (QWL) is a multifactor variable that shows workers' feelings about various dimensions of their work which include workplace conditions, adequate and fair rewards, job promotion opportunities, task discretion, involvement in the decision-making process, worker safety, work stress, security. workers in the organization and work life stability (Almalki et al., 2012)(Lee et al., 2015a)(Mosadeghrad, 2013). High QWL is needed to recruit new staff and retain the workforce so that there is no desire to change places of work (Lee et al., 2015b). In health services, the transfer of nurses to another workplace (turnover) can have a negative impact on providing patient care so that it will affect patient health and reduce the quality of care. In addition, increased nurse turnover can lead to staff shortages in hospitals which increases workload and stress on other nurses (Kaddourah et al., 2018).

The results showed that the majority of nurses were dissatisfied with their QWL, with the most important reasons for nurses' low QWL being inadequate and unfair payment, lack of problem solving for nurses by the organization and lack of support from management, job insecurity, high job stress, unfair promotion policies, and inadequate involvement in decision making (Raeissi et al., 2019a).

Improving the quality of work life, which is reflected in formal organizational policies and procedures at the hospital, will increase nurses' perceptions of the relationship between quality of work life, commitment to the organization, and turnover intention. The importance of quality of work life for nurses in promoting engagement and retention in their organizations. Organizations must pay attention to the needs of nurses to

improve the quality of work life for nurses, which will then increase commitment and reduce turnover intention. Commitment to the organization has an important impact on the quality of nurses' work life and turnover intentions (Ibrahim Alzamel et al., 2020).

Providing information for leadership policies to improve QWL is an intervention targeted to improve nurses' QWL by providing evidence-based practice as a guide for nursing managers. To achieve a high QWL for nurses, it can be improved by nursing managers providing more support for nurses, fair promotion policies, nurse participation in decision making, stress reduction, payment considerations, and increasing nurse safety at work (Raeissi et al., 2019b)

PURPOSE AND BENEFIT

The aim of this service activity is to provide information through education about the quality of work life for nurses in hospitals. The benefit of service activities is to increase information for nurses who work in hospitals about the quality of work life.

METHODE

The problem found/identified by the community service team is that educational activities about the quality of work life are very important to help nursing managers retain nurses in the workplace. Many nurses are still not satisfied with their QWL, so this will have an impact on turnover intention and an increase in nurse turnover in several hospitals. This service activity was carried out on October 10, 2023, with participants consisting of nursing managers in several hospitals in the East Java region, totaling 13 nurses. This activity was carried out online via zoom meeting room. Implementation of activities is in two stages, namely the preparation stage and the implementation stage

Program Implementation Stages:
1. Preparatory stage
   a. Coordination with the service team
   b. Initial identification was carried out by the service team by determining several partner hospitals

   c. Prepare educational materials
   d. Prepare media that will be used for educational activities
   e. Setting up instruments
   f. Prepare/coordinate with participants who will be given education
2. Implementation stage
   a. Open activities
   b. Providing education about the quality of work life
   c. Develop a joint agreement on how to handle turnover intensity in nursing human resources
   d. Closing activities
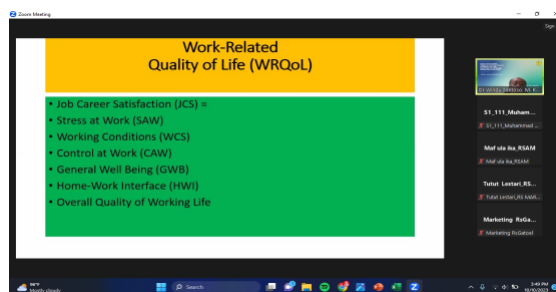

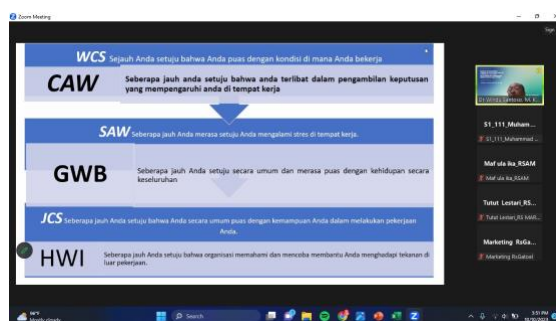**Figure 1.** Educational Activities About the Quality Of Work Life

