The Effect of Meaningful Work And Workload on Nurses' Turnover Intention through Work Engagement as an Intervening Variable at Yayasan Rumah Sakit Islam (YARSI) Hospital Pontianak

THESIS

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PONTIANAK
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Thesis as a Requirement for a Bachelor of Management at Universitas Tanjungpura Pontianak Faculty of Economics and Business

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PONTIANAK
2025

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The Effect of Meaningful Work And Workload on Nurses' Turnover Intention through Work Engagement as an Intervening Variable at Yayasan Rumah Sakit Islam (YARSI) Hospital Pontianak

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ACKNOWLEDGEMENT

Alhamdulillahi rabbil 'alamin, Praise and gratitude the writer expresses profound gratitude to the Almighty God, Allah SWT, who has given grace, love, guidance, blessings, and strength to enable the completion of this thesis entitled "The Effect of Meaningful Work and Workload, on Nurses' Turnover Intention through Work Engagement as the Intervening Variable at Yayasan Rumah Sakit Islam (YARSI) Hospital Pontianak". This thesis is a requirement for obtaining a bachelor's degree in Management from the Economics & Business Faculty of Universitas Tanjungpura Pontianak. Don't forget shalawat and greetings, the writer goes to Prophet Muhammad SAW, who is a good role model for his people. During the preparation of this thesis, the writer realized that without the support, guidance, assistance, and prayers of various parties, this thesis could not be completed adequately. Thus, the writer wishes to express gratitude to these deserving individuals:

1. Prof. Dr. Garuda Wiko, S.H., M.Si., as the rector of Universitas Tanjungpura
2. Dr. Barkah, S. E., M. Si., as the Dean of the Faculty of Economics and Business, Universitas Tanjungpura;
3. Heriyadi, S.E., M.E., Ph.D as the Head of the Management Major of the Faculty of Economic and Business at Tanjungpura University and the academic and thesis advisor who has spent a lot of time, provided advise, time, effort, and motivation to me throughout my academic careers and while I was preparing this thesis; ;
4. Dr. Wenny Pebrianti, S.E., M.Sc.as the Secretary of Management Major of Faculty of Economics and Business, Universitas Tanjungpura
5. Bintoro Bagus Purmono, S.E., M.M. as the Head Management Program Study of Faculty of Economics and Business, Universitas Tanjungpura;
6. Dr. Titik Rosnani, S.E., M.Si., as the thesis second supervisor who

patiently gave advise, time, effort, and motivation to me while I was preparing this thesis;

7. Ilzar Daud, S.E., M.Si., Ph.D as the examiner who patiently gave advise fo the improvement in my thesis
8. Dody Pratama Marumpe, S.Pd.,M.M. as the as the examiner who patiently gave advise for the improvement in my thesis
9. All members of the Universitas of Tanjungpura Pontianak's faculty, administration, library, and staff who are too numerous to name individually and who provided assistance and support during the study period, particularly the administrative process;
10. The writer's parents, Mr. Agus Suheri and Mrs. Muspida who have provided significant sacrifices for the writer's future and have been remembered for their everlasting moral and spiritual support, prayer, love, and encouragement. And, thanks to the writer's siblings, Haris Mustarfirin and Erly Ramadhanti, who never stop encouraging and supporting me to finish this thesis
11. To all my beloved friends Giovanni, Dyta, Leka, Meihua, Maulidya, Aldha, Mira and Leni, who brighten up my university experience, I'd want to express my gratitude for your support through all of my highs and lows. Having you as my closest pals makes me happy.
12. The Management International Class of 2018 would like to thank all of the writer's friends for their friendship, kinship, and unity throughout college. Additionally, I want to thank you for all of your assistance and support over the course of the last four years, both in good and terrible times. I'll see you all on top, good luck.
13. All those who contributed to the writing of this thesis but whose names cannot be listed individually
14. Last but not least, I would like to take a moment to thank myself, for the dedication and resilience demonstrated every step of the way, I offer my deepest gratitude. This thesis not only reflects the culmination of my academic endeavors but also the unwavering belief in my own

potential and the capacity to overcome adversity

The author believes that everyone who has assisted her will receive countless rewards. The writer will accept and use criticism and recommendations to improve a future revision. Everyone who reads this thesis is anticipated to get various advantages, both for their own knowledge and for that of other.

