

The Impact of Job Satisfaction, Workload, and Quality of Work Life on Turnover Intention to the Polyclinic Medical Team at Dr. Hardianus Sinaga General Hospital, Samosir Regency

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ABSTRACT

The impact of quality of work life, workload, work fulfillment, on turnover purposeful within the restorative group of the polyclinic unit at Dr. Hardianus Sinaga Common Clinic, Samosir Rule. The sort of investigate utilized is quantitative, utilizing information within the shape of numbers or amounts to test theories, clarify the relationship between factors, or depict wonders dispassionately. The number of tests in this consider was 34 medical attendants within the polyclinic unit of Dr. Hardianus Sinaga Common Clinic. The comes about of the ponder appeared that the quality of work life mostly had no impact and was not critical on turnover purposeful at Dr. Hardianus Sinaga Pangururan Common Clinic, workload in part had a critical impact on turnover deliberate at Dr. Hardianus Sinaga Pangururan Common Healing center, work fulfillment somewhat did not have a critical impact on turnover purposeful at Dr. Hardianus Sinaga Pangururan Common Healing center. The comes about of the consider appeared that the quality of work life, workload, and work fulfillment essentially affected turnover purposeful at Dr. Hardianus Sinaga Pangururan Common Clinic, Samosir Rule. The comes about appeared that the quality of work life, workload, and work fulfillment impacted turnover deliberate by 51.2%.

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INTRODUCTION

The way a business manages its people has a significant impact on its success. This may be because an organization cannot function without human support. When it comes to organizational development, human resources are the most important factor in determining how long a business will survive. An organization's success is also determined by its human resources. It is the responsibility of organizations to manage the human resources at their disposal in a manner that promotes the organization's success and well-being. In this way, the caliber of an organization's human resources influences its operational success. Therapeutic staff, especially the therapeutic group, are essential in the context of a recovery center. To ensure the best possible outcomes for their well-being, patients must get excellent care that is delivered with skill.

Dr. Hardianus Sinaga Healing center Samosir must comprehend these components as a healthcare benefit supplier in arrange to control and lower doctor turnover eagerly and improve understanding care quality. The reason of this consider is to look at the affect of work fulfillment, workload, and quality of work life on

the deliberate to take off the polyclinic therapeutic group at Dr. Hardianus Sinaga Clinic in Samosir Rule. The creator pre-surveyed 20 individuals of the therapeutic staff from Dr. Hardianus Sinaga Common Hospital's Polyclinic Unit in arrange to decide the genuine nature of the issue. The pre-survey results for the 20 medical team members who participated from the polyclinic unit of Dr. Hardianus Sinaga Hospital Samosir are as follows. The workload variable displays a more alarming number based on the percentage results. The average number of respondents who responded "Yes" to this variable was 12 (60%), whereas the average number of respondents who responded "No" was 8 (40%). According to this research, most respondents experience high levels of physical, mental, and time demands at work. The wellbeing of every employee may benefit from this. The comes about of the preparatory workload overview appear that the rate of respondents who replied "Yes" to the workload variable is more concerning. The normal number of respondents who replied "Yes" to this variable was 12 individuals (60%), whereas the normal number of respondents who replied "No" was 8 individuals (40%). This information demonstrates that the larger part of respondents feel noteworthy work-related push, both in terms of physical, mental, and time requests. This might have a positive affect on the well-being of all workers. The comes about of the pre-survey on work fulfillment appear that 10 respondents (48%) replied "Yes" and 10 respondents (52%) replied "No," showing that there are still issues with respect to work fulfillment. As it were 40% of respondents are fulfilled with their connections with colleagues. 40% expressed that working conditions don't bolster their execution.

METHOD

This ponder utilizes a quantitative approach, which employments numerical information to portray occasions, test theories, and clarify variable connections through measurable investigation. At Jl. Dr. Hadrianus Sinaga Number 86, Pintusona Town, Pangururan, Samosir Rule, Dr. Hardianus Sinaga Common Clinic is the ponder location.

RESULTS

This ponder included 35 respondents, comprising of 7 guys (20%) and 28 females (80%). This implies that the respondents who filled out the survey were transcendentally female, as therapeutic callings, particularly nursing, are regularly related with maternal qualities, sympathy, and compassion—characteristics that are by and large related with ladies.

Table 1. Multiple Linear Regression Analysis
Coefficients^a

	Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
		B	Std. Error			
1	(Constant)	19.596	8.538		2.295	.029
	Quality work life	.287	.150	.329	1.912	.065
	Workload	.412	.194	.368	2.120	.004
	Work satisfaction	-.079	.128	-.086	-.612	.002

a. Dependent Variable: Turnover Intention

Examination to test the impact of free factors on subordinate factors. This consider employments a different relapse condition in analyzing the information. Table 1, yields the different direct relapse condition:

$Y = 19.596 + 0.287X_1 + 0.412X_2 - 0.079X_3$, Based on this condition, it is depicted :

1. The stable (a) of 19.596 indicates that the turnover deliberate esteem is 19.596 if the quality of work life, workload, and work fulfillment in this study are 0.
2. The quality of work life relapse coefficient is 0.287, which indicates that if quality of work life increases by one unit, turnover will decrease by 0.287 units.
3. The relapse coefficient for workload is 0.412, which indicates that turnover intentionally increases by 0.412 units in the unlikely event that the workload increases by one unit.
4. The relapse coefficient for job fulfillment is -0.079, which indicates that turnover will decrease by -0.079 units for every unit increase in work fulfillment.

