
The Mediating Role of Job Satisfaction on the Effect of Work-Family Conflict, Work Environment, Remuneration on Turnover Intention

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Abstract:

One of the important problems in the health industry is nurse turnover intention. The aim of this research is to analyze the influence of work-family conflict, work environment, remuneration on nurses' turnover intention, mediated by job satisfaction. This research is a type of quantitative research. The research was conducted at 3 Denpasar City Private Hospitals by involving 220 female nurses as research samples. Method of collecting information using questions and answers and distributing questionnaires. Inferential analysis in this research uses a form of structural equation known as Partial Least Square (PLS). Research results prove that work-family conflict has a positive and important influence on turnover intention. Work-family conflict has a negative and important influence on job satisfaction. Job satisfaction has a negative and important influence on turnover intention. Work environment has a positive and important influence on turnover intention. Remuneration has a negative and important influence on turnover intention. Remuneration has a positive and important influence on job satisfaction. The research results provide implications for resource conservation theory and role theory explaining that work-family conflict arises due to pressure on the resources available to individuals, giving rise to role conflict between work and family.

Keywords: *Family Conflict; Work Environment; Remuneration; Turnover Intention; Job Satisfaction*

Submitted : 19 July 2024, Accepted: 22 August 2024, Published: 28 November 2024

1. Introduction

Uang The hospital is an association that is in charge of the service aspect. The services provided by hospitals to people in need are welfare services. Health services are considered a very important profession in a hospital where human resources are needed who can provide quality services. In 2023 in Bali Province, there will be 75 hospitals consisting of 17 government hospitals and 58 private hospitals spread across 9 districts or cities with the largest number of hospitals located in Denpasar City, namely 6 government hospitals and 15 private hospitals. (Bali Province Central Statistics Agency 2023). Private hospitals experience very tight competition to offer services of the best quality and affordability that can be accessed by people from all levels of society. The provision of health services to sick people is very dependent on the efficient management of human resources, which includes quality and size.

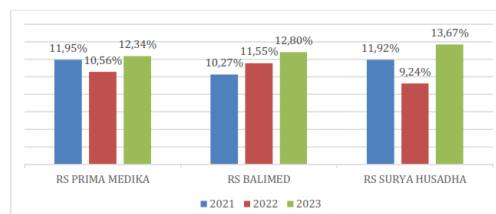
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Therefore, hospitals are responsible for ensuring the retention of their human resources, especially nurses. The role of the nurse is very important because it is directly related to the progress of the patient's health. A shortage of nurses can result in a lack of workability, which can have negative consequences for patients.

Nurses play a significant role in the role of hospitals because they are the backbone of the health care system. It means a lot that hospitals ensure the safety and proper care of these dedicated professionals. Knowing the important impact they have on the overall quality of hospital services means prioritizing the needs of nurses. That way, we can create an environment that increases their comfort and satisfaction, ultimately reducing their desire to look for work elsewhere. Efforts to retain nurses are of serious concern because they will result in nurse transfers or turnover. One of the important problems in the health services industry is turnover intention (Albatat, et al., 2013). Cohen, et al (2016) reported that 3 industries have the highest turnover rates, namely hospitality, banking and health.

Turnover intention is an employee's tendency to look for a new position elsewhere or have plans to leave the company (Low, et al. 2001). The dimension of turnover intention can be seen in estimates of leaving, wanting to get another position, and wanting to leave the company (Tsani, 2018). Private hospitals are the focus of research because several previous research results show that nurse turnover is quite large. The results of Takaya and Ramli's research (2020) at a private hospital in West Java, for example, showed that there was a turnover rate of around 15% - 29% between 2016 and 2019. Sakul's research (2018) at a private hospital in Manado in 2015 provided information turnover was 16.25%, in 2016 it was 12%, and in 2017 it was 17.9%. Research by Dewi, et al. (2020) on private hospitals in Bali shows that the average nurse turnover rate in 2013-2106 was 18.84%. Dewi&Sriathi's research (2019) proves that the turnover rate at one of the private hospitals in Bali is 10.6%. Based on several studies, it is known that the nurse turnover rate in some hospitals in Indonesia, especially in Bali, can be said to be quite large. Tsai, et al (2017) report that employee turnover is considered normal if it ranges between 5% - 10% per year and is said to be high if it is more than 10% per year. Based on previous research, private hospitals in Denpasar City may be experiencing similar problems related to turnover intention. From the monitoring results, it was obtained that information on the turnover of nurses was highest in 3 private hospitals as shown in Figure 1.1 below.