PENGARUH *MEANINGFUL WORK* DAN *WORKLOAD* TERHADAP *TURNOVER INTENTION* PERAWAT MELALUI MEDIASI *WORK ENGAGEMENT* DI YAYASAN RUMAH SAKIT ISLAM (YARSI) PONTIANAK

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ABSTRAK

Tujuan dari penelitian ini adalah untuk menguji dampak *meaningful work* dan *workload* pada *turnover intention* , menggunakan *work engagement* sebagai variabel mediasi. Jenis penelitian yang digunakan adalah deskriptif dan kausal dengan metode penelitian yang digunakan adalah explanatory research. Berdasarkan Teknik pengambilan sample dengan purposive sampling method, diperoleh sampel sebanyak 100 responden yang bekerja di Yayasan Rumah Sakit Islam (YARSI) Hospital Pontianak. Metode Structural Equation Model Partial Least Squares (SEMPLS) digunakan untuk menganalisis data dalam penelitian ini. Penelitian ini menggunakan software SmartPLS 4.0 untuk melakukan analisis PLS. Hasil penelitian menunjukkan bahwa variabel *Meaningful Work* berpengaruh negatif signifikan terhadap *Turnover Intention*, variabel *Workload* berpengaruh positif signifikan terhadap variabel *Turnover Intention*, variabel *Meaningful Work* berpengaruh positif signifkan terhadap variabel *Work Engagement*, variabel *Workload* berpengaruh negatif signifikan terhadap variable *Work Engagement*, variabel *Work Engagement* bepengaruh negatif signifikan terhadap variabel *Turnover Intention*. Serta, variabel *Work Engagement* dapat memediasi hubungan antara *Meaningful Work* dan *Turnover Intention*.Varibel *Work Engagement* juga dapat memediasi hubungan antara *Workload* dan *Turnover Intention*.

Kata kunci: *Meaningful Work, Workload, Work Engagement, Turnover Intention*

THE EFFECT OF MEANINGFUL WORK AND WORKLOAD, ON NURSES' TURNOVER INTENTION THROUGH WORK ENGAGEMENT AS AN INTERVENING VARIABLE AT YAYASAN RUMAH SAKIT ISLAM (YARSI) HOSPITAL PONTIANAK

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ABSTRAK

The purpose of this study was to examine the impact of meaningful work and workload on turnover intention, using work engagement as a mediating variable. The type of research used is descriptive and causal with the research method used is explanatory research. Based on the sampling technique with the purposive sampling method, a sample of 100 respondents who work at the Yayasan Rumah Sakit Islam (YARSI) Hospital Pontianak was obtained. The Structural Equation Model Partial Least Squares (SEMPLS) method was used to analyze the data in this study. This study uses SmartPLS 4.0 software to conduct PLS analysis. The results of the study indicate that the meaningful work variable has a significant negative effect on turnover intention, the workload variable has a significant positive effect on the turnover intention variable, the meaningful work variable has a significant positive effect on the work engagement variable, the workload variable has a significant negative effect on the work engagement variable, the work engagement variable has a significant negative effect on the turnover intention variable. Also, the work engagement variable can mediate the relationship between meaningfulness of work and turnover intention. The work involvement variable can also mediate the relationship between workload and turnover intention.

Keywords: Meaningful Work, Workload, Work Engagement, Turnover Intention

RINGKASAN SKRIPSI
PENGARUH *MEANINGFUL WORK* DAN *WORKLOAD* TERHADAP *TURNOVER INTENTION* PERAWAT MELALUI *WORK ENGAGEMENT* SEBAGAI VARIABEL MEDIASI DI YAYASAN RUMAH SAKIT ISLAM (YARSI) HOSPITAL PONTIANAK

1. Latar Belakang

Sebuah studi terkini melaporkan bahwa 22% perawat rumah sakit berniat meninggalkan profesinya dalam waktu kurang dari setahun karena stres di tempat kerja, dan studi sebelumnya melaporkan bahwa 15,5% perawat berniat meninggalkan profesinya. Studi lain menemukan 35–60% perawat meninggalkan tempat kerja pertama mereka dalam waktu 1 tahun. Hal ini dapat menyebabkan kekurangan perawat klinis, mengurangi kualitas keperawatan, dan meningkatkan biaya rekrutmen ulang. Tingkat pergantian perawat yang lebih rendah dikaitkan dengan hasil yang aman dan positif bagi pasien (Hu et al., 2022).

Meaningful work secara umum diartikan sebagai situasi di mana pekerjaan yang dilakukan seseorang memiliki makna, tujuan dalam kehidupan seseorang secara keseluruhan. (Steger, 2016). Steger menjelaskan bahwa melalui kebermaknaan kerja, seseorang menyadari makna dari pekerjaan yang dilakukannya, di mana makna ini mampu hidup berdampingan secara harmonis dengan makna kehidupan mereka secara keseluruhan. Makna dari pekerjaan juga memungkinkan suatu kondisi dimana melalui pekerjaan yang dijalaninya seseorang mampu memenuhi suatu tujuan bersama (greater good) yang mendatangkan manfaat bagi banyak orang.

Workload atau beban kerja perawat yang tinggi dapat menurunkan kinerja perawat dan menimbulkan keinginan untuk berpindah pekerjaan (Turnover Intention), salah satu faktor turnover intention adalah beban kerja. Dampaknya dapat menimbulkan kelelahan, burnout pada perawat dan buruknya komunikasi antara perawat dengan pasien.

