

Career Development and Turnover Intention of Health Information Management Professionals in Ibadan Oyo State

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Abstract

Health information management (HIM) professionals are integral parts of the health service delivery structure. However, despite their strategic importance to the smooth flow of health information in hospitals, issues concerning HIM professionals are often relegated to the background. This often led to turnover intention which can disrupt the smooth operation of hospitals. As a result, this study examined the influence of career development on turnover intention of health information management professionals in Ibadan Oyo State. Descriptive survey research design was adopted for the study. A structured questionnaire was adopted as the instrument for data collection. The study population consist of one hundred and twenty-seven (127) health information management professionals in six government hospitals in Oyo State. Total enumeration was adopted due to the population size. The quantitative data collected was analysed using both descriptive and inferential statistics. The study found low levels of turnover intention (Mean =3.12), and high level of career development (Mean =3.30) among the respondents. The test of hypothesis also showed that career development has significant influence on turnover intention ($R^2= 0.345$, $p= 0.000$) among the HIM professionals. The study concluded that the although the turnover intention is low, there are still underlying factors that must be addressed to ensure that HIM professional remain committed to their employers. It was therefore recommended that the low turnover reported in this study is maintain by focusing more on employee welfare and protecting the interest of the health information management.

Keywords: Career Development, Employee Satisfaction, Information Management, Turnover Intention,

Introduction

Every organization wishing to consistently attain its objective and remain competitive in the long run would pay utmost attention to factors that may affect employees' turnover intention which is a critical human resource issue in all sectors of the economy that affects productivity, product, service quality, and profitability. Employee turnover intention refers to an employee's intention or desire to leave their current organization. It reflects the extent to which an employee contemplates quitting or voluntarily resigning from their job in the near future (Lazzari, Alvarez, & Ruggieri, 2022).

Generally, high levels of turnover intention, most often than not can, have negative consequences for organizations, including increased recruitment and training costs, loss of productivity, and potential disruption to team dynamics. It is a great concern for many organizations such as healthcare institutions. Turnover intentions increase their cost of operation particularly in job with minimum wages such as health information management (Ekhsan, (2019)). There are several factors that influence the rate of employees' turnover of an organization, and these factors could be from employees and employers (Kollmann, Stöckmann, Kensbock, & Peschl, 2020). As a result of this, organisations are usually on the lookout for factors that can increase or reduce employee turnover intention.

One of the key factors that ~~can~~ influences employee turnover intention is career development opportunities. Career development is dynamic, flexible, and outcome focused. Career development blends multiple educational methodologies to meet the needs of learners including but not limited to live (face-to-face) meetings, digital delivery, flipped classrooms, and simulation. Career development is embedded in the work place where experiential learning takes place, guided by expert faculty who provide

opportunity for activities such as small group, problem-based learning built around real-world problems. Career development is also embedding more opportunity for health information management professionals, as health care is delivered by teams of professionals in collaboration with patients and care givers. Research has established the positive impact of health information management professionals on team performance and patient outcomes (K. B, Shiferaw, & E. A. Mehari, 2019).

Career development opportunities are important for dynamic fields such as health information management. With the advent of technology and changes in global best practices, Health Information Management (HIM) practitioner needs to be exposed to career development opportunities so that they can provide quality information management services and also advance in their careers. In instances where this is not the case, it may lead to turnover intention among the practitioners. However, this is rarely explored in studies. It is in view of this that this study intends to assess the influence of career development on turnover intention of health information management professionals in Oyo State, Nigeria.

Objectives of the Study

The objectives of this study are to:

- i. identify the level of turnover intention among health information management professionals in Ibadan Oyo State, Nigeria;
- ii. identify the various level of career development experienced by health information management professionals in Ibadan Oyo State, Nigeria;
- iii. examine the influence of career development measures on employee turnover intention of health information management professionals in Oyo State, Nigeria;

Research Questions

The following research questions were formulated to guide the study:

1. What is the level of turnover intention among health information management professionals in Ibadan Oyo State, Nigeria?
2. What are the various levels of career developments experienced by health information management professionals in Ibadan Oyo State, Nigeria?

Hypothesis

The hypothesis below was formulated to guide the study:

H₀₁: There will be no significant influence of career development measures on employee turnover intention of health information management professionals in Ibadan Oyo State, Nigeria;

Literature Review

Studies have examined employee turnover intention and reported a connection between career development opportunities and turnover intention across various sectors. Ohunakin, Adeniji, and Oludayo (2018) reported that lack of career development and career growth opportunity increase the turnover intention among frontline employees in selected Nigeria health facilities. The study reported that the frontline workers viewed the lack of career growth opportunities caused by lack of career development as a sign of organisational injustice.

