

## An Empirical Study of Turnover Intentions Among Nurses In Lucknow (UP) Hospitals: Insights from Socio-Demographic Factors and Perceptual Assessment

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### Abstract

The study uses a quantitative cross-sectional research design to explore turnover intentions among nurses in Lucknow, Uttar Pradesh. Data was collected from 325 nurses employed in various hospitals across Lucknow city using convenience sampling methods. The study examines the socio-demographic variables of the nurses, including gender, age, marital status, and educational qualifications, as well as their distribution across different types of hospitals. Findings reveal a diverse nursing workforce, with a majority being female (63.5%) and married (70.7%), and a notable presence of individuals holding GNM (41.1%) and BSc (28.3%) degrees. Moreover, turnover intentions are assessed using a turnover intention scale, revealing a nuanced perspective among participants. While many express low willingness to leave their current job and report relatively low levels of frustration, there is a noticeable inclination towards seeking new job opportunities, particularly driven by the desire for competitive salary packages.

**Keywords:** Nurses, Turnover intension, hospital care system, etc.

### Introduction

Nursing staff is the pivotal of medical care system, tirelessly caring for patients and ensuring their well-being is prime. But even amidst their unwavering dedication, the nursing profession grapples with a critical challenge; i.e., turnover. The situation is akin to a revolving door, where nurses continually leaving their jobs. This not only presents substantial challenges in upholding the quality of care but also poses significant threats to the overall stability of medical care system.

Imagine a hospital where nurses leave their jobs frequently, leaving behind gaps in patient care and putting tension on the remaining staff. It's akin to a jigsaw puzzle missing vital pieces, making it increasingly difficult to provide the level of care patients rightfully deserve. This turnover issue isn't just a concern—it's a perplexing challenge that healthcare administrators and policymakers urgently need to address.

#### 1. Employee Empowerment

Bowen and Lawler (1992) emphasized the significant relationship between Emotional Exhaustion (EE) and employees' intentions to leave their jobs. This feeling of being emotionally drained is more than just a personal struggle; it's a signal of a deeper issue in the workplace. By involving employees in decision-making processes, organizations can not only empower their workforce but also cultivate a stronger sense of commitment and responsibility among employees (Deepa & Resmi, 2017).

#### 2. Employee Turnover

Employee turnover, a critical concern in organizational management, refers to the phenomenon of employees leaving their current positions within a company and being replaced by new hires. It poses significant challenges to organizational effectiveness, productivity, and financial stability (Hom et al., 2017). High turnover rates can disrupt workflow, diminish morale, and incur substantial costs associated with recruitment, training, and lost productivity (Allen et al., 2017).

Research suggests that turnover can result from a variety of factors, including job dissatisfaction, lack of opportunities for career advancement, inadequate compensation, poor organizational culture, and limited work-life balance (Griffeth et al., 2000; Wang et al., 2020). Additionally, individual characteristics such as age, tenure, and job role may influence turnover intentions (Chang et al., 2020).

## **Literature Review**

Around the globe, employee turnover, especially among nursing staff of medical care system, is a big worry because it messes with how medical care is given and how stable hospitals are. Lots of research has looked into why nurses might want to leave their jobs, paying close attention to things like their personal details and how they see their work.

In a study, (Hayes et al., 2012, they really stressed how knowing about nurses' personal details can help predict if they might leave their jobs. They found that things like how old they are, whether they're male or female, if they're married, and how educated they are can all affect whether they want to stay or go. Likewise, in another study (Lin et al., 2019), they showed how these personal details can play a big role in whether nurses think about leaving. They said it's important to have strategies to keep nurses happy based on what makes each of them unique.

Researchers have looked deeply into how nurses feel about their jobs, their commitment to the organization, and how stressed they are, all of which can affect whether they want to leave. For instance, a study (Lu et al., 2018) found that nurses who really liked their jobs were less likely to think about leaving. And in another study (Zhang et al., 2020), they showed how being committed to the organization can make a big difference in whether nurses want to stay or go. They said it's crucial for organizations to create a supportive culture to help keep nurses around.

Moreover, lots of studies have talked about how stress from work can make nurses want to leave their jobs. For example, research by (Zhang & Feng 2017, and Liu et al., 2021), showed that when nurses feel stressed at work, they're more likely to think about leaving. This highlights how things like having too much work to do, not knowing exactly what's expected of them, and having problems with co-workers can all make it harder for nurses to want to stick around.

## **Research Methodology**

### **1. Research Design**

For this study, a quantitative approach called a cross-sectional research design is used. Basically, it means data was gathered from nurses working in hospitals in Lucknow, Uttar Pradesh. This method helped us understand how different factors, like a nurse's background and how they feel about their job. This gave us a good overall picture and helped us see if there are any patterns or connections between things like their age, gender, education, how satisfied they are with their job, and whether they're thinking about leaving or staying.