Sumber : Unit SDM dan Diklat Rs Prima Medika, Rs BaliMed, Rs Surya Husadha

Gambar 1. 1

Tingkat Turnover Perawat Pada Tiga Rumah Sakit Swasta Di Denpasar Dengan Jumlah Perawat Terbanyak Pada Tahun 2023

The turnover rate of nurses at Surya Husadha Hospital faces instability in 2021-2023. The lowest turnover rate occurred in 2022 with a percentage of 9.24% which is within

the normal range, whereas the highest turnover occurred in 2023, which was 13.67%. The high number of nurses leaving hospitals raises problems in the health service aspect. The departure of professional nurses and being replaced by nurses who are not yet professional can lead to a decline in nursing capabilities. This has resulted in a reduction in health services provided to patients.

The turnover rate at BaliMed Hospital is likely to increase in 2021-2023, namely 10.27%, 11.5% and 12.80%. The turnover rate at BaliMed Hospital can be said to be large because it exceeds the normal limit, namely 10%.

The turnover rate at Prima Medika Hospital is facing instability, namely 11.95% in 2021, 10.56% in 2022, and 12.34% in 2023. Nurse turnover at Prima Medika Hospital can be said to be large because it is located above 10%. This is supported by survey results in Indonesia that the turnover rate in private hospitals is greater than in state and educational hospitals (Oktizulvia, et al., 2017). The average turnover rate in the last 3 years at Surya Husadha Hospital was 11.61%, BaliMed Hospital was 11.54%, and Prima Medika Hospital was 11.62%. These results show that the turnover rate of private hospitals is above 10% and is categorized as high.

Turnover intention, which is an organization that raises important challenges experienced by all companies, has an impact on operational activities and capabilities in total. If an agency creates a desire among its employees to leave, it can confuse, especially when considering employees who have demonstrated a strong commitment to the agency and demonstrated a high level of professionalism. Therefore, it is necessary to monitor the factors that cause turnover intention. Tett and Meyer (1993) reported that turnover intention is a person's conscious and conscious desire to leave the institution where the employee works. The turnover target is the final decision made by employees who are dissatisfied with their work situation and workplace as a whole. Job satisfaction plans often arise because of the multiple responsibilities held by employees, both at work and within their families, resulting in what is known as work-family conflict.

Work-family conflict can occur in every man or woman, research shows that women tend to face greater levels of work-family conflict (Apperson et al, 2002). The level of this conflict will continue to be acute if women work officially because they will be bound by body regulations which include working hours, assignments, and targets in completing their obligations. This work-family conflict will be experienced even more if female employees are married because the conventional role that until now cannot be avoided is taking care of the household and their children (Widyaningrum, 2013).

Andres, et al. (2012) employees who consider leaving the profession tend to say that the profession violates their family role. Assuming to leave the profession can cause a loss of resources and a source of stress because it will result in a change in the atmosphere. Profession produces tension (e.g. keeps one's mind busy) which conflicts with family life (e.g. caring for the family). Jabben, et al. (2020) say that long working hours cause work-family conflict which has a serious impact on the desire to leave.

Zhou, et al. (2020) found that work-family conflict has a positive and important influence on turnover intention. Daderman& Basinska (2016) proves that work-family conflict has a positive influence on turnover intention. In contrast, Karatepe& Karadas (2014) conducted in Romania found that work-family conflict did not significantly influence turnover intention. This comparison could be related to the difficulty of securing replacement employment opportunities in their country. Finally, they are required to live with their current profession.

