

Why does Organizational Support Increase Nurses' Intention to Stay?

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Abstract:

Nurses play a critical role in the healthcare system, and the global shortage of nursing staff has become increasingly severe, especially following the COVID-19 pandemic. Nurses are now facing significant increases in work-related stress and burnout, making it crucial to explore ways to enhance their stay intention. The main objective of this study is to examine the impact of organizational support on nurses' intention to stay and to assess whether perceived stress and resilience mediate this relationship. The results indicate that organizational support significantly enhances nurses' intention to stay and further strengthens intention to stay by boosting resilience. However, organizational support does not significantly reduce perceived stress among nurses, which may be attributed to the primary sources of stress stemming from patients and other uncontrollable external factors. This study theoretically validates the mediating role of resilience in the relationship between organizational support and intention to stay. Practically, it suggests that healthcare institutions should strengthen support systems to enhance employee resilience and increase intention to stay.

Keywords:

Organizational Support, Perceived Stress, Resilience, Intention to Stay, Social Exchange Theory.