The Impact of Quality of Work Life Balance on Nurse Turnover Intention in Teaching Hospitals in China

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Abstract: *The fast-paced lifestyle and high work intensity in contemporary society have placed greater demands on individuals' mental well-being, underscoring the increasing importance of achieving a harmonious balance between professional commitments and personal life. In comparison to professionals in other industries, healthcare workers encounter elevated levels of psychological stress. The author conducted an extensive literature search using relevant keywords such as work-life quality, nursing staff, medical industry, turnover, etc., and engaged in thorough reading to explore the research field of this paper. It was discovered that numerous articles focused on healthcare professionals; however, limited attention was given specifically to those working within teaching hospitals. Therefore, we chose this as the starting point for our research.*

Keywords: Nurse; Turnover Intention; Teaching Hospital; Work-Life balance.

1. INTRODUCTION

The role of national health service providers in primary healthcare settings encompasses health promotion, disease prevention, treatment, and rehabilitation. As the largest group within hospitals, nursing professionals play a pivotal role in advancing the healthcare industry. Key players in nursing practice include direct care providers, advocates, educators, case managers, change agents and counselors (Komjakraphan et al., 2017). The stability of the nursing team in a teaching hospital is of paramount importance, as they play a crucial role in the clinical education provided by the hospital. The clinical teaching staff is faced with significant challenges in meeting the high standards of clinical teaching quality. Clinical nursing teachers need to be very familiar with the clinical operation process, and also need to have strong communication skills. Ensure that knowledge can be accurately transmitted to students during clinical teaching. Clinical teaching also has high requirements for registered nurses. They generally need to have a high degree and the ability of lifelong learning, so it takes a long time to train an experienced registered nurse.The high turnover rate of nurses not only means the increase of recruitment cost/training cost and time cost of medical institutions, but also makes it difficult to guarantee the quality of nursing, which is not conducive to the construction of nursing talent echelon and the development of teaching tasks. If the hospital cannot control the turnover rate of nursing staff in management, it will not be conducive to the long-term development of medical institutions. Insufficient pay, no career development, and dissatisfaction increase turnover intention (Hidayah & Ananda, 2021).

1.1 Aim

This paper aimed to find quality of work life balance effected nurse turnover intention in teaching hospital of China. To understand how quality of work life balance affect turnover intentions of nurses in teaching hospital in China?

1.2 Literature review

Sometimes abbreviated QWL, quality of work life is quick phrase that encompasses a lot, because it refers to the thing an employer does that adds to the lives of employees (Saraji & Dargahi, 1970). The concept of quality of work life is a multifaceted construct that encompasses an individual's overall work experience and is influenced by various internal and external factors, such as psychological distress, role stress, working conditions, and organizational policies (Easton & Van Laar, 2012).

The quality of work life program enhances the quality of life by providing appropriate work resources to meet employees' expectations of role identification, reducing conflicts between work and non-work life, enhancing

multiple role identification, reducing role demands, minimizing stress related to work and non-work role identification, and increasing the value of role identification (Sirgy et al., 2008). The nurse practitioner's reported higher levels of burnout compared to the normative groups of human/health services professions including social workers, hospital staff, bedside nurses, among others (Casida et al., 2019).

There are many factors that influence the quality of work life in previous studies, as expected location of workplace and QWL scores of Nurse were significant different, and education level also influence their confidence in applying nurse skill to get better quality of work life (Komjakraphan et al., 2017).

Job satisfaction, a critical indicator of employee contentment, is hypothesized to be positively correlated with productivity. Work-life balance, reflecting the equilibrium between professional and personal life, is considered a mediating factor, affecting both job satisfaction and, consequently, productivity. Social support, encompassing interpersonal relationships and collaborative interactions, is postulated to enhance both work-life balance and job satisfaction, thus contributing positively to overall productivity (Vanitha & Dr.ShailashriV., 2024).

The turnover intention is the act of voluntary departure or transfer of members of the organization, it refers to employees who are exploring other job opportunities or considering leaving their current position (Iverson, 1992). The presence of a negative correlation between job burnout and quality of work life (QoWL) highlights the role of the work environment as a contributing factor to both high levels of burnout and low QOWL (Casida et al., 2019). Since turnover intention is directly related to turnover, attention should be paid to turnover intention and its related factors in order to reduce the turnover rate of nurses (Yoon, 2020). The shortage of nurses is an ongoing and urgent problem worldwide, which is exacerbated by the turnover of nurses (Zhang et al., 2021). The identification and resolution of the factors influencing nursing turnover intention are crucial in order to address this issue effectively.

2. METHODOLOGY

2.1 Research method

This study used a quantitative research design. This study used a survey to conducted data from the nurse whom working at affiliated hospital of university, China. Author distribute the questionnaires to nurse who is working at this hospital and randomly choose participants who is like to answer this questionnaires.

2.2 Hypothesis

H1 Demographic data will have an impact on the turnover intention of nursing staff. Include gender, marital status, education, working experience.

H2 Quality of life work balance will have an impact on the turnover intention of nursing staff.

