

PROACTIVE PERSONALITY, RECOVERY EXPERIENCES, STRESS, AND TURNOVER INTENTION OF REGISTERED NURSES

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ABSTRACT

Our study of 3,118 RNs from the state of Minnesota, USA shows that recovery experiences—relaxation, mastery, psychological detachment, and control—all have significant impacts on the proactive personality/behavior of RNs. Proactive personality/behavior has a significant and negative impact on perceived stress. Perceived stress has a significant and positive impact on turnover intention. Our results provide evidence that employers have the ability to reduce RNs turnover by working to eliminate stressors in the RNs work environment. This information can be used to help create an effective management intervention designed to decrease turnover intention.

Employers and society both benefit from decreased turnover. The COVID-19 pandemic has resulted in employers incurring increasing turnover costs from recruiting, selecting, and training replacements for those RNs who quit. RNs are a major factor in successful outcomes for patients, providing a majority of direct patient care. In a study of 665 hospitals in the United States that included 1,262,120 patients [1] reported that a shortage of RNs contributed to increased workloads that resulted in a 3% increase in patient deaths and failures-to-rescue. The shortage of RN staff impacts quality and quantity of health care for hospitalized patients

PURPOSE.

Our work addresses an important people issue that is fundamental to both the quantity and quality of healthcare available—retaining nurses (RNs) and the overall supply of nurses. We examine many of the factors that impact the probability that RNs leave nursing, particularly before retirement age. Our study examines the impact on turnover intentions of nurses of workplace demands, stress, and proactive personality.

DESIGN/METHODOLOGY.

Data for our study was a sample of RNs from the state of Minnesota, USA that was collected via an electronic survey in Qualtrics. We had 3,118 responses with data available for this analysis. Structural equation model was estimated using AMOS [2].

FINDINGS.

Our preliminary findings show that recovery experiences, relaxation, mastery, psychological detachment, and control, all have significant impacts on the proactive personality/behavior of RNs. Proactive personality/behavior has a significant and negative impact on perceived stress. Perceived stress has a significant and positive impact on turnover intention.

TABLE 1
Standardized regression coefficients from the structural model

Predictor	Dependent variables		
	Proactive	Perceived stress	Turnover intention
relax	-0.131***		
mastery	0.443***		
psychological detachment	-0.091***		
control	0.198***		
proactive control		-0.080***	
Perceived stress		-0.707***	
			0.126***
Overall model fit statistics:			
Tucker-Lewis Index (TLI) = 0.998**			
comparative-fit-index (CFI) = 0.999**			
root mean squared error of approximation (RMSEA) = 0.014**			

***p ≤ .001. **p ≤ .01. *p ≤ .05.

Research limitations/implications.

Our data was collected from one state in one country. This means its' generalizability may be limited. However, given the size of the sample and inclusion of urban, smaller town, and rural nurses of all ages, degree types, and job tenure, most generalizations are appropriate.

Social implications.

The largest number of health professionals in most any healthcare system is RNs, who play a critical role in providing medical care and successful outcomes for patients. Therefore, it is important for employers to understand that encouraging RNs to engage in recovery experience combined with making changes that will decrease the stress RNs experience at work, can decrease the intention to leave their employer. Our results provide evidence that employers have the ability to reduce RNs turnover by working to eliminate stressors in the RNs work environment. This information will be useful in helping create an effective management intervention designed to decrease turnover intention.

Keywords: nurse, turnover, proactive personality, recovery experience

References

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- [2] Arbuckle, J. L. (2014). Amos (Version 27.0) [Computer Program]. Chicago: IBM SPSS.