Not only that, on the work-family conflict side, significant levels of turnover occur due to nurses not feeling comfortable in the workplace. Various aspects function in creating a work area situation that is related to employee skills. These factors include lighting, temperature, humidity, air circulation, noise, mechanical vibrations, odours, colour schemes, decorations, and music in the workplace (Sedarmayanti, 2011). Halimah et al., (2016) prove that the work area has a negative influence on employee turnover intention. but different from research findings by Dwiyanto& Sularso (2017). Research by Purwati& Elisabet (2018) proves that the work area does not influence turnover intentions. On the other hand, research conducted by Purwati & Elisabet (2018) proves that the work environment does not influence turnover intention. Therefore, it is very important for institutions to carefully monitor the work area to ensure the comfort of nurses while fulfilling their obligations. Moreover, an evaluation of the company's financial independence in covering expenses and providing facilities for its workforce can have a positive influence on increasing job satisfaction. Industry independence in fulfilling its internal requirements includes the application of remuneration financing through the disbursement of various forms of compensation. Remuneration is very familiar with performance-based compensation (performance pay). Remuneration is the income of employees who have contributed their energy and time to complete the work assigned, including income, income support, food allowance, structural position assistance, incentive income bonuses, salaries, bonuses, health insurance, death and pensions. (Sutagna et, al., 2022) reported that the remuneration package had a significant influence on turnover intention. Kuncoro, (2012) the remuneration system has a negative influence on turnover intention but is not important. Remuneration also influences job satisfaction. Syamsuri & Siregar (2018). Remuneration has a positive influence on job satisfaction.

Consistently, turnover intention is associated with negative employee actions, such as reduced satisfaction with work. Biron, (2013). For Choi and Kim (2016), one aspect that influences turnover intention is job satisfaction. Job satisfaction is an important predictor of turnover intention (Mihelic, 2014). Job satisfaction is defined as a feeling that a person has towards his profession. However, only a few applications make job satisfaction an important priority in motivating employees to reduce turnover rates (Dugguh & Dennis, 2014). This means that a high level of satisfaction can reduce employees' desire to leave the company (Chen, 2006). Lo, et al. (2022) report that job satisfaction is negatively related to turnover intention. The lower the level of employee job satisfaction, the greater the employee's desire to leave the institution. Rageb, et al. (2014) reported that job satisfaction has a greater impact on turnover intention. Mihelic's research (2014) found that job satisfaction influences turnover intention. Based on the literature review, it can be seen that this research aims to

examine and explain the mediating role of job satisfaction on the influence of work-family conflict, work environment, and remuneration on turnover intention among private hospital nurses in Denpasar City.

2. Theoretical Background

Turnover intention

Turnover intention refers to an employee's awareness or contemplation of resigning from their current job. A person's intention to leave the organization is manifested solely as the idea of leaving the organization (considering resignation) and statements made by the employee expressing their desire to leave the organization (indicating intent to leave). However, intention to quit is a strong predictor of industrial personnel turnover and is theoretically believed to be an important antecedent of turnover (Gregory et al., 2007). Turnover intention, which refers to an individual's intention to leave, can refer to the intention to leave the organization where a person works or leave the profession and move to a different career path (Aydintan & Simsek, 2017).

Work-family conflict

phenomenon under consideration is referred to as interrole conflict, in which role demands from the work and family spheres conflict with each other in some way (Grennhaus & Beutell, 1985). Thomas & Ganster (1995) define work-family conflict as a mismatch between work role demands and family role demands. Family is one aspect of personal life that can intersect with work. Work-family conflict is based on resource depletion (Rothbard, 2001).

Work Environment

The importance of the work environment within a company requires careful consideration by management. Mangkunegara (2011) states the totality of tools, materials, environments, work methods and settings faced by individuals and groups. Isyandi (2004) further describes the work environment as factors that include temperature, humidity, ventilation, lighting, noise level, cleanliness, and the availability of appropriate tools and equipment.

Remuneration

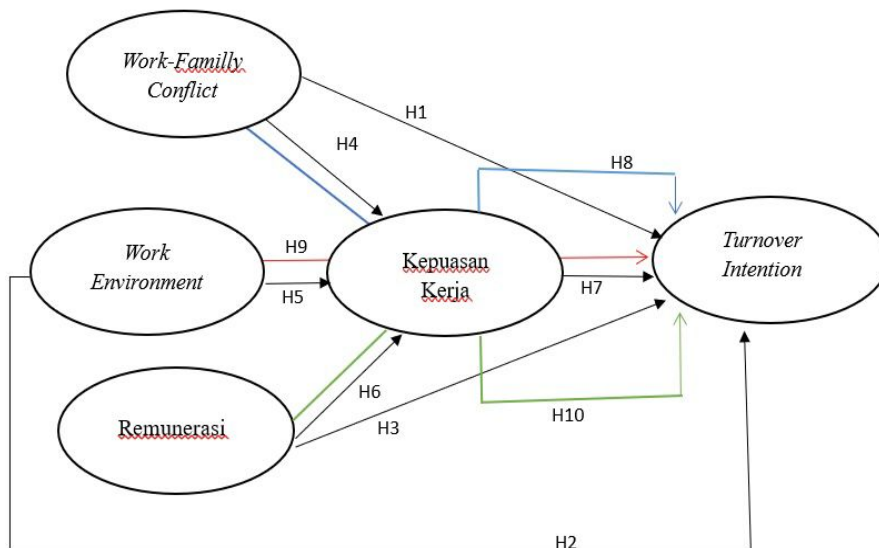
is the compensation or reward given to employees for their services rendered to the workforce, which stems from achievements made to meet organizational goals. Low remuneration cannot be justified, both in the field of humanity and organizational sustainability (Scharfstein, 2015). Defined as the rewards employees receive for their contributions to the employing organization, remuneration covers a broader scope than mere salary, encompassing various forms of compensation, whether monetary or in kind, provided directly or indirectly, and of a regular or irregular nature (Tarigan, 2011).

