Nursing Workplace Bullying and Turnover Intention: An Exploration of Associated Factors at a Medical Center in Southern Taiwan

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Abstract

Background: The chronic shortage of nursing staffs in hospitals continues to increasingly and negatively impact the ability of medical care systems to deliver effective care and ensure the safety of patients. Bullying is one factor known to exacerbate turnover in the nursing workplace.

Purpose: This study explores workplace bullying and turnover intention among nurses working at a medical center in Southern Taiwan.

Methods: A cross-sectional and correlation research design was conducted using the Negative Acts Questionnaire-Revised (NAQ-R) and the Turnover Intention Questionnaire. A convenience, purposive sample of 708 nurses was recruited. Inclusion criteria included: holding an RN license, able to communicate in both Mandarin and Hokkiense, > 6 months of clinical experience, and an NAQ-R score higher than 23. Data were analyzed using SPSS19.0 software.

Results: Approximately 85% of participants had experienced some degree of workplace bullying during the previous 6-month period. The trend of the turnover intention tended to the right at a high degree. A moderate, positive, and significant correlation was found between turnover intention and bullying total scores ($r = .39, p < .05$). Multiple regression showed bullying as the most important predictor of turnover intention (15.10%).

Conclusions /Implications for Practice: Based on our findings, we suggest that nurses should enhance their awareness of the negative consequences of workplace bullying. Furthermore, hospitals should implement appropriate mechanisms to decrease the phenomenon of inter-staff bullying, improve the nursing workplace environment, and reduce the rate of turnover intention.

Key Words: bully, nursing workplace, turnover intention.