### **2. Participants**

The participants in this study consist of 325 nurses employed in various hospitals across Lucknow city. The inclusion criteria for participants include being currently employed as a nurse in a hospital and having at least one year of experience. Total 400 hundred of questionnaire were distributed and finally 325 completed questionnaires are considered for data analysis. Participants were selected using convenience sampling methods due to the accessibility of the population.

## Data Analysis & Interpretation

**Table 1 : Frequency and percentage distribution of socio-demographic variables of employed nurses in selected hospitals of Lucknow district, n=375.**

Parameters	Category	Frequency	Percentage %
Gender	Male	137	36.5
	Female	238	63.5
Age(Yrs)	20-25	32	8.5
	26-31	110	29.3
	32-37	93	24.8
	38-43	118	31.5
	44-48	17	4.5
	>49	5	1.3
Marital status	Unmarried	103	27.5
	Married	265	70.7
	Divorcee	4	1.1
	Widow	3	0.8
Qualification	ANM	35	9.3
	GNM	154	41.1
	BSc	106	28.3
	PBBSc	33	8.8
	MSc	45	12.0
	PhD	2	0.5
Government Hospitals (223)	Primary	69	18.4
	Secondary	78	20.8
	Tertiary	76	20.3

Table 1 shows that, by means of selective sampling and with their informed agreement, all registered nurses working in the clinical departments of particular hospitals in the Lucknow area between 2017 and 2022 who have more than a year of clinical experience are chosen as study participants. Primary, secondary, and tertiary hospitals are among the hospital types included in the government, private, and autonomous hospitals in the Lucknow district's "selected hospitals " based on the sample size calculation, 375 samples were included in total.

**Table 2: Assessing the turnover intentions using turnover intention scale**  
**Analysis of Likert scale for Turnover Intention scale**

S.No	Items	Mean	SD	Result
1.	You are willing to leave your job.	4.14	2.127	Low perception
2.	You feel frustrated with your job	4.54	2.065	Low perception
3.	You aspire of getting a new job at competitive salary package	4.87	2.129	High perception
4.	You think to search for a new job as per your needs.	5.13	2.151	High perception
5.	You feel the Covid 19 has accelerated the thought of leaving nursing jobs.	4.91	2.259	High perception

The table 2, shows, the survey results that evaluate people's opinions about their current work environment and their propensity to look for new employment chances are displayed in the table. Overall, the results point to a range of opinions among the participants. Although a sizeable percentage indicates that they would not be willing to quit their current position (Mean = 4.14, SD = 2.127) and that they are not very frustrated (Mean = 4.54, SD = 2.065), there is a discernible tendency to look for other employment options. Both the intention to actively seek new job based on personal needs (Mean = 5.13, SD = 2.151) and the desire for a competitive salary package are particularly strong (Mean = 4.87, SD = 2.129).

### Findings

- The turnover intentions of the nurses are assessed using a turnover intention scale, which measures various aspects of their perception towards their current job and their inclination towards seeking new job opportunities.
- The results show a nuanced viewpoint among the participants.
- While a considerable percentage expresses low willingness to leave their current job (Mean = 4.14) and reports relatively low levels of frustration (Mean = 4.54), there is a noticeable inclination towards seeking new job opportunities.
- The desire for a competitive salary package is particularly strong (Mean = 4.87), as is the intention to actively search for new employment based on personal needs (Mean = 5.13).
- The influence of the Covid-19 pandemic on turnover intentions is apparent, as a significant number of individuals express that it has hastened their consideration of leaving nursing job (Mean = 4.91).
- When it comes to age, there's quite a mix, with the highest number falling into the 26-31 age bracket (29.3%).
- As for qualifications, there's a diverse range, with a significant portion holding GNM (41.1%) and BSc (28.3%) degrees. This shows a mix of educational backgrounds among the nursing staff.

## Conclusion

In Lucknow, the nurses represent a wonderfully diverse group, covering a wide range of backgrounds. From gender to age, marital status to educational qualifications, there's a rich tapestry of individuals contributing to healthcare. It's fascinating to see the mix of educational paths they've taken, with many holding degrees like GNM and BSc, showing a blend of expertise and experience. What's particularly striking is how nurses are spread across various hospitals in Lucknow. This diversity of settings—from primary care to advanced tertiary facilities—reflects the complexity of healthcare delivery in the district.

It's also interesting to note the distribution of nurses across different types of hospitals. We found that nurses are spread across various government hospitals, including primary, secondary, and tertiary facilities. This diversity in healthcare settings gives us a glimpse into the varied landscape of healthcare services in Lucknow district.

By knowing who these nurses are, where they come from, and what they bring to the table, we can allocate resources more efficiently and develop targeted strategies to support and empower this invaluable group of healthcare professionals.

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