Job satisfaction

Job satisfaction can be defined as a measurement of a person's job or experience in terms of positive emotions or enjoyment in work (Locke, 1976). This definition refers

to individual sentiments that often encourage someone to be more helpful, creative, and focused on a task. Job satisfaction also refers to job satisfaction that can be related to actual work. Employee job satisfaction is a significant source of representative inspiration (Shiengthai & Pila-Ngarm, 2016).

Conceptual Framework



Research Hypothesis

H1: work-family conflict berpengaruh dan signifikan terhadap turnover intention.

H2: work environment berpengaruh dan signifikan terhadap turnover intention.

H3: Remuneration berpengaruh dan signifikan terhadap turnover intention.

H4: Work-family conflict berpengaruh dan signifikan terhadap kepuasan kerja.

H5: Work environment berpengaruh dan signifikan pada kepuasan kerja.

H6: Remuneration berpengaruh dan signifikan terhadap kepuasan kerja.

H7: Kepuasan kerja berpengaruh dan signifikan terhadap turnover intention.

H8: kepuasan kerja memediasi pengaruh work-family conflict terhadap turnover intention.

H9: Kepuasan kerja memediasi pengaruh lingkungan kerja terhadap turnover intention.

H10: kepuasan kerja memediasi pengaruh remunerasi terhadap turnover intention

3. Methodology

Research procedures must be explained clearly, such as the research concept, information sources, sampling techniques, information collection methods, and information analysis methods. This entire section is presented in an integrated manner in the form of paragraphs structured similarly to the introductory section.

This research is a type of quantitative research. The research was conducted at 3 Denpasar City Private Hospitals involving 220 female nurses as the research sample.

The determination of this area is based on the fact that the presence of many nurses can also influence the quality of health services in the hospital. Not only that, determining research positions with the 3 hospitals that have the most nurses in Denpasar City can also make it easier to collect basic information and inferior information needed in research. Method of collecting information using questions and answers and distributing questionnaires. Inferential analysis in this research uses a structural equation form known as Partial Least Square (PLS) which is used for Structural Equation Form (SEM) analysis. Smart PLS 3.5 software is also used to assist this process.

4. Empirical Findings/Result

Information on the characteristics of respondents in this research describes the respondent's character in terms of the respondent's age, employment status, length of service, level of education and marital status. The respondents in this research were 220 female nurses in 3 private hospitals in Denpasar City. In particular, the majority of respondents were adult nurses 25-29 years old, namely 98 people (44.54%). Based on the characteristics of the respondents, it can be seen that nurses are of the productive age group. Observing worker status, respondents were dominated by permanent employee status of 178 people (80.90%) and contract employees of 42 people (19.10%). From the characteristics of the respondents, the majority of respondents obtained through nursing education, namely 112 people or (50.93%), which means that the respondents have good competence as nurses. Based on the description of the characteristics of the respondents' working period, it was found that very many had served for 4 years, amounting to 103 people or (46.81%), which means that the nurses examined had good experience in handling patients.

Measurement Model Analysis (Outer Model)

Convergent validity, discriminant validity and unidimensionality experiments. Convergent validity consists of outer loading and average variance extracted (AVE). Discriminant validity consists of equating the outer loading figure with the cross loading and the root of AVE is greater than the elastic accompanying correlation. For reliability experiments, composite reliability, rho-A and Cronbach's alpha were used (Important, 2018). The validity of the statistical data used in this research was assessed using convergent and discriminant validity.

