CAUSES OF HIGH TURNOVER INTENTION: DUE TO WORK FAMILY CONFLICT AND WORK ENVIRONMENT FACTORS

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ABSTRACT

Purpose: This study aims to empirically test a research model that further investigates the influence of the work environment on turnover, the influence of work-family conflict on turnover, and whether there is a mediating effect of work-family conflict on turnover intention.

Theoretical Framework: This research uses the Theory of Planned Behavior. The intention to move comes from individual intentions that cannot be felt and after feeling out of control they will decide to leave their job which is also supported by other factors. This theory can also see that the nurse's work environment and WFC contain three standards (time-based conflict, tension-based conflict, and behavior-based conflict) which function as the main predictors of turnover intention in nurses.

Design/methodology/approach: This study uses a quantitative approach. The respondents of this research were employees of private Hospitals in Karasidenan Banyumas, with a population of 285 employees with a sample of 240 people calculated using the Slovin formula with a margin of error of 10%. Respondents in this study were dominated by women. The average age of respondents is 20-25 years. The sampling technique used was quota sampling by setting quotas based on the proportion of each hospital. This research uses a Structured Equation Modeling (SEM) application based on Partial Least Square (PLS).

Findings: This finding shows that a favorable relationship between the work environment and work-family conflict both have a significant effect on turnover turnover because the P-value shows <0.05. And the mediation results showed that work-family conflict can mediate the relationship between the work environment and the intention to move with a significance value of 0.040.

Research, Pratical & Social Implication: The study is similar to research conducted by Abdou et al., (2022) in the hospitality sector which revealed that the perception of work environment hospitality has a direct impact on employee turnover intentions through WFC which partially mediates the relationship between research components. This study has a limitation, namely concentrating on the variable Work-Family Conflict as a mediator in the relationship between the nurse's work environment and turnover intention. WFC as a mediation hopefully can be a reference for further research. Another limitation is that this research only examines the nursing sector, and in the future it could be carried out in other sectors such as the hotel sector or other service sectors.

Originality/value: This study examines the impact of the work environment on turnover turnover, the effect of work-family conflict on turnover turnover, and whether there is a mediating effect of work-family conflict on the intention to move.

Keywords: Intention to Move, Work Environment, Work-Family Conflicts.

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CAUSAS DA ALTA INTENÇÃO DE ROTATIVIDADE: DEVIDO A CONFLITOS FAMILIARES DE TRABALHO E FATORES DO AMBIENTE DE TRABALHO

RESUMO

Objetivo: Este estudo tem como objetivo testar empiricamente um modelo de pesquisa que investiga ainda mais a influência do ambiente de trabalho na rotatividade, a influência do conflito trabalho-família na rotatividade e se existe um efeito mediador do conflito trabalho-família na intenção de rotatividade.

Referencial Teórico: Esta pesquisa utiliza a Teoria do Comportamento Planejado. A intenção de mudança advém de intenções individuais que não podem ser sentidas e após se sentirem descontrolados decidirão abandonar o emprego, o que também é apoiado por outros fatores. Esta teoria também pode ver que o ambiente de trabalho do enfermeiro e o CTF contêm três padrões (conflicto baseado no tempo, conflito baseado na tensão e conflito baseado no comportamento) que funcionam como os principais preditores da intenção de rotatividade nos enfermeiros.


Resultados: Esta descoberta mostra que uma relação favorável entre o ambiente de trabalho e o conflito trabalho-família tem um efeito significativo na rotatividade porque o valor P mostra <0,05. E os resultados da mediação mostraram que o conflito trabalho-família pode mediar a relação entre o ambiente de trabalho e a intenção de mudança com valor de significância de 0,040.