The perception of career development opportunities as a sign of organisational support was also echoed by Akinyemi (2020) who examined the predictor of turnover intention among nurses. It was found that competence development practices, work-life balance, perceived organizational support and organization's commitment to employees have

significant positive relationship with registered nurses' job satisfaction and affective commitment but a significant negative relationship with turnover intention

Going further afield, Sudirman, Soelistya, and Desembrianita (2023) examined the role of career development in organisational commitment and turnover intention of registered nurses in Ondo state. . The study found that the relationship between career development, organizational commitment, and turnover intention is as follows: career development has an impact on both organizational commitment and turnover intention, with the former mediating the influence of the latter on the former. This means that employee would always wish to leave organisations without an opportunity for career development. Similarly, Johnson, Fields, and Chukwuma (2019) examined the role Training and Development (T&D) on organizational commitment and turnover intention among Nigerian public workers. The study found that employee training and development positively correlates with organizational commitment and turnover intention among Nigerian civil servants.

Methodology

The descriptive survey research design was used in this study. The population of this study consisted of one hundred and twenty-seven (127) health information management professionals in six government hospitals in Oyo State, the hospitals are Oke-Ado Hospital, Adeoyo State Hospital, University College Hospital, Government 'Chest Hospital, Moniya General Hospital, Jericho hospital. All of the these were included in the study. The instrument for data collection is a structured questionnaire developed from previous studies.

The research instrument was pretested using health information professionals of Foremost Base Hospital which is not part of the study population (N =25). The analysis

of the data collected that the overall Cronbach alpha value of the entire instrument is 0.79. The researcher analyzed the primary data collected using the descriptive and inferential statistics. The inferential statistics were used to test the hypotheses formulated in the introductory chapter of this study. Hypotheses one, and two were examined using linear regression analysis to establish the influence of measures of career development on each measure of turnover intention.

Results

Table.1 Demographic Analysis

| Demographics | Items | Frequency | Percent |
|-----------------------------------|--------------|------------------|----------------|
| Gender | Male | 33 | 31.4 |
| | Female | 72 | 68.6 |
| | Total | 105 | 100.0 |
| Age | 25-35 | 37 | 35.2 |
| | 36-45 | 45 | 42.9 |
| | 46-55 | 18 | 17.1 |
| | 56 and above | 5 | 4.8 |
| | Total | 105 | 100.0 |
| Educational Qualifications | HND/BSC | 62 | 59.0 |
| | M.sc | 28 | 26.7 |
| | Ph.D. | 15 | 14.3 |
| | Total | 105 | 100.0 |
| Work Experience | 0-5 | 34 | 32.4 |
| | 6-10 | 34 | 32.4 |
| | 11-15 | 26 | 24.8 |
| | 15 And above | 11 | 10.5 |
| | Total | 105 | 100.0 |

Source: Researcher Fieldwork, 2023

The table 1 presents demographic overview of 105 respondents. The table reveals that out of the total 105 respondents, 33 (31.4%) are male, while majority 72 (68.6%) are female. The table also showed that 37 respondents (35.2%) fall into the 25-35 age bracket, majority 45 (42.9%) are aged 36-45, 18 (17.1%) are aged 46-55, and 5 (4.8%) are 56 years and above. Also, 62 (59.0%) of the respondents hold HND/BSC qualifications, 28 (26.7%) have M.sc degrees, and 15 (14.3%) have attained Ph.D. degrees. In term of work experience, 34 respondents (32.4%) have 0-5 years of work

experience, another 34 (32.4%) have 6-10 years of experience, 26 (24.8%) have 11-15 years of experience, and 11 (10.5%) possess 15 or more years of work experience. This analysis shows a diverse sample that can effectively represent the study population.

Table 2: Influence of Career Development on Turnover Intention

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------|----------|-------------------|----------------------------|
| 1 | .626a | .392 | .380 | .39805 |

A. Predictors: (Constant), Career Path, Career Development
Source: Fieldwork 2023

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|--------|-------------------|
| 1 | Regression | 10.399 | 1 | 5.200 | 32.817 | .000 ^b |
| | Residual | 16.161 | 103 | .158 | | |
| | Total | 26.561 | 104 | | | |

a. Dependent Variable: Turnover Intention

b. Predictors: (Constant), Career Development

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
|-------|----------------------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .649 | .483 | | 1.344 | .000 |
| | Individual Characteristics | .886 | .122 | .564 | 7.263 | .000 |

a. Dependent Variable: Turnover Intention

Source: Researcher Fieldwork, 2023

Table 2 presents the results of combined influence of career development and career paths on turnover intention of health information management professionals in Ibadan Oyo State, Nigeria. The model summary demonstrated a significant relationship between the

variables. The analysis shows a correlation coefficient (R) of 0.626, indicating a moderate positive influence of career development and career paths on turnover intention of health information management professionals in Ibadan Oyo State, Nigeria. Also, the R Square values (0.392) indicates that approximately 39.2% of the variance in the turnover intention of health information management professionals in Ibadan Oyo State, Nigeria can be explained by career development and career paths.