Convergent Validity

Convergent Validity with reflective indicators can be observed from the correlation between the indicator numbers and the variable numbers. Individual indicators are considered reliable if they have a relationship number above 0.5 for Bagoz & Yi (X. Zhang et al., 2022). Fornell& Larcker (1981) reported outer loading figures>0.7. And saw AVE figures>0.5.

The results of the convergent validity experiment are presented in the results of smart PLS and show each value is more than 0.7. Based on these findings, it can be explained that the data combined through this research is indeed valid.

Discriminant Validity

Experimental discriminant validity is assessed based on the cross-loading of the measurement with the construct. If the discriminant validity figure is greater than 0.7, then the potential variable has become a good discriminator for form and root. From the analysis of smart PLS, all the discriminant validity figures for the variable relationships for each variable are greater than 0.7 and have larger numbers than the other variables. In this way, it can be concluded that in testing all variables have met the requirements for discriminant validity

Reliability

Apart from the validity experiment, a variable reliability test was also tried which was measured using 2 benchmarks, namely Cronbach's alpha and composite reliability of the indicator block which measures variables. A variable is claimed to be reliable if the composite reliability or Cronbach's alpha figure is above 0.70.

Table 4. Composite Reliability Results

| | Cronbach's Alpha Composite Reliability | |
|----------------------------------|---|-------|
| Work-Family Conflict (X1) | 0.929 | 0.944 |
| Work Environment (X2) | 0.962 | 0.970 |
| Remuneration (X3) | 0.932 | 0.952 |
| Turnover Intention (Y) | 0.753 | 0.859 |
| Job Satisfaction (Z) | 0.971 | 0.976 |

Source: Processed Data, 2024.

The output results of composite reliability or Cronbach's alpha for all research variables are above 0.70. In this way, it can be seen that all variables are reliable.

Direct Effect Testing

Before carrying out the Assumption Experiment, in the Smart PLS 3.2 program, it is necessary to carry out statistical significance of the route coefficients with the "Bootstrapping Option" to allow us to obtain and calculate the t-value.

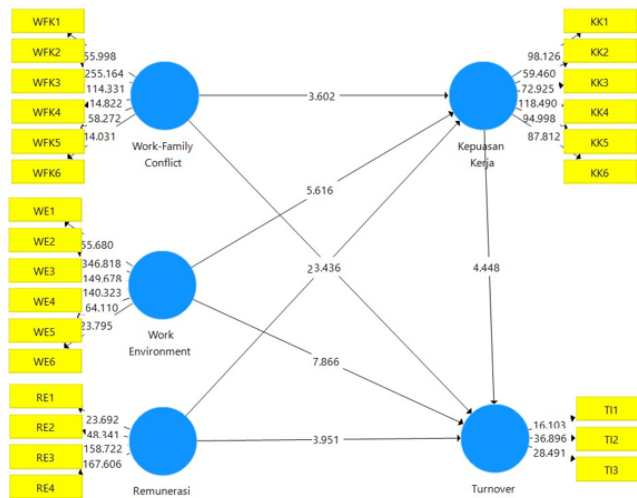


Figure 1. Smart PLS Model

Source: Processed Data, 2024.

The picture above proves that work-family conflict, work environment, and remuneration have a t-statistic number greater than 1.96, as a result, the results provide data that there is an important direct influence between work-family conflict, work environment, and remuneration on job satisfaction. Next, work-family conflict, work environment, remuneration, and job satisfaction have a t-statistic number greater than 1.96, so the results provide data that there is an important direct influence between work-family conflict, work environment, remuneration, and job satisfaction on turnover intention.

Hypothesis test

Table 5. Hypothesis Test

| Influence | Original Sample (O) | Standard Deviation (STDEV) | T Statistics (O/STDEV) | P Values | Result of Hypothesis Path |
|-----------|------------------------|----------------------------------|---------------------------------|----------|---------------------------------|
| X1 -> Y | 0,661 | 0,193 | 3,436 | 0,001 | Accepted |
| X1 -> Z | -0,654 | 0,182 | 3,602 | 0,000 | Accepted |
| X2 -> Y | 1,23 | 0,156 | 7,866 | 0,000 | Accepted |
| X2 -> Z | 0,984 | 0,175 | 5,616 | 0,000 | Accepted |
| X3 -> Y | -0,806 | 0,204 | 3,951 | 0,000 | Accepted |
| X3 -> Z | 0,538 | 0,185 | 2,912 | 0,004 | Accepted |
| Z -> Y | -0,385 | 0,087 | 4,448 | 0,000 | Accepted |

Source: Processed Data, 2024.