Pesquisa, implicações práticas e sociais: O estudo é semelhante à pesquisa realizada por Abdou et al., (2022) no setor de hospitalidade que revelou que a percepção da hospitalidade no ambiente de trabalho tem um impacto direto nas intenções de rotatividade dos funcionários por meio do WFC, que medeia parcialmente o relacionamento entre componentes de pesquisa. Este estudo apresenta uma limitação, nomeadamente concentrar-se na variável Conflito Trabalho-Família como mediadora na relação entre o ambiente de trabalho do enfermeiro e a intenção de rotatividade. Esperamos que o WFC como mediação possa ser uma referência para futuras pesquisas. Outra limitação é que esta investigação examina apenas o setor da enfermagem, podendo futuramente ser realizada noutros setores como o setor hoteleiro ou outros setores de serviços.

Originalidade/valor: Este estudo examina o impacto do ambiente de trabalho na rotatividade, o efeito do conflito trabalho-família na rotatividade e se existe um efeito mediador do conflito trabalho-família na intenção de mudança.

Palavras-chave: Intenção de Mudança, Ambiente de Trabalho, Conflitos Trabalho-Família.

CAUSAS DE ALTA INTENCIÓN DE ROTACIÓN: POR CONFLICTOS FAMILIARES LABORALES Y FACTORES DE AMBIENTE LABORAL

RESUMEN

Propósito: Este estudio tiene como objetivo probar empíricamente un modelo de investigación que investiga más a fondo la influencia del entorno laboral en la rotación, la influencia del conflicto entre el trabajo y la familia en la rotación y si existe un efecto mediador del conflicto entre el trabajo y la familia en la intención de rotación.

Marco Teórico: Esta investigación utiliza la Teoría del Comportamiento Planificado. La intención de mudarse proviene de intenciones individuales que no se pueden sentir y después de sentirse fuera de control decidirán dejar su trabajo, lo que también se ve respaldado por otros factores. Esta teoría también puede ver que el ambiente de trabajo de la enfermera y el WFC contienen tres estándares (conflicto basado en el tiempo, conflicto basado en la tensión y conflicto basado en el comportamiento) que funcionan como los principales predictores de la intención de rotación en las enfermeras.
**Causes of High Turnover Intention: Due to Work Family Conflict and Work Environment Factors**

**Diseño/metodología/enfoque:** Este estudio utiliza un enfoque cuantitativo. Los encuestados de esta investigación fueron empleados de Hospitales privados en Karasidenan Banyumas, con una población de 285 empleados con una muestra de 240 personas calculada mediante la fórmula de Slovin con un margen de error del 10%. Los encuestados en este estudio estaban dominados por mujeres. La edad media de los encuestados es de 20 a 25 años. La técnica de muestreo utilizada fue el muestreo por cuotas estableciendo cuotas en función de la proporción de cada hospital. Esta investigación utiliza una aplicación de Modelado de Ecuaciones Estructuradas (SEM) basada en Mínimos Cuadrados Parciales (PLS).

**Hallazgos:** Este hallazgo muestra que una relación favorable entre el entorno laboral y el conflicto entre el trabajo y la familia tienen un efecto significativo en la rotación porque el valor P muestra <0,05. Y los resultados de la mediación mostraron que el conflicto trabajo-familia puede mediar la relación entre el ambiente laboral y la intención de mudarse con un valor de significancia de 0,040.

**Investigación, implicaciones prácticas y sociales:** el estudio es similar a la investigación realizada por Abdou et al., (2022) en el sector hotelero que reveló que la percepción del entorno laboral hotelero tiene un impacto directo en las intenciones de rotación de empleados a través de WFC, que media parcialmente la relación entre los componentes de la investigación. Este estudio tiene una limitación: centrarse en la variable Conflicto Trabajo-Familia como mediadora en la relación entre el ambiente de trabajo del enfermero y la intención de rotación. Se espera que el WFC como mediación pueda ser una referencia para futuras investigaciones. Otra limitación es que esta investigación sólo examina el sector de enfermería, y en el futuro podría realizarse en otros sectores como el hotelero u otros sectores de servicios.