Work engagement yaitu suatu keadaan sejahtera atau kepuasan positif yang berhubungan dengan pekerjaan yang ditandai dengan tingginya tingkat energi dan identifikasi yang kuat terhadap pekerjaan seseorang, dengan kata lain work engagement merupakan gabungan dari kapasitas untuk bekerja. dan keinginan

untuk bekerja (Bakker & Leiter, 2010). Dengan work engagement yang tinggi pada karyawan akan membuat karyawan terhindar dari perilaku-perilaku negatif, misalnya mengabaikan tugas, datang terlambat ke kantor, terlambat menyerahkan laporan tugas dan sebagainya.

2. Masalah Penelitian

Berdasarkan masalah-masalah tersebut, maka dirumuskan pertanyaan penelitian sebagai berikut:

1. Apakah ada pengaruh *meaningful work* terhadap *turnover intention* perawat di Yayasan Rumah Sakit Islam (YARSI)?

2. Apakah ada pengaruh *workload* terhadap *turnover intention* perawat di Yayasan Rumah Sakit Islam (YARSI)?

3. Apakah ada pengaruh *meaningful work* terhadap *work engagement* perawat di Yayasan Rumah Sakit Islam (YARSI)?

4. Apakah ada pengaruh *workload* terhadap *work engagement* perawat di Yayasan Rumah Sakit Islam (YARSI)?

5. Apakah ada pengaruh *work engagement* terhadap *turnover intention* di Yayasan Rumah Sakit Islam (YARSI)?

6. Apakah ada pengaruh *meaningful work* terhadap *turnover intention* perawat yang dimediasi oleh *work engagement* di Yayasan Rumah Sakit Islam (YARSI) ?

7. Apakah terdapat pengaruh *workload* terhadap *turnover intention* perawat yang dimediasi oleh *work engagement* di Yayasan Rumah Sakit Islam (YARSI)?

3. Tujuan Penelitian

Berdasarkan rumusan masalah di atas, maka tujuan penelitian tesis ini adalah:

1. Untuk mengetahui pengaruh *meaningful work* terhadap *turnover intention* perawat di Yayasan Rumah Sakit Islam (YARSI)

2. Untuk mengetahui pengaruh *workload* terhadap *turnover intention* perawat di Yayasan Rumah Sakit Islam (YARSI)

3. Untuk mengetahui pengaruh *meaningful work* terhadap *work engagement* perawat di Yayasan Rumah Sakit Islam (YARSI)

4. Untuk mengetahui pengaruh *workload* terhadap *work engagement* perawat di Yayasan Rumah Sakit Islam (YARSI)

5. Untuk mengetahui pengaruh *work engagement* terhadap turnover intention perawat di Yayasan Rumah Sakit Islam (YARSI)

6. Untuk mengetahui pengaruh *meaningful work* terhadap *turnover intention* perawat yang dimediasi oleh *work engagement* di Yayasan Rumah Sakit Islam (YARSI)

7. Untuk mengetahui pengaruh *workload* terhadap *turnover intention* perawat yang dimediasi oleh *work engagement* di Yayasan Rumah Sakit Islam (YARSI)

4. Metode Penelitian

Penelitian ini menggunakan data kuantitatif, dan kuesioner merupakan instrumen yang digunakan untuk memperoleh data. Penelitian ini menggunakan metodologi survei dan penelitian asosiatif kausal untuk mengetahui hubungan antara dua variabel atau lebih. Metodologi yang digunakan dalam penelitian ini adalah purposive sampling, yaitu teknik pengambilan sampel non-probabilitas. Penelitian ini dilakukan di Yayasan Rumah Sakit Islam (YARSI). Berikut ini adalah hipotesis yang digunakan dalam penelitian ini: H1: Variabel *meaningful work* berpengaruh negatif signifikan terhadap *turnover intention*. H2: Variabel *workload* berpengaruh positif signifikan terhadap *turnover intention*. H3:Variabel *meaningful work* berpengaruh positif signifikan terhadap *work engagement*. H4: Variabel *workload* berpengaruh negatif signifikan terhadap variabel *work engagement*. H5: Variabel *work engagement* berpengaruh negatif signifikan terhadap variabel *turnover intention.* H6: Variabel *work Engagement* memediasi hubungan antara *meaningful work* dengan *turnover intention*. H7: Variabel work engagement memediasi hubungan antara workboad dengan turnover intention.