Based on the results of the Path Coefficient experiment in the chart above, the results of the assumption test can be determined which are explained in the following explanation:

Work-family conflict has been proven to have a positive and important influence on turnover intention. This result is shown by the route coefficient which has a positive value of 0.661 with a t-statistic number of 3.436 and a significance number of 0.001. These results prove that the t-statistic number is greater than the t-table ($t\text{-stat} > 1,96$) and the significance figure is less than 0.05. In this way, assumption 1 (H1) is obtained. This means that the greater the work-family conflict, the greater the turnover intention will be. The influence of the work environment on turnover intention shows a route coefficient of 1.230 with a t-statistic number of 7.866 and a significance value of 0.000. These results prove that the t-statistic number is greater than the t table ($t\text{-stat} > 1.96$) and the significance is less than 0.05. In this way, assumption 2 (H2) is obtained. This means that the more positive the work area is, the more it can reduce turnover intention.

The effect of remuneration on turnover intention shows a route coefficient of 0.806 with a t-statistic number of 3.951 and an important figure of 0.000. This result proves that the t-statistic number is greater than the t table ($t\text{-statistic} > 1.96$) and important is smaller than 0.05. In this way, assumption 3 (H3) is obtained. This means that the smaller the remuneration given, the greater the turnover intention that will occur. The effect of work-family conflict on job satisfaction shows a route coefficient of 0.654 with a t-statistic number of 3.602 and an important figure of 0.000. This result proves that the t-statistic number is greater than the t table ($t\text{-statistic} > 1.96$) and is important to be smaller than 0.05. Thus assumption 4 (H4) is obtained. This means that the greater the work-family conflict, the smaller the job satisfaction. The influence of the work environment on job satisfaction shows a route coefficient of 0.984 with a t-statistic of 5.616 and an important figure of 0.000. These results prove that the t-statistic number is greater than the t table ($t\text{-statistic} > 1.96$) and is important smaller than 0.05. In this way, assumption 5(H5) is obtained. This means that the greater the work environment, the greater the job satisfaction.

The effect of remuneration on job satisfaction shows a route coefficient of 0.538 with a t-statistic of 2.912 and an important figure of 0.004. These results prove that the t-statistic number is greater than the t table ($t\text{-statistic} > 1.96$) and is more importantly smaller than 0.05. Thus assumption 6(H6) is obtained. This means that the greater the remuneration, the greater the job satisfaction. The effect of job satisfaction on turnover intention shows a route coefficient of 0.385 with a t-statistic of 4.448 and an important figure of 0.000. These results prove that the t-statistic number is greater than the t table ($t\text{-statistic} > 1.96$) and important is smaller than 0.05. In this way, assumption 7(H7) is obtained. This means that the greater the job satisfaction, the smaller the turnover intention.

Work-family conflict on turnover intention through job satisfaction gets a correlation number of 0.252 with a t statistic of $3.740 > 1.96$ and an important $0.022 < 0.05$ as a

result there is an important positive indirect influence between work-family conflict on turnover intention through job satisfaction. In this way, assumption 8 (H8) is obtained that job satisfaction successfully mediates in a significantly positive way the influence of work-family conflict on turnover intention.

The work environment on turnover intention through job satisfaction has a correlation figure of - 0.379 with a t statistic of $3.603 > 1.96$ and a significant $0.000 < 0.05$, as a result, there is an indirect and negative influence between the work environment and turnover intention. through job satisfaction. In this way, assumption 9 (H9) is obtained that job satisfaction successfully mediates in a significantly negative way the influence of the work environment on turnover intention.

Table 6. Indirect Effect

| Variable | Original Sample (O) | Sample Mean (M) | Standard Deviation (STDEV) | T Statistics (O/STDEV) | P Values | Hypothesis Result |
|--------------|---------------------|-----------------|----------------------------|--------------------------|----------|-------------------|
| X1 -> Z -> Y | 0,252 | 0,245 | 0,067 | 3,74 | 0,000 | Accepted |
| X2 -> Z -> Y | -0,379 | -0,363 | 0,105 | 3,603 | 0,000 | Accepted |
| X3 -> Z -> Y | -0,207 | -0,204 | 0,064 | 3,257 | 0,001 | Accepted |

Source: Processed Data, 2024.