**Originalidad/valor:** este estudio examina el impacto del entorno laboral en la rotación, el efecto del conflicto entre el trabajo y la familia en la rotación y si existe un efecto mediador del conflicto entre el trabajo y la familia en la intención de mudarse.

**Palabras clave:** Intención de Mudarse, Ambiente Laboral, Conflictos Trabajo-Familia.

1 INTRODUCTION

Human resources are the main characteristic of the success of an organization to achieve its goals, because in every activity human resources always play a role and become the spearhead for the success of the organization (Hasnah & Asyari, 2022). Good working conditions and the needs of all members being met are considered important in human resource management to retain competitive employees because it is also one of the main challenges for organizations (Martadiani et al., 2022). Likewise, hospitals, which are health facilities that provide and receive quality health care to achieve healing or patient health, certainly require quality human resources (Setiawan & Tan, 2021).

Hospitals accommodate human resources from various types of competencies, professions, and education so it is not as easy as other organizations to manage their human resources (Anggara et al., 2020). Human resource management is one of the important organizational functions because it must be able to provide a qualified workforce to achieve
organizational goals (Bagis & Darmawan, 2022). Retaining the workforce in healthcare organizations to meet the growing demand is a challenge in healthcare (Martadiani et al., 2022). One of the human resources in the hospital is nurses. As per the Law of the Republic of Indonesia Number 38 of 2014 about Nursing, an individual who has completed higher education in nursing, both domestically and overseas, and whose government has recognized it in compliance with legislative provisions, is considered a nurse.

Nurses are health care providers, are numerous in number, and have a major role in direct patient response and care (Said & Chiang, 2020). The current shortage of nurses and the high turnover rate of nurses' intention are the most serious problems facing the healthcare system (McDermid et al., 2020). Including type C hospitals in Purwokerto whose average turnover reaches 15%-20%. Turnover in hospitals comes from problems internal to the hospital or external to the hospital. After interviews, one of the internal causes of turnover intention in type C hospitals in Purwokerto is mostly due to the termination of cooperation with BPJS Health. With that many nurses were officially laid off by the hospital and the level of turnover intention increased because the system of care and work in the hospital changed. The problem of high turnover intention covers a serious bad effect on organizational management, making it a serious challenge for hospitals (Kim & Kim, 2021). Increased turnover intention also causes major changes and reduced patient trust, which is a serious problem for the stability of hospitals and medical systems (H. Wang et al., 2020).

Turnover intention (TI) refers to a process where employees think about or desire to leave their current job and are considering other jobs within a certain time (Ding & Wu, 2023). High employee turnover can disrupt operational activities, cause problems for the company, cause problems with employee morale, and increase administrative costs for recruitment, interviews, tests, reference checks, new worker training, benefits, orientation, as well as foregone opportunity costs because new workers must practice new skills (Nanda & Utama, 2019). Decreased overall innovation rate, service quality, and negative psychological effects on employees are the effects of turnover intention (Setiawan & Tan, 2021). A person's intention to move or leave must also be caused by things where a person feels that his current job cannot meet all the needs of his employees (Putri et al., 2023).

One of the main reason of turnover intention is work-family conflict because work life can impact family life and vice versa. (Abdou et al., 2022). Work-family conflict (WFC) can be interpreted as a come form of role conflict where role demands in the work and family environments clash in various ways, and participation in the family environment makes participation in the work environment worse. (Bajaba et al., 2022). WFC also causes major
Causes of High Turnover Intention: Due to Work Family Conflict and Work Environment Factors

contradictions between work and family responsibilities leading to the loss of gender roles and changing employee values and WFC is further complicated by changes in social relationships, the workplace, and the home environment (Yildiz et al., 2021).

WFC can be defined as the failure to fulfill family obligations due to work and/or the failure to be with work demands due to family (He et al., 2023). Workgroups that have a large work time load, messy working hours, and unstable working conditions are the result of suffering from WFC (Jerg-Bretzke et al., 2020). Employees with higher WFC tend lack the resources for self-control, and they have few skills for resisting temptation (Xiao et al., 2023).