The table 2b presents the analysis of variance (ANOVA) which indicates a significant overall model fit. The regression model accounted for a significant amount of variance in the dependent variable. The F-statistic was 32.817, indicating a significant relationship between the variables. The p-value was 0.000, which also confirms the significance of the model.

Furthermore, the regression coefficients (table 2c) showed that the coefficient for the career development was 0.886, indicating a positive relationship. However, the coefficient for career path is 0.250, suggesting a smaller positive effect. The t-statistics for career development and career path were 7.263 and 2.802, with corresponding p-values of 0.000 and 0.006. This means that, career development is more relatively significant predictor of turnover intention of health information management professionals in Ibadan Oyo State, Nigeria than career path of health information management professionals in Ibadan Oyo State, Nigeria

Notwithstanding, the results suggest that career development and career paths have significant combined effects on turnover intention of health information management professionals in Ibadan Oyo State, Nigeria. The model explains approximately 39.2% of the variance in turnover intention of health information management professionals in Ibadan Oyo State, Nigeria. Consequently, the null hypothesis which states that there will

be no combined influence of career development and career paths on turnover intention of health information management professionals in Ibadan Oyo State is rejected.

Discussion of Findings

Review of literature indicates that turnover intention among health workers in Nigeria is a significant issue, particularly among frontline health workers in private hospitals. A study by Salau et al (2022) focused on southern Nigeria reported a high turnover intention, particularly putting nurse turnover rates in Nigeria from 20 to 35 percent. This is not limited to Nigeria as a baseline study conducted in Ghana also showed that nearly nine out of ten healthcare workers in the country had turnover intention (Fenta Kebede et al., 2023). Similarly, it was reported that the prevalence of turnover intention among midwives in Jimma, Southwest Ethiopia was higher than that among other local and national figures³. Researchers have supported these assertions by identifying various negative factors in the African health sector.

The test of hypothesis revealed that career development has a significant influence on employee input intention of turnover intention of health information management professionals in Ibadan Oyo State, Nigeria. This means that lack of career development opportunities would encourage turnover intention while availability of career development opportunities would encourage the health information management to stay in their jobs and put in their best. This is similar to the findings of Zimamu, and Wubet. (2021). The study found that the factors determining turnover intention among health information technology professionals in the country include, performance appraisal, and recognition. Similarly, a study conducted by Wodajo, Debela, and Ereso (2021) in Illubabora Zone, South West Ethiopia, found that there was a high turnover intention among health extension workers in the study. High workload, a lack of motivation, and a

constrained career structure were some of the factors that significantly predicted the intention to leave. The study suggested that, in order to keep health extension workers, the career structure should be changed, and overtime pay should also be implemented.

Another study conducted in Nigeria examined the role of competence development, work-life balance, perceived organizational support, and organization's commitment in turnover intention among registered nurses in Ondo State, Nigeria. The researcher found a positive correlation between registered nurses' job satisfaction and affective commitment, and a negative correlation was found between their turnover intentions and competence development practices, work-life balance policies and practices, perceived organizational support, and the organization's commitment to employees. This support the hypothesis that, where there is effective career development, the turnover intention will be low.

Conclusion

In a clear terms, the study has shown that career development and opportunities to grow has influence turnover intention meaning that, if provided with the right environment and conditions, majority of the HIM professionals would not mind staying with their employers indefinitely. The same is true when they see a well-defined path for career growth. That is, HIM practitioners are encouraged by having the knowledge of what exactly are the requirements for career advancement and how frequently are they likely to get promotion. This make the task of fair employer easier and knowing all of these means the health policy makers are in better position to manage turnover intention among HIM professionals in Nigeria.

Recommendations

Based on the findings of this study, the following recommendation are made by the researcher;

- i. Employers of Health Information Management Professionals should organize periodic skill acquisition program to equip the staff to be relevant in modern settings to avoid turnover intension intentions.
- ii. Career development opportunities should be provided for health information management professionals which will enhance their job productivity and also ensure improved services in the hospitals.
- iii. There should be a harmonized set of rules to judge the promotion and discipline of health information managers. In addition, sensitization and awareness programs with one-on-one sessions are also needed to ensure that Health information management are aware of what is required of them
- iv. There must be critical evaluation of skills gap before employees are sponsored on trainings. Also, employees' career aspirations should be taken into consideration before they are considered for career development opportunities.

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