



TURNOVER INTENTION AMONG NURSES ARE CAUSED BY WORK ENVIRONMENT FACTORS AND WORK-FAMILY CONFLICT

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Abstract

With the high turnover rate in type C hospitals in Purwokerto which reaches 15-20% every year, researchers are interested in finding out more about the effect of the work environment on turnover intention, the effect of work-family conflict on turnover intention, and whether there is a mediating effect of work-family conflict on turnover intention. This research uses a quantitative approach. The respondents of this study were nurses in type C hospitals in Purwokerto, with a population of 185 nurses with a sample of 140 which was calculated using the slovin formula with a 10% margin of error. Respondents of this study were dominated by women. Respondents were on average 20-25 years old. The sampling technique used is quota sampling by setting quotas based on the proportion of each hospital. This research uses the Structured Equation Modeling (SEM) application based on Partial Least Square (PLS). The final result of this study is that the work environment and work-family conflict both have a significant effect on turnover intention because the P-value value shows <0.05 . And the results of mediation show that work-family conflict can mediate the relationship between work environment and turnover intention with a significance value of 0.040.

Index Terms- work environment, work-family conflict, turnover intention.

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 et al., 2020). 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 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, the phenomenon that occurs

that the high turnover rate in nurses in Type C Hospitals in Purwokerto, and several research references, the researcher is interested in conducting further research on the relationship between the work environment, work-family conflict, and turnover intention in nurses. Researchers took the research title, namely the Effect of Work Environment on Nurse Turnover Intention with Work-Family Conflict as a Mediating Variable in Three Type C Hospitals in Purwokerto

LITERATURE REVIEW

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 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 to 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. 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., 2020). According to some, the work environment is a non-financial 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 (Akeem Adewale 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, (2019) 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.

1. 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 Work-Family Conflict.

2. 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 involment 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 Zainourudin et al., (2021). 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.

3. 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

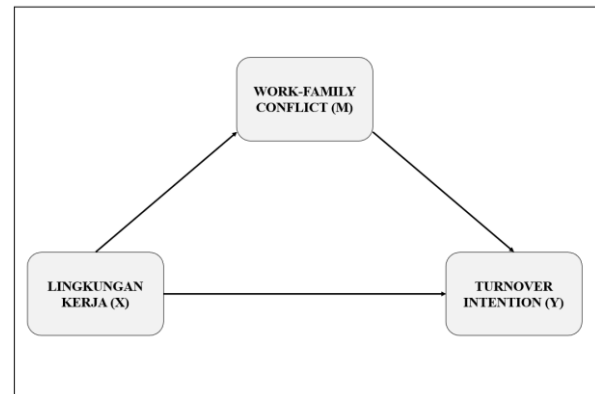
roles which are important sources of stress which may come from work or family. (Bajaba et al., 2022). Study Harun et al., (2022) stated if WFC is a significant mediator in the relationship between role stress and turnover intention. Turnover intention is often closely related to a stressful job environment 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 et al., 2020).

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 never-ending 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' 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.



Gambar 1.1 1 Conceptual Framework

RESEARCH METHODS

This research used a quantitative approach. The research was conducted in type C hospitals in Purwokerto, with a population of 185 nurses with a sample of 140 which was calculated by the slovin formula plus a 10% margin of error. The data collection technique used was proportional quota sampling by setting a quota based on the proportion of each hospital (Suroya et al., 2023). Data collection techniques with a questionnaire distribution system using a five-point Likert scale that ranges from 1 = strongly disagree, to 5 = strongly agree. Turnover intention was measured using a modified five-item size scale based on Abdou et al., (2022); Blomme et al., (2008); Jung et al., (2021). The WFC scale is measured by 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). While the work environment scale is measured on a scale of 8 which is modified from Abdou et al., (2022); Arnoux-Nicolas et al., (2016); Kusluvan et al., (2010), raised and used to identify perceptions work environment. This research uses Structured Equation Modeling (SEM) application based on Partial Least Square (PLS).

Study used a quantitative approach. This research was conducted on nurses in type C hospitals in Purwokerto, with a population of 185 nurses with a sample of 140 which has been calculated by the slovin formula plus a 10% margin of error. The sampling technique used quota sampling by setting quotas based on the proportion of each hospital. Data collection techniques with a questionnaire distribution system using a five-point Likert scale that ranges from 1 = strongly disagree, to 5 = strongly agree. TI was measured using a modified five-item size scale based on (Abdou et al., 2022; Blomme et al., 2008; Jung et al., 2021). The WFC scale is measured by a 9-item scale adopted from (Abdou et al., 2022; Carlson et al., 2000; Shin & Jeong, 2020; Van Selm & Jankowski, 2006; I. A. Wang et al., 2017). While the work environment scale is measured on a 9 scale which is modified from (Abdou et al., 2022; Arnoux-Nicolas et al., 2016; Kusluvan et al., 2010), adapted and applied to identify perceptions of the work environment. The software used to process data in this study is SMART PLS.

FINDING AND DISCUSSION

1. Finding

1.1. Demographic Findings

The distribution of respondents in each hospital was carried out evenly according to the quota sampling method. Most questionnaires were filled out by women. Most respondents were aged 20-25 years. Diploma (D3) is the dominating educational level of respondents. The length of work of most respondents is more than 3 years. And most respondents came from nurses who were in specialized nursing.