2.3 Conceptual Framework
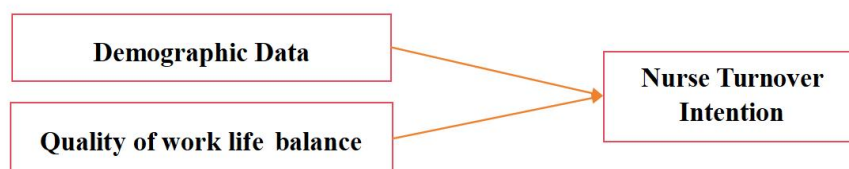
Figure 1: Conceptual model on the factors affecting Nurses' turnover intention.

2.4 Population and sample

The type of instrument used in this study is sampling technical was a sample selected a teaching hospital of China. The nurse's total population of this teaching hospital is 893, depend on the Sample Size Determination Using Krejcie and Morgan Table, this study will random choose 269 participants to do our questionnaires, and after we release thus questionnaires one week we have received 290 respondents. After data collected use SPSS to analysis data and find out the how quality of work life and demographic influenced in nurse turn over intention.

Eligible participants were those having registered nursing licence and working as full-time staff, and having teaching tasks in direct patient care setting. This study was distributed the self-completed via online questionnaires to the nurse whom was eligible a criterion and export data to SPSS after participants finished the questionnaires.

2.5 Questionnaire development

The questionnaire of this paper is divided into three parts. The first part is the basic information, the second part is the core part, which is also the topic of this paper, quality of work life balance, and the last part is the turnover intention. The quality of work-life balance is divided into General Well-Being (GWB), Job and Career Satisfaction (JCS), Home-work Interface (HWI), Control at Work (CAW), Working Conditions (WCS), Stress at Work (SAW), Control at work (CAW), Working Conditions (WCS), Stress at work (SAW) 6 parts. Before participants do the questionnaire, the first part will explain the survey's aim and ensuring anonymity was provided with the questionnaire, and will request participants to complete all item in the survey for ensuring no data missing. The questionnaire was verified by experts.

2.6 Data Collection and Analysis

This paper use Sojump application to collect data online. The questionnaire was posted online for one week to 290 caregivers who randomly volunteered to fill out the information. Data were analyzed using SPSS statistics 27.0. The characteristics of the nurse participants and the measurement variables were analyzed using descriptive statistics.

3. RESULTS

3.1 Sample Profile

The respondents' profile encompasses personal details of the participants, including gender, age, education level, marital status, and work experience. Each category is accompanied by its corresponding frequency and percentage. This paper use the Pearson correlation coefficient (r) is calculated using the formula: $r = cov(X, Y)/(\sigma X * \sigma Y)$, where cov (X, Y) represents the covariance between X and Y, and σX and σY represent the standard deviation of X and Y. The correlation coefficient ranges from -1 to 1. A positive value of r indicates a direct relationship between X and Y, while a negative value indicates an inverse relationship. A value of r=0 suggests no linear relationship exists between X and Y.

A total of 290 questionnaires were collected, representing a 100% response rate. Of these, 290 questionnaires (100%) with complete information were used in the analysis. The demographic characteristics of participants are summarized in Table 1. The average age of the nurses was 2.88 (Standard deviation, SD = 0.74). Female nurses accounted for 95% of the study sample, indicating that nursing is an occupation predominantly undertaken by women in China. A total of 228 nurses (79%) were married.

Regarding educational background, 220 nurses (76.0%) were bachelor degree, 52 (18.0%) were got part-time bachelor degree, and only 11 (4.0%) nurses were graduates with a junior college, 7 (2.0%) participants had a master's degree or higher. Our data suggest that the average educational background of nurses in this teaching hospitals is relatively high. Among the participants, 155 (54.0%) had worked for 10 years or less, 96 (33.0%) had worked for 11–20 years, and 39 (13.0%) had worked for more than 20 years. Considering the average age and number of working years, nurses in this teaching hospitals in China were relatively young.

Table 1: Respondents' characteristics

Category	Frequency	Percentage
Male	15	0.05
Female	275	0.95
Age 20-30	90	0.31
Age 31-40	151	0.521
Age 41-50	42	0.145
Age Above 50 years old	7	0.024
Single	59	0.2
Married	228	0.79

Divorced	3	0.01
Master degree and higher	7	0.024
Bachelor degree	220	0.759
Part-time bachelor degree	52	0.179
Junior college	11	0.038
Working Experience 1-2	28	0.1
Working Experience 3-5	34	0.12
Working Experience 6-10	93	0.32
Working Experience 11-15	81	0.28
Working Experience 16-20	15	0.05
Working Experience Above 20	39	0.13

3.2 Descriptive Statistics

The data in this paper has been calculated using the Klonbach coefficient, which possesses a highly reliable coefficient of 0.98. The test level was 0.05. When we doing an analysis of variance (ANOVA) conducted to examine the relationships between different categorical variables (gender, age, marital status, education, working experience, and department) and a dependent variable (turnover intention).the none of the independent variables (gender, age, marital status, education, working experience, and department) show statistically significant relationships with the dependent variable, as all p-values (Sig.) are greater than 0.05. However, there may be some trends or patterns worth further investigation, especially considering the relatively low p-values for some variables (e.g., education and working experience).

