

## An Empirical Study of Effecting Welfare Benefits on Turnover Intention: Focused on Caregivers

Young Kim<sup>1</sup>, Ha-Kyun Kim<sup>2</sup>

<sup>1</sup>Doctoral Student of Graduate School of Information Systems, Pukyong National Univ. 45, Yongso-ro, Nam-Gu, Busan, Korea,

<sup>2</sup>Professor (Corresponding Author) of Division of Business, Pukyong National Univ. 45, Yongso-ro, Nam-Gu, Busan, Korea  
<sup>1</sup>bmswc@hanmail.net, <sup>2</sup>kimhk@pknu.ac.kr

### Abstract

*This research empirically examined the effect of welfare benefit on turnover intention of elderly nursing homes. Hypothesis 1 is partially adopted. First, funding support had no significant influence on job satisfaction. Second, cultural support had a significant effect on job satisfaction. Third, life support had a significant influence on job satisfaction. Fourth, facility support had a significant influence on job satisfaction. Fifth, health support had no significant influence on job satisfaction. Hypothesis 2 was adopted. Sixth, job satisfaction had a significant influence on reducing to turnover intention.*

**Keywords:** *Funding support, Cultural support, Welfare benefits, Job satisfaction, Turnover intention.*

### 1. Introduction

Long-term care services for the elderly are service programs that take care of the elderly using human resources. Various occupations such as social workers, physiotherapists, occupational therapists, etc. provide nursing care services directly as service personnel. In particular, caregivers play a key role in determining the quality of long-term care services for the elderly in that they plan physical, mental and psychological care of the elderly and provide systematic and final services based on their expertise [1]. There is a need for the implementation of various welfare benefits measures and the improvement of work satisfaction for strengthening the motivation to work and inducing long-term service for the professional performance of the caregiver. The purpose of this study is to analyze the effects of welfare benefits for caregivers to suggest effective human source management plans for caregivers.

The main purpose of this research is to investigate the effects of welfare benefit on job satisfaction and turnover intention. As a result of looking over previous studies, numerous studies divided welfare benefit into funding support, cultural support, life support, and facility support. Welfare benefit focused on job satisfaction and Turnover Intention in many researches. In this research, empirical analysis was conducted after reviewing previous studies on welfare benefit, job satisfaction and turnover intention. Funding support, cultural support, life support, and facility support were selected as welfare benefit. The important purpose of this study is showed. First, this paper empirically analyzes whether welfare benefit has a significant

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influence on job satisfaction. Second, this study empirically analyzes whether job satisfaction significantly have emotional impact turnover Intention.

## 2. Theoretical background

### 2.1. Welfare benefit

The good welfare benefits are known to have a positive effect on workers' work efficiency and quality of life [2].

### 2.2. Job satisfaction

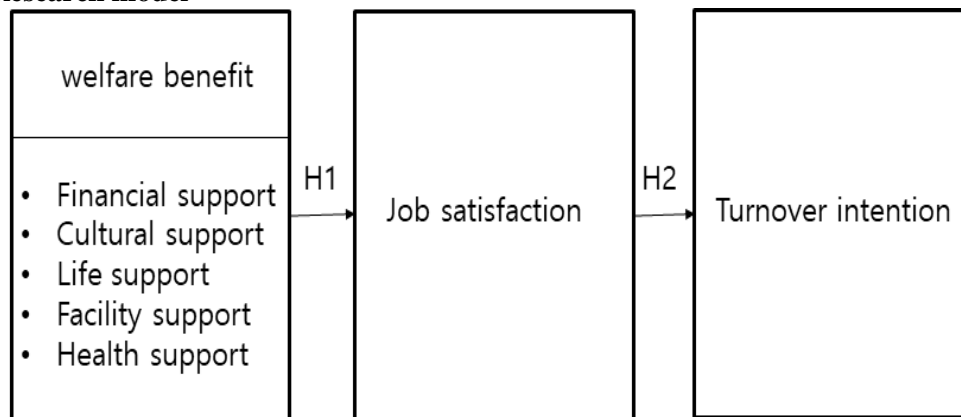
A job satisfaction is the important reason for predicting turnover intentions, the importance of the study is emphasized [3].

### 2.3. Turnover intention

A turnover means a worker leaves his or her organization. At this time, it can be distributed voluntary turnover and involuntary turnover according to the employee's voluntary[4].