Another factor in turnover is the work environment because a pleasant work environment leads to lower exit intentions, lower burnout, and better perceptions of service quality, while a less pleasant work environment leads to the opposite (Poku et al., 2022). Workplace, work facilities and equipment, tidiness, lighting, peace, relationships with fellow employees, and relationships between superiors and subordinates are included in the work environment (Sitepu et al., 2020).

In a research that has been completed by (Abdou et al., 2022) results in the WFC variable playing a significant mediating role between the work environment and turnover intention. In line with findings from (Poku et al., 2022) and (Wan et al., 2018) which results in that the work environment has a significant effect on turnover intention. As well as the study by (Mehmood et al., 2023) and (Bajaba et al., 2022) which states that WFC has a significant effect on turnover intention.

Based on the description above of the phenomenon that occurs, namely the high turnover rate among private Hospital nurses in Banyumas Karasidenan, and several research references, the researcher is interested in conducting further research regarding the relationship between the work environment, work-family conflict, and turnover intentions in nurse. The researcher took the research title, namely the causes of high turnover intention: due to work-family conflict and work environment factors.

2 THEORITICAL FRAMEWORK

2.1 THEORY OF PLANNED BEHAVIOR (TPB)

This study uses the Theory of Planned Behavior because turnover intention comes from individual intentions that cannot be felt and after feeling uncontrollable, they will decide to leave their jobs which are also supported by other factors. This theory can also perceive that
Causes of High Turnover Intention: Due to Work Family Conflict and Work Environment Factors

nurses' work environment and WFC contain its three standard (time-based conflict, tension-based conflict, and behavior-based conflict) serves as the main predictor of turnover intention in nurses. TPB is a psychological theory that explains the psychological phenomenon of human behavioral intention (Abdou et al., 2022). Put forward by TPB, beliefs about the possible consequences of a behavior (Behavioral Beliefs), beliefs about the normative expectations of others (Normative Beliefs), and beliefs about the existence of factors that influence behavior (Control Beliefs) are three kinds of considerations of human behavior (Bosnjak et al., 2020). TPB argues that behavior stems from an individual's intention and perceived behavioral control, intention being defined as "an indicator of how hard a person is willing to try or to perform a behavior"(Yuriev et al., 2020).

2.2 RELATIONSHIP BETWEEN WORK ENVIRONMENT AND TURNOVER INTENTION

The work environment can be defined or likened to everything related place to work that can impact employees both spontaneously and not spontaneously (Faturrahman et al., 2021). According to some, the work environment is a nonfinancial component that creates an environment in which employees can perform their duties. It includes a variety of features that indicate a productive, unhurried workplace. comprise coworker connections, the physical environment, job motivators, and work stressors. in addition to other management and supervisory techniques (Abdou et al., 2022)Communication in the workplace, the political environment, including the behavior of coworkers and superiors, good behavior between coworkers, the absence of racial discrimination, tolerance for employees with disabilities, differences in sexual orientation, or other differences that make members feel comfortable this leads to a friendly work environment (Setiawan & Tan, 2021). The internal environment consists of a set of resources that are used productively to combine useful assets for the company, such as organizational rules, patterns, procedures, buildings, equipment and machinery, employee expertise, competencies and capabilities, organizational ethics and values (Bakare et al., 2020). Turnover intention is interpreted as a process where worker think about or desire to leave their current job and are considering other jobs within a certain time (Ding & Wu, 2023). In the work environment nurses face high workloads, time pressure, and high physical demands so that there may be an increase in turnover intention (Kim & Kim, 2021). Research that has been conducted by Poku et al., (2022), suggests that the work environment is one of the factors in the occurrence of Turnover Intention in nurses and it is proven that the work environment has an impact on turnover intention. However, it is not the same as the results
of research from (Purwati & Maricy, 2021), which reveals that the Work Environment have no influence but is not significant on turnover intention. The goal of this study was to determine how the physical and non-physical aspects of the workplace, such as working circumstances and traits, supervisor support, relationships between coworkers, meeting deadlines, and work flexibility, affected employees' intentions to leave. Drawing from prior research, it can be presumed that:

H1: Work Environment has a significant effect on Turnover Intention

2.3 RELATIONSHIP BETWEEN WORK ENVIRONMENT AND WORK-FAMILY CONFLICT

Organizational problems such as a stressful work environment and inappropriate treatment of human resource management are the point causes of WFC (Yildiz et al., 2021). Performance is also highly dependent on how employees understand their work so industrial sector managers must try to improve work performance by focusing more on people's circumstances rather than tasks and creating a work environment that supports and can collaborate more with each other. (Cabarcos et al., 2022). WFC is a role conflict in which the role pressures of the job and family spheres do not coincide in many ways, and participation in the family sphere makes participation in the work sphere less qualified (Bajaba et al., 2022).

WFC has a negative impact on a person's work and family well-being, affecting overall peace and health and even causing overall dysfunctional and detrimental impacts (Wan et al., 2018). WFC is grouped into three dimensions as follows: Time-based conflict which can be seen when the time required to complete one role hinders the fulfillment of other role activities. Behavior-based conflict occurs when a person is unable to adapt well to his behavior related to multiple roles or is inconsistent with other roles, and Tension-based conflict involves situations and conditions where the behavior, attitudes, or emotions required by one role are incongruent or inconsistent. in accordance with other roles, giving rise to ongoing conflict (Abdou et al., 2022).

WFC can directly or immediately influences other factors that are continuous with the work such as attendance, panic, work participation, or worker performance (Wan et al., 2018). Factors contributing to WFC include erratic and messy schedule requirements, work hours that can occur at any time including evening and night shifts, and little control over work hours (Abdou et al., 2022). With that, a great working environment should be thought to reduce WFC. And hypothesize that:
H2: Work Environment has a significant effect on WorkFamily Conflict.

2.4 RELATIONSHIP BETWEEN WORK-FAMILY CONFLICT AND TURNOVER INTENTION

Work-family conflict is considered important because it can threaten a person's physical and mental health causing nurses to become more or less careful and can cause various unfavorable things effects such as absenteeism, lethargy, or low commitment (Yildiz et al., 2021). WFC occurs where demands originating from work are carried over to the family, which is challenged in many ways, follow on participation in job roles (family) in involvement in family roles (job) becomes extra complicated (Mehmood et al., 2023). WFC can affect turnover intention in a variety of ways, including reduced job stress, improved work environment, increased psychological contract, and increased job satisfaction (Wan et al., 2018).

Given that WFC negatively impacts a nurse's positive resources, including their physical and mental health, nurses would rather safeguard their well-being by intending to leave (Yildiz et al., 2021). A mismatch between job resources and demands will result in disadvantaged employee behavior (Bagis et al., 2023). Turnover Intention meaning to someone's deliberately intention to leave the organization, which has several negative impacts on the organization and affects relationships between employees (Bajaba et al., 2022). Turnover intention can start as a withdrawal process if the employer can stop this process at the first stage more nurses can be retained, and the increasing desire to leave the job among nurses can be explained by the fact that the first years of a nursing career can be more demanding and stressful (Xu et al., 2023).

A meta-analysis research by Yildiz et al., (2021) showed that WFC is an important indicator of turnover intention, and the fact that WFC undermines nurses' positive resources, such as psychological and physical health, nurses are less likely to protect their well-being by having turnover intentions. A study conducted by Wan et al., (2018) revealed that there is a positive and significant correlation between work-family conflict and turnover intention (P < 0.01). Supported by research conducted by Lee et al., (2023) and Finthariasari et al., (2020). With that, it becomes a challenge for organizations to find ways to reduce the level of work-family conflict in order to reduce turnover intention, and can be hypothesized:

H3: Work-Family Conflict has a significant effect on Turnover Intention.
2.5 THE MEDIATING ROLE OF WORK-FAMILY CONFLICT IN THE RELATIONSHIP BETWEEN WORK ENVIRONMENT AND TURNOVER INTENTION

Deciding to quit a job is a reactionary response to a stressful event that occurs around an employee, from an imbalance between workload and abilities as well as conflict between roles which are important sources of stress which may come from work or family (Bajaba et al., 2022). Study Harun et al., (2022) stated if WFC is a significant mediator in the relationship between role stress and turnover intention. Turnover intention is often closely related to a stressful job environment and high work demands can hinder health workers in carrying out their roles as well as possible and as a result can lead to turnover intention. The work environment means all situation related to job relationships, such as relationships with superiors, coworkers, and subordinates (Nanda & Utama, 2019).

WFC occurs when stress from work adds to stress from family, or when work roles complicate family roles, and employees who have advanced work-to-family and family-to-work conflict are associated with higher turnover intentions (Lee et al., 2023). WFC encompasses two domains: work-to-family conflict (WFC) and family-to-work conflict (FWC). WFC occurs when work requirements interfere with family needs, whereas FWC is created when family demands interfere with work performance. Compared to FWC, WFC appears to have a stronger relationship with factors in the work domain (Li et al., 2021). According to the work-family interface model, when work responsibilities conflict with family responsibilities (WIF) or vice versa (FIW), worker will experience high levels of WFC (Zhou et al., 2020).

Turnover intention is related to several individual characteristics, such as the intention to look for different jobs, intention to quit or leave the company, or the feeling of quitting the job, and turnover intention can occur both voluntarily and involuntarily (Rawashdeh & Tamimi, 2020). Turnover intention is seen as a two-dimensional concept, divided into self-willed and non-self-intentioned movement, between individuals who leave a job and join another workplace (Salama et al., 2022). High turnover intentions are always considered bad and detrimental, and are considered a waste of costs because they reduce quality and the neverending need to recruit and train new employees, including in the health sector, this is expected to have a negative impact on meeting customer needs plus offering maximum service (Salama et al., 2022).

Research has been done by Abdou et al., (2022) which resulted that the work environment significantly influences WFC and turnover intention, and WFC significantly predicts turnover intention, the role of WFC as a mediator in the relationship between nurses'
Causes of High Turnover Intention: Due to Work Family Conflict and Work Environment Factors

Work environment and turnover intention has not been studied. There is evidence that WFC can mediate the relationship between work environment and Turnover Intention. So it can be hypothesized that:

H4: Work-family conflict significantly mediates the relationship between Nurses' Work Environment and Turnover Intention

3 METHODOLOGY

This study uses a quantitative approach. The research was conducted at a private Hospital in Karasidenan Banyumas with a population of 285 nurses with a sample of 240 which was calculated using the Slovin formula plus a margin of error of 10%. The data collection technique used is proportional quota sampling by setting quotas based on the proportions of each hospital (Suroya et al., 2023). The data collection technique uses a questionnaire distribution system using a five-point Likert scale ranging from 1 = strongly disagree to 5 = strongly agree. Turnover intention was measured using a five-item scale modified based on Abdou et al., (2022); Blomme et al., (2010); Jung et al., (2021). The WFC scale is measured with an 8-item scale adopted from Abdou et al., (2022); Carlson et al., (2000); Shin & Jeong, (2020); Van Selm & Jankowski, (2006); Wang et al., (2017) Meanwhile, the work environment scale is measured on scale 8 modified from Abdou et al., (2022); Arnoux-Nicolas et al., (2016); Kusluvan et al., (2010) was appointed and used to identify perceptions of the work environment. This research uses the application of Structured Equation Modeling (SEM) based on Partial Least Square (PLS).