5. Hasil dan Pembahasan

Hasil pengujian hipotesis menunjukkan:

H1: Variabel *meaningful work* berpengaruh negatif signifikan terhadap *turnover intention*. H2: Variabel *workload* berpengaruh positif signifikan terhadap *turnover intention*. H3:Variabel *meaningful work* berpengaruh positif signifikan terhadap *work engagement*. H4: Variabel *workload* berpengaruh negatif signifikan terhadap variabel *work engagement*. H5: Variabel *work engagement* berpengaruh negatif signifikan terhadap variabel *turnover intention.* H6: Variabel *work Engagement* memediasi hubungan antara *meaningful work* dengan *turnover intention*. H7: Variabel work engagement memediasi hubungan antara workboad dengan turnover intention.

6. Kesimpulan dan Rekomendasi

Berdasarkan hasil penelitian yang telah dilakukan, maka peneliti sampai pada simpulan akhir sebagai berikut:

A. Berdasarkan hasil analisis deskriptif penelitian ini, dapat diketahui bahwa rata-rata tanggapan responden untuk masing-masing variabel sebagai berikut:

   1. *Meaningful work* (X1) dengan rata-rata 4,08 yang tergolong tinggi; *Workload* (X2) dengan rata-rata 3,31 yang tergolong sedang; *Work Engagement* (Z) dengan rata-rata 4,18 yang tergolong tinggi; dan *Turnover Intention* (Y) dengan rata-rata 3,35 yang tergolong sedang. Hal ini menunjukkan bahwa kedua variabel *Meaningful work* (X1) dan *Work Engagement* (Z) tergolong tinggi, sedangkan variabel lainnya *Workload* (X2) dan *Turnover Intention* tergolong sedang.

B. Berdasarkan hasil pengujian hipotesis diketahui bahwa semua hipotesis terdukung. Hasil penelitian sebagai berikut:

   1. Hubungan *Meaningful work* (X1) dengan *Turnover Intention* (Y) terdukung karena memiliki pengaruh yang signifikan dengan nilai T-statistik sebesar 2,417 lebih besar dari 1,96. Dan nilai p-value sebesar 0,016 lebih kecil dari 0,05.
   2. Hubungan *Workload* (X2) dengan *Turnover Intention* (Y) terdukung karena memiliki pengaruh yang signifikan dengan nilai T-statistik sebesar 4,005 lebih besar dari 1,96. Dan nilai p-value sebesar 0,000 lebih kecil dari 0,05.
   3. Hubungan *Meaningful work* (X1) dengan *Work Engagement* (Z) terdukung karena memiliki pengaruh yang signifikan dengan nilai T-statistik sebesar 3,691 lebih besar dari 1,96. Dan nilai p-value sebesar 0,000 yang berarti lebih kecil dari 0,05.
   4. Hubungan antara *Workload* (X2) dengan *Work Engagement* (Z) didukung karena memiliki pengaruh yang signifikan terhadap

nilai T-statistik sebesar 2,338 yang berarti lebih besar dari 1,96. Dan nilai p-value sebesar 0,019 yang berarti lebih kecil dari 0,05.

5. Hubungan antara *Work engagement* (Z) dengan *Turnover Intention* (Y) memiliki nilai statistik sebesar 2,863 yang berarti lebih besar dari 1,96. Dan nilai p sebesar 0,004 yang lebih kecil dari 0,05.
6. Berdasarkan hasil analisis efek mediasi, *Work engagement* berperan sebagai mediasi pada hubungan antara *Meaningful work* (X1) dengan *Turnover intention* (Y) dengan nilai t-statistik sebesar 2,028 lebih besar dari 1,96 dan nilai p-value sebesar 0,043 lebih kecil dari 0,05 serta
7. Pada hubungan antara workload (X2) dengan turnover intention (Y) dengan nilai t-statistik sebesar 2,266 lebih besar dari 1,96 dan nilai p-value sebesar 0,024 lebih kecil dari 0,05.

C. Untuk mengurangi *Turnover intention* di kalangan karyawan, rumah sakit harus fokus pada menumbuhkan rasa pekerjaan yang bermakna, mengevaluasi dan mendistribusikan tugas secara adil untuk menghindari kelelahan karyawan, meningkatkan keterlibatan kerja. Rumah sakit dapat mencapai ini dengan menciptakan lingkungan kerja yang mendukung, memberikan kesempatan pengembangan profesional, dan mengakui kontribusi karyawan.

SUMMARY
THE EFFECT OF MEANINGFUL WORK AND WORKLOAD, ON NURSES' TURNOVER INTENTION THROUGH WORK ENGAGEMENT AS THE INTERVENING VARIABLE AT YAYASAN RUMAH SAKIT ISLAM (YARSI) HOSPITAL PONTIANAK

1. Background

A recent study reported that 22% of hospital nurses intended to leave their profession in less than a year because of workplace stress, and an earlier study reported that 15.5% of nurses intended to leave their profession. Another study found 35–60% of nurses left their first place of employment within 1 year. This can cause a shortage of clinical nurses, reduce nursing quality, and increase re-recruitment costs. A lower rate of nurse turnover is associated with safe and positive outcomes for patients (Hu et al., 2022).