Remuneration on turnover intention through job satisfaction has a correlation figure of - 0.207 with a t statistic of $3.257 > 1.96$ and $0.001 < 0.05$, as a result, there is a significant negative indirect influence between remuneration on turnover intention through satisfaction. Work. In this way, assumption 10 (H10) is obtained that job satisfaction successfully mediates in a significantly negative way the effect of remuneration on turnover intention.

5. Discussion

Based on the research results, several important findings emerged regarding the influence of work-family conflict, work environment, and remuneration on turnover intention and job satisfaction.

Work-family conflict was found to have a significant positive effect on turnover intention. This means that the greater the conflict between work demands and family responsibilities, the higher the likelihood that an individual will consider leaving their job. This can be understood as such conflict increases stress and dissatisfaction, leading to the intention to leave the workplace.

On the other hand, the work environment had a negative impact on turnover intention, meaning that a better work environment can reduce an individual's intention to leave. A supportive and comfortable environment encourages individuals to stay longer in their jobs, decreasing dissatisfaction and increasing loyalty.

Remuneration also affected turnover intention, where lower remuneration led to a greater likelihood of individuals having the intention to leave. This indicates that fair and adequate compensation increases job satisfaction and reduces the tendency to leave the job.

Regarding job satisfaction, the research showed that work-family conflict was negatively related to job satisfaction, meaning that the greater the conflict, the lower the job satisfaction experienced. In contrast, both the work environment and remuneration had a positive effect on job satisfaction, meaning that good working conditions and adequate compensation enhance job satisfaction.

Additionally, job satisfaction was found to have a negative impact on turnover intention, indicating that the higher the job satisfaction, the lower the likelihood of someone wanting to leave the job. This highlights the importance of maintaining job satisfaction to reduce turnover rates in an organization.

In addition to direct effects, there were indirect effects where job satisfaction acted as a mediator in the relationship between these variables and turnover intention. Work-family conflict, work environment, and remuneration all influenced turnover intention through job satisfaction, with the impact varying based on the context and factors present in the workplace.

6. Conclusions

Work-family conflict has a positive and important influence on nurse turnover intention. These results illustrate that the smaller the work-family conflict, the more nurses' turnover intention will decrease. The reduced conflict between nurses in their position in the family and profession will make nurses safer. In this way, nurses' desire to leave their current career will decrease. Work environment has a positive and important influence on turnover intention. In this way, it can be claimed that a better work area will reduce turnover intention in private hospitals in Denpasar City and have a positive impact on turnover intention. Remuneration has a negative and significant influence on turnover intention. These results illustrate that the smaller the remuneration will increase turnover intention. The low remuneration received by nurses will cause nurses to think about leaving or looking for a replacement profession. Work-family conflict has a negative and important influence on job satisfaction. These results reflect that the smaller the work-family conflict, the more nurses' job satisfaction will increase. Small professional-family conflicts cause nurses to become satisfied because the profession does not interfere with the family's role.

Work environment has a positive and significant influence on job satisfaction. This illustrates that the greater the work environment, the greater the nurse's job satisfaction. Remuneration has a positive and important influence on job satisfaction. This shows that the greater the remuneration given, the greater the job satisfaction. That way, the high remuneration given to nurses will make nurses feel satisfied. Job satisfaction has a negative and important influence on turnover intention. This reflects

that low job satisfaction will lead to increased turnover. In this way, nurses' job satisfaction plays an important role in suppressing turnover intention.

Job satisfaction partially mediates (complementary mediation) the influence of work-family conflict on turnover intention of private hospital nurses in Denpasar City. These results illustrate that work-family conflict indirectly influences turnover intention through job satisfaction of private hospital nurses in Denpasar City.

Job satisfaction partially mediates (complementary mediation) the influence of work environment on turnover intention of private hospital nurses in Denpasar City. These results reflect that the work environment indirectly influences turnover intention through the job satisfaction of private hospital nurses in Denpasar City. Job satisfaction partially mediates (complementary mediation) the influence of remuneration on turnover intention of private hospital nurses in Denpasar City. These results illustrate that remuneration indirectly influences turnover intention through job satisfaction of private hospital nurses in Denpasar City.

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