4 RESULTS

4.1 SAMPLE DESCRIPTION

Responden mengisi total 371 kuesioner. Hasil survei menunjukkan bahwa sebagian besar responden adalah perempuan yaitu sebesar 71%, sedangkan responden laki-laki merupakan 29%. Mayoritas responden, yaitu 37%, termasuk dalam kelompok tersebut rentang usia 20 hingga 25 tahun. Selain itu, 48% responden memiliki pengalaman kerja yang bervariasi dari lebih dari tiga tahun, sedangkan 31% responden memiliki pengalaman kerja satu tahun sampai tiga tahun. Dari segi tingkat pendidikan, signifikan mayoritas responden, yaitu sebanyak 60% bergelar Diploma (D3).
4.2 STRUCTURAL MODEL ANALYSIS

The results of the PLS analysis show an R2 value of 0.430 which indicates that the turnover intention variable is influenced by the Work Environment and WFC reaching 42%. And for the value of R2 Work-Family Conflict of 0.481 so that states if the WFC variable is influenced by the work environment by 48%.

4.3 CONVERGENT VALIDITY

The table below shows the loading factor value of each statement item at a value of> 0.70. Loading factor with a value of> 0.70 indicates that the statement item is valid (Prof. H Imam Ghozali, 2021) It can be said that all statement items are valid.

4.4 RELIABILITY AND VALIDITY TEST

The analysis results in the following table show the Cronbach's alpha and composite reliability values on the Work Environment, WFC, and Turnover Intention variables> 0.70. The AVE value of all variables> 0.50 which indicates that all variables are declared valid and reliable (Prof. H Imam Ghozali, 2021). Like the table 3.

Table 3
Realiability and Validity

<table>
<thead>
<tr>
<th></th>
<th>Cronbach’s Alpha</th>
<th>rho_A</th>
<th>Composite Reliability</th>
<th>Average Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnover Intention</td>
<td>0.899</td>
<td>0.901</td>
<td>0.926</td>
<td>0.715</td>
</tr>
<tr>
<td>WFC</td>
<td>0.906</td>
<td>0.909</td>
<td>0.923</td>
<td>0.573</td>
</tr>
<tr>
<td>Work Environment</td>
<td>0.921</td>
<td>0.927</td>
<td>0.935</td>
<td>0.619</td>
</tr>
</tbody>
</table>
Source: Data Processed by Researchers

4.5 STRUCTURAL MODEL ANALYSIS

Structural model analysis is carried out by evaluating the results of the estimated path coefficient parameters and their significance levels. The results of the path coefficient significance test for each variable are presented in Table 3 and their effects in Tables 4 and 5.
### Table 4

**Hypothesis Test Result**

<table>
<thead>
<tr>
<th>Hypothesis</th>
<th>Original Sample (O)</th>
<th>Sample T Statistics (O/STDEV)</th>
<th>P-Values</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>LK=&gt; TI</td>
<td>0.376</td>
<td>2.186</td>
<td>0.029</td>
<td>Hypothesis Supported</td>
</tr>
<tr>
<td>LK=&gt;WFC</td>
<td>0.693</td>
<td>10.054</td>
<td>0.000</td>
<td>Hypothesis Supported</td>
</tr>
<tr>
<td>WFC=&gt; TI</td>
<td>0.337</td>
<td>2.094</td>
<td>0.037</td>
<td>Hypothesis Supported</td>
</tr>
</tbody>
</table>

Source: Data processed by researchers

### Table 5

**Specific Indirect Effect**

<table>
<thead>
<tr>
<th>Hypothesis</th>
<th>Original Sample (O)</th>
<th>Sample T Statistics (O/STDEV)</th>
<th>P-Values</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>LK=&gt;WFC=&gt;TI</td>
<td>0.234</td>
<td>2.059</td>
<td>0.040</td>
<td>Hypothesis Supported</td>
</tr>
</tbody>
</table>