Meaningful of work is generally interpreted as a situation where the work a person does has meaning, purpose in a person's life as a whole. (Steger, 2016). Steger explains that through the meaningfulness of work, a person realizes the meaning of the work they do, where this meaning is able to coexist harmoniously with the meaning of their life as a whole. The meaningfulness of work also enables a condition where, through the work they are doing, a person is able to fulfill a common goal (greater good) which brings benefits to many people.

High nurse workload can reduce nurse performance and cause the desire to change jobs (Turnover Intention), one of the factors of turnover intention is workload. The impact can cause fatigue, burnout for nurses and poor communication between nurses and patients.

Work engagement, which is a state of well-being or positive fulfillment related to work which is characterized by a high level of energy and a strong identification with one's work, in other words, work engagement is a combination of the capacity to work. and desire to work ((Bakker & Leiter, 2010). Having high work engagement among employees will make employees are protected from negative behaviors,

for example ignoring the tasks, coming to work late, submitting the task reports late and so on.

2. Research Problem

Based on these problems, a question is formulated research as follows:

1. Does meaningful work on nurses' turnover intention at Yayasan Rumah Sakit Islam (YARSI) ?
2. Does workload on nurses' turnover intention at Yayasan Rumah Sakit Islam (YARSI) ?
3. Does meaningful work on work engagement at Yayasan Rumah Sakit Islam (YARSI) ?
4. Does workload on work engagement at Yayasan Rumah Sakit Islam (YARSI) ?
5. Does work engagement on turnover intenton at Yayasan Rumah Sakit Islam (YARSI) ?
6. Does meaningful work on nurses turnover intention mediated by work engagement at Yayasan Rumah Sakit Islam (YARSI) ?
7. Does workload on nurses turnover intention mediated by work engagement at Yayasan Rumah Sakit Islam (YARSI) ?

3. Research Objective

Based on the formulation problem above, so the research objective of this thesis are:

1. To find out the effect of meaningful work on nurses' turnover intention at Yayasan Rumah Sakit Islam (YARSI)
2. To find out the affect of workload on nurses' turnover intention at Yayasan Rumah Sakit Islam (YARSI)
3. To find out an affect of meaningful work on work engagement at Yayasan Rumah Sakit Islam (YARSI)
4. To find out an affect of workload on work engagement at Yayasan Rumah Sakit Islam (YARSI)
5. To find out an affect of work engagement on turnover intenton at Yayasan

Rumah Sakit Islam (YARSI)

6. To find out an affect of meaningful work on nurses turnover intention mediated by work engagement at Yayasan Rumah Sakit Islam (YARSI)
7. To find out the affect of workload on nurses turnover intention mediated by work engagement at Yayasan Rumah Sakit Islam (YARSI)

4. Research Method

The study uses quantitative data, and questionnaires were the instruments utilized to get the data. This study used survey methodology and causal associative research to determine the relationship between two or more variables. Purposive sampling, a non-probability sampling technique, was the methodology employed in this study. This study is conducted at Yayasan Rumah Sakit Islam (YARSI). The following are the hypotheses that are used in this study: H1: Meaningful work variable has a significant negative effect on turnover intention. H2: Workload variable has a significant positive effect on the turnover intention. H3: Meaningful of work variable has a significant positive effect on the work engagement H4: Workload variable has a significant negative effect on the work engagement variable H5: Work engagement variable has a significant negative effect on the turnover intention variable. H6: Work Engagement mediates the relationship between Meaningful Work and Turnover Intention. H7: Work Engagement mediates the relationship between Workload and Turnover Intention

5. Result and Discussion

The results of the hypotheses test show:

H1: Meaningful work variable has a significant negative effect on turnover intention. H2: Workload variable has a significant positive effect on the turnover intention. H3: Meaningful of work variable has a significant positive effect on the work engagement H4: Workload variable has a significant negative effect on the work engagement variable H5: Work engagement variable has a significant negative effect on the turnover intention variable. H6: Work Engagement mediates the relationship between Meaningful Work and Turnover Intention. H7:

Work Engagement mediates the relationship between Workload and Turnover Intention.

6. Conclusions and Recommendations

Based on the conducted, the researcher came to the following final conclusions as follows:

A. Based on the findings of this study's descriptive analysis, it can be said that the average responses from respondents for each variable as follows:

1. Meaningful work (X1) with an average of 4.08 which is considered high; Workload (X2) with an average of 3.31 which is considered as moderate; Work Engagement (Z) with an average of 4.18 which is considered as high; and Turnover Intention (Y) with an average of 3,35 which considered as moderate. It indicates that the two variables, Meaningful work (X1) and Work Engagement (Z) considered as high, meanwhile the other variables Workload (X2) and Turnover Intention considered as moderate.