According to the results of the questionnaire survey, there are 29 respondents who have the intention to quit job, among which 11 have quit job experience before, and more than 8 have quit job experience more than once before.

Table 2: Work-related quality of life (QoWL) results

Category	Participants	GWB	HWI	JCS	CAW	WCS	SAW	Average Score	Percentage
Lower QoWL	5	37	34	16	15	20	10	26.40	2%
Average QoWL	66	1218	1115	500	464	509	246	61.39	23%
Higher QoWL	219	5590	4943	2366	2309	2399	1389	86.74	76%

Depend on the Work-related quality of life (QoWL) scale the general part of it to be separate into three level (Table 2) which is lower QoWL is 10-30, and there is 5 participants (2%). Average QoWL is 40-60,we have got 66 participants (23%). The higher QoWL is 80-99, we got 219 participants (76%). This results stand for most of nurse have got high QoWL.

Table 3: Correlations of nurse turnover intention and WRQoL

Pearson Correlation	Turnover Intention	WRQoL	GWB	JCS	HWI	CAW	WCS	SAW
Turnover intention	1	0.354	0.343	0.336	0.344	0.315	0.336	0.235
WRQoL	0.354	1	0.877	0.91	0.923	0.905	0.917	0.829
GWB	0.343	0.877	1	0.816	0.789	0.735	0.741	0.649
JCS	0.336	0.91	0.816	1	0.83	0.806	0.838	0.628
HWI	0.344		0.789	0.83	1	0.819	0.816	0.698
CAW	0.315	0.905	0.735	0.806	0.819	1	0.808	0.682
WCS	0.336	0.917	0.741	0.838	0.816	0.808	1	0.723
SAW	0.235	0.829	0.649	0.628	0.698	0.682	0.723	1

Table 4: Turnover intention

Turnover intention	Frequency	Cumulative Percent	Frequency
Yes	29	10.0	10.0
No	261	90.0	100.0

When we have analyzed the correlation of nurse turnover intention we can clearly see that nurse turnover intention with WRQoL (Table 3). Depend on the results we can see only have 10 percent people have turnover intention (Table 4). And depend on the high WRQoL of participants' we can see this hospital's nurse young and got high

education, so we deep analysis the elements that may influence turnover intention of nurse who is working at teaching in hospital.

Table 5: Factors influencing turnover intention

Category	Frequency	Valid Percent	Cumulative Percent
Working environment	192	0.15	0.15
Shift work	147	0.12	0.27
Workload	206	0.17	0.44
Pay	207	0.17	0.61
Welfare benefits	187	0.15	0.76
Nurse's status	130	0.1	0.86
Family	119	0.1	0.96
Others	51	0.04	1

By analyzing the factors that affect the turnover intention (Table 5), we can clearly see that salary and work load are the biggest factors that affect the turnover intention of nursing staff. Secondly, the working environment and welfare benefits are the secondary factors that affect the turnover intention of nursing staff. Thirdly, the factors that can affect the turnover intention of nurses are shift system and the status of nurses in the workplace. Family factors and other factors also affect the turnover intention of nursing staff. Numerous studies have investigated the relationship between nurse quality of work-life balance and turnover intention. Findings consistently suggest that nurses experiencing poor work-life balance are more likely to express turnover intention. High workload, long working hours, insufficient staffing, and limited control over work schedules are significant contributors to nurse turnover intention.

4. DISCUSSION AND CONCLUSION

However, nurse quality of work-life balance significantly influences turnover intention within healthcare organizations. Addressing factors contributing to poor work-life balance is essential for retaining nursing staff and ensuring high-quality patient care. Implementing interventions to enhance work-life balance can lead to positive outcomes for both nurses and healthcare organizations. Due to nurse turnover intentions managers can provide more targeted interventions to improve job security and professional recognition, work scheduling and workload, work or family life balance, and supportive environments for caregiver and patient care (Lee et al., 2013; Obeidollah et al., 2017). Improved work and life quality, as well as job satisfaction of registered nurses, may contribute to enhancing individual and organizational performance. Additionally, optimizing the home and work environment can foster increased nurse commitment and improved nurse retention (M. F. Salahat & Z. M. Al-Hamdan, 2022). According to the particularity of teaching hospital, reasonable shift arrangement is also very important to reduce the turnover intention of nursing staff. And for payment and welfare benefits can assist in enhancing individual and organizational performance to reduce nurse turnover intention (M. Salahat & Z. Al-Hamdan, 2022). And (Mohamed Elshahat et al., 2019) think the nursing administrators might be able to improve the level of QWL by increasing nurses satisfaction with job security, professional recognition, work conditions, work schedule, workload and nursing staffing. nurse managers could provide effective interventions to ameliorate the milieu of respect and autonomy aspect of QWL to prevent nurses from leaving the profession (Yao, K. 2017).

Despite the expectation that respondents provide truthful answers when completing questionnaires, limitations in this research may have arisen due to inaccurate responses provided by participants.

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