Source: Data processed by researchers

### 5 Discussion

**H1: Work Environment has a Significant Effect on Turnover Intention**

The results show that the work environment has a significant effect on turnover intention. It can be shown by the original sample value of 0.376 and the p-value (0.029 <0.05). This proves that an adverse work environment with work pressure, lack of resources, job insecurity, cultural differences, irregular working hours, can cause turnover intention for nurses. This expression is in line with the research results of Salama et al., (2022) which revealed that a work environment that includes messy and unfriendly working hours, followed by job atmosphere involving job under pressure that is not in accordance with their respective proportions are the variables that most influence the occurrence of turnover intention. This is also consistent with the findings of Poku et al., (2022) which results in that a poor work environment coupled with fatigue can increase turnover intention. By ensuring a comfortable and healthy work environment for nurses can lower the occurrence of turnover intention.

**H2: Work Environment Has a Significant Effect on WorkFamily Conflict**

Original sample value of 0.693 and a p-value (0.000 <0.05), it can be shown that the work environment has a significant effect on WFC. This proves that an unfavorable work environment or too many work demands cause changes in attitudes towards nurses that cause conflicts in work and family situations. This is a result of research in different sectors conducted by Zhao et al., (2016) revealed that hospitality job markers specifically influence WFC, especially employees who perceive messy schedules and work too long hours tend to believe that the pressure of job does not allow them to participate fully in fulfilling family...
responsibilities. With a family-friendly work environment including relaxed job rules, family/medical leave, employee assistance programs, supportive work/family culture, and flexible coworkers having a negative and significant impact on WFC.

**H3: Work-Family Conflict has a Significant Effect on Turnover Intention**

The results of the analysis state that WFC has a significant effect on turnover intention. With an original sample value of 0.337 and a p-value of (0.029 <0.05). This proves that the existence of work-family conflict can increase the occurrence of nurse turnover intention. Work conflicts that can arise from the work environment and family conflicts that are carried over into work can make someone feel very burdened and turnover intention occurs. This research agrees with research from Park & Min, (2020) In the hospitality sector, WFC has a positive effect on Turnover Intention. With this finding, it states that The higher the WFC, the higher the turnover intention too. In contrast to the research conducted by (Harun et al., 2022) results in a negative relationship between WFC and turnover intention, it happens because nurses are used to handling work-life balance.

**H4: Work-family conflict significantly mediates the relationship between Nurse Work Environment and Turnover Intention**

The results show that WFC significantly mediates the relationship between Nurse Work Environment and Turnover Intention with an original sample value of 0.234 and p-value (0.040 <0.05). This shows that a poor work environment and WFC can increase the occurrence of turnover intention in nurses. Poor relationships between nurses are part of a poor work environment and this can cause conflict in a job which will increase turnover intention. This research can be equated with research Abdou et al., (2022) which states that the perception of work environment hospitality indirectly respect employee's intention to move through WFC.

**6 CONCLUSION**

The number of respondents from this research was 140 nurses at private hospitals in Karasidenan Banyumas. The average respondent is 20-25 years old with most respondents working more than 3 years. And most of the respondents came from nurses who were in the special nursing field. The aim of the research is to determine the influence of the work environment on turnover instruction and work-family conflict as mediating variables in private hospital employee nurses in Banyumas Karasidenan. The final result of this research is that work-family conflict can significantly mediate the influence of the work environment on turnover intention. It can be said that the work environment can influence the occurrence of
WFC due to changes in the attitudes of nurses who experience job demands, lack of resources, job insecurity, cultural differences, irregular working hours in their work environment which can increase turnover intentions towards nurses. The work environment and WFC also have a significant effect on turnover turnover. Likewise, the work environment has a significant influence on WFC. Reducing employee turnover can be achieved with a family-friendly work environment that includes relaxed work rules, employee assistance programs, family health insurance, a supportive work/family culture, and relaxed coworkers. This research is similar to research conducted by Abdou et al. (2022) in the hotel sector which revealed that perceptions of the friendliness of the work environment have a direct impact on employee turnover intentions through WFC which partially mediates the relationship between research components.

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