B. According to the results of the hypothesis testing, it was discovered that all of the hypotheses are supported. The results as follows:

1. The relationship between Meaningful work (X1) and Turnover Intention (Y) supported because has a significant effect on T-statistics value of 2.417, which is greater than 1.96. And the p-value of 0.016, which is less than 0.05.
2. The relationship between Workload (X2) and Turnover Intention (Y) supported because has a significant effect on the T-statistics value of 4.005, which is greater than 1.96. And the p-value of 0.000 which is less than 0.05.
3. The relationship between Meaningful work (X1) and Work Engagement (Z) supported because has a significant effect on T-statistics value of 3.691, which is greater than 1.96. And the p-value of 0.000 which is less than 0.05.
4. The relationship between Workload (X2) and Work Engagement

(Z) supported because has a significant effect on T-statistics value of 2.338, which is greater than 1.96. And the p-value of 0.019 which is less than 0.05.

5. The relationship between Work Engagement (Z) and Turnover Intention (Y) statistics value of 2.863, which is greater than 1.96. And the p-value of 0.004, which is less than 0.05
6. According to the findings of the mediation effect analysis, work engagement plays a mediating role in the relationship meaningful work (X1) and turnover intention (Y), with a t-statistic of 2.028, higher than 1.96, and a p-value of 0.043, lower than 0.05, and also
7. In the relationship between workload (X2) and turnover intention (Y), with a t-statistic of 2.266, higher than 1.96 and p-value of 0.024 which is lower than 0.05.

C. To reduce turnover intention among employees, the hospital should focus on fostering a sense of meaningful work, evaluate and distribute tasks fairly to avoid employee burnout, enhancing work engagement. The hospital can achieve this by creating a supportive work environment, providing professional development opportunities, and recognizing employee contributions.

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CHAPTER I
INTRODUCTION

1.1 Background

The hospital is a service sector that plays a significant part in offering medical services with the goal of enhancing the state of the public health. Toti et al (2020) found that the number of hospitals in Indonesia increased significantly between 2014 and 2018; from 2,406 in 2014 to 2,813 in 2018. This growth in hospitals creates business competition among hospitals providing healthcare services. Hospitals must pay particular attention to their human resources in order to survive in the current globalization-era. Human resource management with professionals must begin from the recruitment, selection to maintenance of employment relations. Nurses as health workers in hospitals greatly affect the quality of services at the hospital. The quality of service by nurses is important to be improved and maintained in order to achieve cost efficiency in hospitals.

A nurse is one occupation that plays a significant part in hospital services. In a hospital, nurses make up the majority of the medical staff and interact with patients for the longest periods of time. A nurse is a professional health worker have the ability, expertise as well as responsibility and authority to carry out and provide care to patients experiencing health problems by upholding the ethics and code of ethics of the nursing profession. In the midst of demands from the state and government to provide qualified services for the realization of health development and ideal nurse qualifications which are an absolute requirement for achieving patient satisfaction, it is understandable that nurses in the current era are facing quite big challenges. The difficulty is that nurses must still be able to perform well in their jobs to help patients who are in need despite their limited resources, energy, and efforts.

Dewanto & Wardhani (2018) found that a rapidly expanding human resource issue that is now plaguing the global healthcare industry is nurse turnover. The rate, which varies from 15 to 44% worldwide, is regarded as high. Limited research that was published in the Indonesian Journal revealed that a number of private hospitals report numbers that, when compared to worldwide literature,

range from 13 to 35%. These numbers not only demonstrate the high global rate of nurse turnover, but they also highlight the wide range of values found in the available data. Even the lowest rate (15–18%) will result in significant losses in terms of quality and money, while the highest rate is thought to have numerous negative effects on the organization. Considering the private sector is becoming more and more involved in the country's healthcare system, regulating nurse turnover in private hospitals is crucial in the Indonesian context. The rapid growth in private hospitals (22%), which is significantly more than the 8% increase in government-owned facilities, is indicative of this growing role and adds to the overall larger percentage of private hospitals (60%). Consequently, the impact of high nurse turnover in private hospitals will not only affect the quality of care in these institutions but also have a considerable impact on the overall national healthcare system performance.

According to Hu et al (2022) a recent study reported that 22% of hospital nurses intended to leave their profession in less than a year because of workplace stress, and an earlier study reported that 15.5% of nurses intended to leave their profession. Another study found 35–60% of nurses left their first place of employment within 1 year. This can cause a shortage of clinical nurses, reduce nursing quality, and increase re-recruitment costs. Yoon (2020) also found that a lower rate of nurse turnover is associated with safe and positive outcomes for patients. Many medical institutions are struggling with nurse turnover rate which is increasing. The high turnover rate of nurses has been pointed out as a negative factor that inhibits good quality nursing care.