## 3. Research design

### 3.1. Research model



This paper emphasis on examining the effects of welfare benefits (financial support, cultural support, life support, facility support, health support) on turnover intention for caregivers. Founded on the prior examination, the research model is offered in [Figure 1].

Figure 1. Research Model Turnover

### 3.2. Research hypothesis

#### 3.2.1. Hypothesis on welfare benefit and job satisfaction:

The following hypotheses were set as the factors that affect the welfare benefits of the nursing care guardian.

Hypothesis H1: Welfare benefits have a significantly positive influence job satisfaction.

Hypothesis H1-1: Funding support have a significantly positive influence job satisfaction.

Hypothesis H1-2: Cultural support have a significantly positive influence job satisfaction.

Hypothesis H1-3: Facility support have a significantly positive influence job satisfaction.

Hypothesis H1-4: Life support have a significantly positive influence job satisfaction.

Hypothesis H1-5: Health support have a significantly positive influence job satisfaction.

### 3.2.2. Hypothesis on job satisfaction and turnover intention:

A number of previous studies on job satisfaction of service quality of caregivers have been conducted, but studies on the welfare benefits on job satisfaction and turnover intention of caregivers have been insufficient [5].

Hypothesis H2: Job satisfaction have a significantly negative influence turnover intention.

### 3.3. Empirical Analysis and Results

#### 3.3.1. Analysis method of data:

For the analysis of the survey, the structural model used Smart PLS 2.0. Concentration validity checks factor loading, compositional reliability (C.R.) and variance extraction index (AVE) of each factor. In general, factor loading value is 0.6 or more, configuration reliability value is 0.7 or more and variance extraction index value is 0.5 or more.

The discriminant validity has no problem in discriminant validity since the square root value of the variance extraction index is compared with the correlation coefficient.

Table 1. Reliability and Internal Consistency

Variables	Factor Loading	AVE	C. R.	Cronbach's $\alpha$
Financial support	0.847	0.746	0.898	0.831
	0.885			
	0.859			
Cultural support	0.844	0.787	0.917	0.864
	0.898			
	0.917			
Life support	0.531	0.626	0.834	0.702
	0.029			
	0.952			
	0.788	0.397	0.558	0.614
	0.790			
	0.796			
	0.781	0.690	0.870	0.776
	0.870			
0.839				
Job satisfaction	0.888	0.786	0.936	0.909
	0.868			

	0.908			
	0.881			
	0.860	0.634	0.874	0.809
	0.787			
	0.784			
	0.750			

Table 2. Correlation and Discriminant Validity

Variables	AVE	1	2	3	4	5	6	7
Financial support	0.746	<b>0.864</b>						
Cultural support	0.787	0.827	<b>0.887</b>					
Life support	0.626	0.557	0.493	<b>0.791</b>				
Facility support	0.397	0.542	0.435	0.555	<b>0.630</b>			
Health support	0.690	0.648	0.681	0.617	0.526	<b>0.831</b>		
Job satisfaction	0.786	0.610	0.609	0.576	0.563	0.601	<b>0.887</b>	
Turnover intention	0.634	-0.494	-0.491	-0.337	-0.405	-0.439	-0.670	<b>0.796</b>

3.3.2. Verification of research model:

Smart PLS 2.0 was used for the structural model. Through the structural model, the path coefficient and the coefficient of determination ( $R^2$ ) between the variables were derived in research model. The coefficient of determination ( $R^2$ ) for job satisfaction (0.527) and turnover intention (0.450) was 'high'.