Figure 2. Educational Activities About the Quality of Work Life

RESULT AND DISCUSSION

Community service activities carried out by the service team provide education about the quality of work life as an effort to reduce turnover intentions. This education was provided to service participants consisting of nursing managers in several hospitals in the East Java region, totaling 13 nurses. Activities are carried out online via the zoom meeting room. Based on the activities carried out, the results showed that there were several factors that caused nurses to intend to

change jobs (turnover intention), including low salaries, distance between residence and place of work, marriage, following their husbands who changed assignments, the majority of whom were TNI or Polri. The reasons why nurses persist are sufficient salaries, opportunities to increase their educational level and clear career development. The agreed strategy for handling treatment complications is: providing a minimum reward in accordance with the employee's minimum wage, in employee recruitment it is necessary to consider male nurses as a priority, considering the domicile and marital status as well as the prospective husband's/husband's place of work.
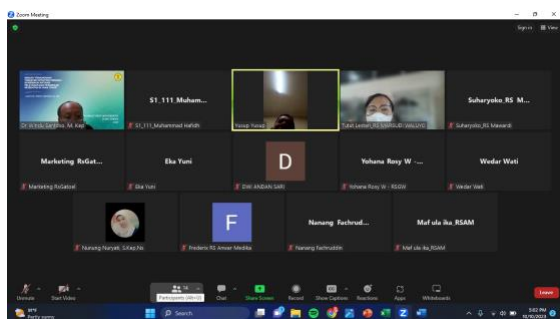

Figure 3. Activities for Preparing Strategies for Handling Turnover Intentions

The proportion of nurses is currently the largest compared to other health workers (Association, 2023). Nurses also face many challenges in the workplace including staff shortages, low wages, burnout and workload which can result in very high staff turnover rates among experienced nurses (Bradley et al., 2015) (Newton & Megan, 2020). These factors can affect the provision of quality nursing care and cause low productivity. When the level of job satisfaction is high it can help reduce employee turnover intention and increase patient satisfaction. Quality of work life (QWL) is a measure of an employee's level of satisfaction with regard to meeting personal and professional needs and demands in the workplace.

Globally, the majority of nurses report low to moderate QWL (Kelbiso et al., 2017) (Suleiman et al., 2019). Quality of work life is a subjective phenomenon that is influenced by personal perceptions and feelings (Lee et al., 2013). This refers to attitudes towards work and general satisfaction with work life and feelings of being valued and respected within the organization (Faraji et al., 2017). A positive work environment and staff satisfaction will lead to retaining employees and improving organizational performance (Hashempour et al., 2018). Therefore, organizations must recognize the need to retain qualified nurses and create and maintain an appropriate work environment that supports the performance of competent nursing care. Research in Taiwan found that quality of work life was very dominant in its relationship with nurses' turnover intentions (Lee et al., 2017).

Based on the agreement that has been taken in this service activity, salary is a factor that causes nurses to intend to move and salaries that are not appropriate cause nurses to stay at work. Dissatisfaction with salary is the most common causal factor that drives nurses' desire to change places of work to replace nurses. Apart from that, the intention to leave is also increasing (Arslan Yurumezoglu & Kocaman, 2016)(Labrague et al., 2020)(Chegini et al., 2019). The main goal of a person working is to earn income through compensation provided by the workplace in the form of salary. Compensation in the form of a high salary will make employees feel satisfied because their hard work is properly appreciated by the workplace so that it will influence the desire to move to a lower workplace.

Research (Yoon, 2020) shows that there is a significant level of 0.005 that salary is a cause of turnover, analyzed as the intention to move to a hospital that provides a more appropriate salary. Providing salaries based on appropriate compensation that nurses receive for their work is an important aspect of job satisfaction. The relationship between satisfaction with salary and turnover intention among nurses depends on the balance between work and salary (Yang et al., 2017). Level of pay satisfaction is the most obvious and long-lasting predictor of turnover intentions (Park et al., 2019). There is an imbalance between employment and pay in the workplace, and the perception of this imbalance may be an important factor in generating nurses' turnover intentions. Because of this, it is very important to formulate a policy for determining

nurses' salaries rationally within reasonable limits to create a humanistic work environment, and will have a significant impact and impact on intentions to change work places (Liu et al., 2023).

CONCLUSION

Community service activities by providing education about the quality of work life (QWL) are running well according to the plans prepared by the service team. Based on information about QWL, a strategy for handling turnover intention is prepared in accordance with the agreement of the nursing managers.

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