Yayasan Rumah Sakit Islam (YARSI) as one of the public hospitals in Pontianak City was founded by West Kalimantan community leaders in 1969. Yarsi General Hospital of course also continues to make improvements in quality service. Since 2021 under the leadership of dr. Carlos Jafara, M.Kes who serves as Director of Yarsi Kota Hospital Pontianak began to carry out developments both in terms of the physical, infrastructure, and also services and resource development human power. The services provided by Yarsi General Hospital in Pontianak City include outpatient and inpatient care consisting of the emergency

room, internal medicine, surgical installation, pediatric installation, neurology, dentistry, and also Obstetrics and Gynecology (Obgyn). For inpatient facilities, Yarsi General Hospital in Pontianak City provides 108 bedrooms. Human resources in hospitals are made up of a variety of scientific specialties that interact with one another.

Table 1.1
Nurses' Turnover at Yayasan Rumah Sakit Islam (YARSI)

Description	**Year**			
	2020	**2021**	**2022**	**2023**
The First Period	98	81	95	105
In	1	16	22	48
Out	18	2	6	8
The Last Period	89	93	109	118
Turnover (%)	**19,25 %**	**2,29 %**	**5,88 %**	**7,17 %**

Source: Processed data, 2024

Based on Table 1 it shows the turnover rates for the past three years. It can be seen that the lowest turnover percentage at Yayasan Rumah Sakit Islam (YARSI) Hospital Pontianak was in 2021 at 2.29% with sixteen employees entering and two leaving. Meanwhile, the highest turnover rate occurred in 2020 at 19.25% with one employee joining and eighteen leaving. According to the interview that were conducted at Yayasan Rumah Sakit Islam (YARSI) Hospital several factors contributed to high turnover in 2020. During the pandemic, hospitals couldn't allow crowding, so nurses had to work in shifts, and their wages were cut in half. Additionally, some nurses decided to move to new workplaces due to internal factors, while others left after passing Indonesian Civil Servant Recruitment Test. As a result, the hospital lost many nurses. This result is said to be high because the employee turnover standard in a company that is said to be normal is 10% (Kusuma Putra & Utama, 2017). To address this issue, the hospital decided to hold a large-scale hiring of new nurses. In 2021 until 2023 the turnover rate categories as normal but the rate is increasing from 2,29% to 7,17 %. According

to the interview that were conducted with the Head of Human Resources, majority of the nurses with marital status are more likely to change workplaces due to personal reasons, leading to an increase in turnover rate. The majority of nurses employed at Yayasan Rumah Sakit Islam (YARSI) Hospital Pontianak have a tenure of less than five years, with only a few having reached a five-year tenure or more.

Longer tenure is typically associated with greater employee loyalty and commitment to the company (Imam et al., 2022; Sudarmo et al., 2020). Longer tenured employees typically have deeper knowledge and experience about the company, which can decrease the desire to leave. Employee tenure is also thought to have a significant influence on turnover intention.

One of the main internal elements that reduces turnover intentions which, if they are high, may lead to real turnover is meaningful work. In an attempt to reduce the intention of nurse turnover, it is desirable to have nurses who find significance in their profession. Therefore, one may argue that workers who find significance in their employment will choose to stay rather than intend to leave (turnover intention) or quit altogether (turnover) (Moyo et al., 2021). Meaningful of work is generally interpreted as a situation where the work a person does has meaning, purpose in a person's life as a whole (Steger, 2016). Steger explains that "through the meaningfulness of work, a person realizes the meaning of the work they do, where this meaning is able to coexist harmoniously with the meaning of their life as a whole. The meaningfulness of work also enables a condition where, through the work they are doing, a person is able to fulfill a common goal (greater good) which brings benefits to many people. Employees that view their work as meaningful will work hard and produce high-quality work".

The variety of jobs, each employee has a different workload than the others. The degree of complexity of work processes, work demands, and unequal job duties determine whether there is a high or low workload. As a result, depending on their individual workloads, each employee's productivity and speed of task completion differ. The lack of quality of service provided by nurses in Indonesia cannot be separated from the workload they have to accept. High nurse

workload can reduce nurse performance and cause the desire to change jobs (Turnover Intention), one of the factors of turnover intention is workload. The impact can cause fatigue, burnout for nurses and poor communication between nurses and patients. Fatigue and exhaustion can occur when nurses work more than 80% of their working time. This means that the nurse's productive time is less than or only reaches 80%, if it is more than 80% then the nurse's workload is said to be high or inappropriate so that excessive working hours cause stress for workers and greatly affect the rate of nurse turnover (Putri, et al, 2021). The nurses will be able to continue to be strong and capable of performing their jobs at a high level, when they feel entitled to their companies.