Table 1 Descriptive Analysis

Identity	Group	Frequency	Percentage
Agency	RS Ananda	40	30%
	RS Islam	74	55%
	RSIA Budhi Asih	6	5%
	RSIA Bunda Arif	20	10%
Age	20-25 years old	51	37%
	26-30 years old	50	36%
	>30 years old	39	27%
Gender	Female	100	71%
	Male	40	29%
Status	Married	86	61%
	Not Married	54	39%
Last Education	Diploma (D3)	84	60%
	Sarjana (S1)	18	13%
	Profesi	38	27%
length of work	<1 year	29	21%
	1-3 year	44	31%
	>3 year	67	48%
Placement	Specialized nurses	64	46%
	Outpatient	17	42%
	Inpatient	59	12%

Source: Data processed by researchers

1.2 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%.

1.3 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.

Table 2 Loading Factor

Variable	Loading Factor

Turnover Intention

TI1	I am seriously considering leaving mycurrent job.	0.828
TI2	Maybe I will try to find a new job next year.	0.907
TI3	I would choose to work in another job if I had the option to choose again.	0.894
TI4	I have already found a job elsewhere.	0.767
TI5	I will quit this company if things get a little worse than they are now.	0.823

Work-Family Conflict

WFC1	Work takes me away from my family because I am more active than I should be.	0.751
WFC2	Due to long working hours, I was not able to participate equally in family duties and activities.	0.796
WFC3	Work is exhausting so I participate less in family activities/responsibilities.	0.813
WFC4	I get emotional when I come home from work and this stops me from contributing to my family.	0.729
WFC5	Due to the pressure of work, I shift the burden to my family.	0.719
WFC6	The problem-solving techniques I use at work don't work for solving problems at home.	0.765
WFC7	The commitments I make at work (e.g. changing my working hours) will be unproductive at home.	0.782
WFC8	Domineering behavior at work does not help me become a better parent or husband.	0.775

Work Environment

WE1	I feel uncomfortable with my working conditions (equipment, lighting, ventilation, noise).	0.805
WE2	I feel insecure at work (difficulty finding stable employment).	0.831
WE3	I feel my working hours are irregular and inflexible, including shifts and working at night and weekends.	0.822
WE4	I feel I lack social support when needed.	0.846
WE5	I have a hostile working relationship with my coworkers.	0.753
WE6	I feel there is no employee empowerment and participation where I work.	0.792
WE7	I feel there is unfairness and inequality from managers/superiors when dealing with staff.	0.812
WE8	I work under pressure with different cultures.	0.831

Source: Data processed by researchers

1.2 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 Reliability and Validity

	Cronbach's Alpha	rho A	Composite Reliability	Average Variance Extracted (AVE)
Turnover Intention	0.899	0.901	0.926	0.715
WFC Work Environment	0.906	0.909	0.923	0.573
	0.921	0.927	0.935	0.619

Source: Data processed by researchers

1.2 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

	Original Sample (O)	T Statistics (O/STDEV)	P Values	Result
LK=> TI	0.376	2.186	0.029	Hypothesis Supported
LK=>WFC	0.693	10.054	0.000	Hypothesis Supported
WFC=> TI	0.337	2.094	0.037	Hypothesis Supported

Source: Data processed by researchers

Table 5 Specific Indirect Effect

	Original Sample	T Statistics	P Values	Result
LK=>WFC=>TI	0.234	2.059	0.040	Hypothesis Supported

Source: Data processed by researchers

2. 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 Based on 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 Work-Family 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 & Ghiselli, (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 co-workers 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.



CONCLUSION

The number of respondents from this study was 140 nurses from 4 Type C Hospitals in Purwokerto. Respondents were on average 20-25 years old with the length of work of most respondents more than 3 years. And most respondents came from nurses who were in specialized nursing. The purpose of the research was to determine the effect of work environment on turnover intention and work-family conflict as a mediating variable in type C hospital nurses in Purwokerto. The final result of this study is that work-family conflict can significantly mediate the effect of work environment on turnover intention. It can be said that the work environment can affect the occurrence of WFC due to changes in the attitude of nurses who experience job demands, lack of resources, job insecurity, cultural differences, irregular working hours in their work environment so that it could increase turnover intention in nurses. The work environment and WFC also has a significant effect on turnover intention. Likewise, the work environment significantly affects WFC. Reduced employee turnover is possible with a work environment that is family-friendly and includes loose work regulations, worker assistance programs, family health insurance, supportive work/family culture, and laid-back coworkers. The research is identical to the study carried out by Abdou et al., (2022) in the hospitality sector which reveals that the perception of work environment hospitality direct impact employee turnover intention through WFC which Partially mediate relationships between research components.

RECCOMENDATION

The study has limitations that only concentrate on the Work-Family Conflict variable as a mediator in the relationship between nurses' Work Environment and turnover intention. WFC as mediation may be a reference for future research. Another limitation is that this research only examines the nursing sector, and in the future, it can be carried out in other sectors such as the hospitality sector or the industrial sector if it is going to conduct similar research.

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