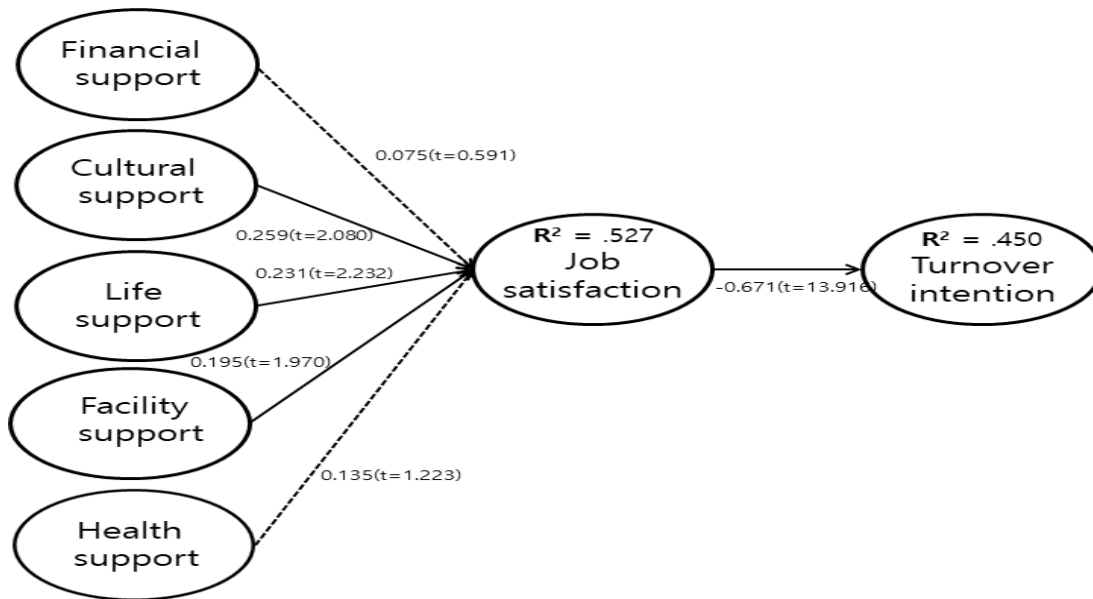


Figure 2. The Results of Research Model

Hypothesis H1-1, “financial support has a significantly positive influence job satisfaction” was rejected, because it was not statistically significant ( $\beta = 0.075$ ,  $t = 0.591$ ,  $p < 0.05$ ).

In hypothesis H1-2, cultural support was found to have a significantly influence job satisfaction ( $\beta = 0.259$ ,  $t = 2.080$ ,  $p < 0.05$ ). Among the factors of welfare benefits of cultural support effect on job satisfaction.

Hypothesis H1-3, facility support had a significant influence job satisfaction ( $\beta = 0.231$ ,  $t = 2.232$ ,  $p < 0.05$ ). Among the factors of welfare benefits of facility support effect on job satisfaction.

Hypothesis H1-4, life support had a significant influence job satisfaction ( $\beta = 0.195$ ,  $t = 1.99$ ,  $p < 0.05$ ). Among the factors of welfare benefits of life support effect on job satisfaction.

Hypothesis H1-5, hypothesis that “health support has a positively influence job satisfaction” was rejected, because it was not statistically significant ( $\beta = 0.135$ ,  $t = 1.223$ ,  $p < 0.05$ ).

Hypothesis H2, Job satisfaction and turnover intention ( $\beta = -0.671$ ,  $t = 13.916$ ,  $p < 0.05$ ) of had a significant effect. The intention to turnover decreases as they are satisfied with their job and working environment.

#### 4. Conclusion

In order to emphasize the importance of welfare benefits for caregivers, the empirical study examined the effects of welfare benefits on job satisfaction and turnover intention. Hypothesis 1 was partially rejected. Among the five components of welfare benefits, funding, cultural support, living support, facility support, and health support, funding and health support had no significant impact. In the case of funding, there are not many facilities that provide realistic support for caregivers, and caregivers with high employment rates for middle-aged and old-age women tend to lower their cash benefits. In addition, the National Health Insurance and the Industrial Accident Compensation Insurance provide sufficient safety devices for non-working and sickness in the workplace, so that additional health support does not have a significant effect on job satisfaction [6].

The results are as follows. First, welfare benefits for caregivers have a positive influence job satisfaction. Higher welfare benefits lead to higher job satisfaction. The rankings should be in order to strengthen welfare benefits for cash benefits in the order of cultural support, life support, facility support, health support, and funding. Second, the job satisfaction of caregivers has a significantly negative influence turnover intention. Increasing job satisfaction will be make decreasing the intention of turnover. In order to rising the job satisfaction of caregivers, it is essential to provide role recognition and systematic support to enhance psychological satisfaction and self-esteem according to their professional role performance, and to actively improve various external factors that cause stress [7]. Third, welfare benefits for caregivers have a negative influence turnover intention. Increasing benefits for caregivers will worsen the intention to turnover [8], Increasing cultural support among the five components of welfare benefits will lower the intention to turnover.

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