One of the most important factors for an individual at work is work engagement, which is a state of well-being or positive fulfillment related to work which is characterized by a high level of energy and a strong identification with one's work, in other words, work engagement is a combination of the capacity to work. and desire to work (Bakker & Leiter, 2010). Having high work engagement among employees will make employees are protected from negative behaviors, for example ignoring the tasks, coming to work late, submitting the task reports late and so on. So it is hoped that a company's employees will have high work engagement, because apart from avoiding negative behavior towards work, these employees must also be willing to work optimally. Prian & Zamralita (2018) said that “Low work engagement results in less care towards his work, lack or difficulty concentrating on work, less enthusiasm in doing tasks, and less productive during working hours”. Nurse who having low work engagement will experience fatigue, not focused, not productive.

Meaningful work plays an important role in reducing employee intention to leave the organization (turnover intention), with work engagement as a mediator. A study by van Wingerden et al. (2018) demonstrated that employees who perceive their work as meaningful are more inclined to engage in job which in turn enhance work engagement. As a result, this can lead to a lower turnover rate or reduced turnover intention.

Work engagement also plays in relationship between workload and turnover intention. When employees feel burdened by excessive work, they tend to experience a decrease in the level of work engagement, which in turn increases the intention to leave the organization. Zhang & Lee (2021) found that low work engagement due to heavy workload can trigger feelings of exhaustion and dissatisfaction, which worsens the intention to leave. Therefore, to ensure employees remain engaged in their work, organizations need to manage workload effectively and foster the sense of meaningful work to reduce the turnover intention.

Based on the description above, the author interested in conducting research on **" The Effect of Meaningful Work and Workload, on Nurses' Turnover Intention through Work Engagement as an Intervening Variable at Yayasan Rumah Sakit Islam (YARSI) Hospital Pontianak."**

1.2 Formulation of Problems

1.2.1 Problem Statement

In this study, the main problem to be studied is how based on the background description above, the problems to be analyzed in this research to determine the effect of meaningful work, workload, and work engagement on nurse's turnover intention at Yayasan Rumah Sakit Islam (YARSI) Hospital Pontianak. The problem that found in this place, that the percentage of nurse's turnover in 2020 is more than 10%.

1.2.2 Research Problem

Based on these problems, a question is formulated research as follows:

1. Does meaningful work on nurses' turnover intention at Yayasan Rumah Sakit Islam (YARSI) ?
2. Does workload on nurses' turnover intention at Yayasan Rumah Sakit Islam (YARSI) ?
3. Does meaningful work on work engagement at Yayasan Rumah Sakit Islam (YARSI) ?
4. Does workload on work engagement at Yayasan Rumah Sakit Islam (YARSI) ?

5. Does work engagement on turnover intention at Yayasan Rumah Sakit Islam (YARSI) ?
6. Does meaningful work on nurse's turnover intention mediated by work engagement at Yayasan Rumah Sakit Islam (YARSI) ?
7. Does workload on nurses turnover intention mediated by work engagement at Yayasan Rumah Sakit Islam (YARSI) ?

1.3 Research Objective

Based on the formulation problem above, so the research objectives of this thesis are:

1. To find out the effect of meaningful work on nurses's turnover intention at Yayasan Rumah Sakit Islam (YARSI)
2. To find out the affect of workload on nurses' turnover intention Yayasan Rumah Sakit Islam (YARSI)
3. To find out an affect of meaningful work on work engagement at Yayasan Rumah Sakit Islam (YARSI)
4. To find out an affect of workload on nurses work engagement at Yayasan Rumah Sakit Islam (YARSI)
5. To find out an affect of work engagement on turnover intenton at Yayasan Rumah Sakit Islam (YARSI)
6. To find out an affect of meaningful work on nurses turnover intention mediated by work engagement at Yayasan Rumah Sakit Islam (YARSI)
7. To find out the affect of workload on nurses turnover intention mediated by work engagement at Yayasan Rumah Sakit Islam (YARSI)

1.4 Research Contribution

From the research objectives above, the research contribution can be divided into theoretical contribution and practical contribution:

1.4.1. Theoretical Contribution

The results of this study are expected to provide knowledge and insight for readers or writers in developing and applying knowledge in the field of human

resources, especially regarding the effect of meaningful work, workload, and work engagement on nurses' turnover intention.

1.4.2. Practical Contribution

As one of the information as well as input, reference and comparison in further research. And also, as input and consideration for agencies to find out the effect of meaningful work, workload, and work engagement on nurses' turnover intention.

1.4.3. Research Contextual Overview

The object of this study is an employee at Rumah Sakit Umum Yarsi Pontianak located on Jalan Tanjung Raya II , Kota Pontianak, West Kalimantan. The type of this research is quantitative research in the form of associative. For data collection techniques carried out in this research through questionnaires, interview, observation and literature study where the data obtained were analyzed and tested using the SmartPLS 4 software program.