Table 2. Hypothesis Testing Partial Influence Significance Test Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	19.596	8.538		2.295	.029
Kualitas Kehidupan Kerja	.287	.150	.329	1.912	.065
Beban Kerja	.412	.194	.368	2.120	.004
Kepuasan Kerja	-.079	.128	-.086	-.612	.002

a. Dependent Variable: Turnover Intention

The taking after results were achieved :

1. It is decided that halfway work-life quality has no impact and isn't critical on turnover deliberate since the t-count esteem for work-life quality is $1.912 < t\text{-table } 2.039$ and the sig esteem is $0.65 > 0.05$.
2. Given that the sig esteem is $0.04 < 0.05$ and the t-count esteem for workload is $2.120 > t\text{-table } 2.039$, it can be said that fractional workload altogether impacts turnover purposeful.
3. Given that the t-count esteem for work fulfillment is $-0.612 < t\text{-table } 2.039$ and the sig esteem is $0.02 < 0.05$, it can be said that there's no critical relationship between fractional work joy and the crave to take off.

Table 3. Simultaneous Significance Test (F-Test)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	148.761	3	49.587	7.002	.001 ^b
	Residual	219.524	31	7.081		
	Total	368.286	34			

a. Dependent Variable: Turnover Intention

b. Predictors: (Constant), Job satisfaction, quality of work life, workload

Given that the F-count value is $7.002 > F\text{-table } 2.91$ and the Sig value is $0.001 < 0.05$ in Table 4.16, it can be said that job satisfaction, workload, and work-life quality all have an impact on turnover intention at the same time.

Table 4. Coefficient of Determination Analysis

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.745 ^a	.555	.512	.214382394639484

a. Predictors: (Constant), Kepuasan kerja, Kualitas kehidupan kerja, Beban kerja

b. Dependent Variable: Turnover Intention

The coefficient of assurance (R²) indicates how much free components account for subordinate elements.

Table 4 shows that the balanced R-squared, also known as the coefficient of assurance, is 0.512. Work-life balance, workload, and job satisfaction had a 51.2% impact on intentional turnover, according to this result, with other factors or reasons accounting for the remaining 48.8%.

Impact of Work-Life Quality on Turnover Purposeful, The discoveries demonstrate that fractional work-life quality has no impact and isn't critical on turnover deliberate at dr. Hardianus Sinaga Common Healing center, Samosir Rule. This finding is steady with the discoveries of Sumarni and Dwi H (2024), which state that medical caretakers with moo work-life quality have a better turnover deliberate. This finding proposes that variables inside work-life quality, such as work-life adjust, work environment, and worker acknowledgment, don't specifically impact employees' crave to take off the organization. This result can be due to other variables that are more overwhelming in impacting turnover deliberate, such as compensation, career openings, or connections with bosses. Also, workers may as of now have tall devotion to the healing center, so viewpoints of work-life quality are not a essential thought within the choice to remain or take off.

Workload's Impact on Intention to Leave, the results show that in Dr. Hardianus Sinaga General Hospital in Samosir Regency, workload significantly influences turnover intention to a partial extent. This result is in line with Rasi & Octo's (2021) findings that a high workload raises nurses' intentions to leave their jobs. According to this research, staff are more likely to think about quitting the hospital if they perceive their

workload to be higher. An excessive workload leads to stress, decreased job satisfaction, and physical and mental exhaustion.

Job Satisfaction's Impact on Intention to Leave, The results show that in Dr. Hardianus Sinaga General Hospital in Samosir Regency, partial work satisfaction has no bearing on the decision to leave. This result is in line with Qanitah & Indahyatu's (2022) findings that turnover intention and salary satisfaction are negatively correlated, with the higher the turnover intention rate for nurses, the lower the degree of salary satisfaction.

CONCLUSION

These conclusions are drawn from the study's goals and the outcomes of the discussion:

1. At dr. Hardianus Sinaga General Hospital in Samosir Regency, work-life quality has little to no impact on employees' intentions to leave.
2. At dr. Hardianus Sinaga General Hospital in Samosir Regency, workload significantly and partially influences turnover intention.
3. At dr. Hardianus Sinaga General Hospital in Samosir Regency, job satisfaction significantly influences turnover intention while having a partly zero effect.
4. At dr. Hardianus Sinaga General Hospital in Samosir Regency, work-life balance, workload, and job satisfaction all have an impact on and are important factors in turnover intention.
5. Job satisfaction, workload, and work-life balance can influence turnover intention by 51.2%, whereas other variables or factors account for 48.8% of the total.

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