

THE AFFECTING FACTORS TO THE RESIGNATION RATE OF THE OMNI HOSPITALS FRONT OFFICE STAFF

ABSTRACT

As a qualified health care center with the best health care services, especially in Neurosurgery, Orthopedic, Cardiology and Kawasaki, OMNI Hospitals Management has faced some problems, such as: the increasing numbers of employees' resignation (Front Office Staff). The increasing numbers of employees' resignation (Front Office Staff) is assumed to be affected by some factors, such as: financial compensation, job satisfaction and employee commitment to the organization.

To analysed those problems, a double regression analysis by a SPSS program is used. The samples taken from 40 employees based on the census, with service period more than 3 months. The objective of this analysis is to detect the factors affected the increasing numbers of employees' resignation (Front Office Staff).

Simultaneously, those three independent factors (financial compensation, job satisfaction and employee commitment to the organization) affect only a part of turnover intentions, as evidenced by the coefficient of determination of 0.510 or 51%. The job satisfaction factor is the most dominant factor affecting the turnover intentions. This evidenced by the value of the highest beta coefficient that is equal to -0.409 or 40.9%.

As a conclusion, the result of this research has captured that those 3 factors, financial compensation, job satisfaction and employee commitment to the organization, affected the increasing numbers of employees' resignation (Front Office Staff). The most affecting factor (dominant factor) is the job satisfaction, followed by the financial compensation and the last is employee commitment. Thus, it can be said that in addition to the three independent factors, there are still other factors affect the turnover intentions the employee had not been examined by the researchers.

Keyword: financial compensation, job satisfaction, employee commitment to the organization and turnover intentions.