

THE EFFECT OF WORKLOAD AND JOB STRESS ON EMPLOYEE TURNOVER INTENTION

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Abstract : This study aims to determine the Effect of Workload and Work Stress on Turnover Intention at PT. Sumber Alfaria Trijaya Tbk Plumbon Branch used in sampling is using probability sampling where this sampling technique provides equal opportunities for each element (member) of the population to be selected as a member of the sample. Methods in data collection using a questionnaire, while the analysis technique used is multiple linear regression. The results of this study indicate that there is a positive and significant influence between workload on turnover intention seen from $t_{count} > t_{table}$, namely $2.678 > 1.996$. And there is the effect of work stress which has a positive and significant effect on turnover intention. It can be seen from $t_{count} > t_{table}$, namely $2,796 > 1,996$.

Keywords: *Workload, Work Stress and Turnover Intention*

1. Introduction

High turnover has now become a big problem for many companies. Turnover intention occurs when employees choose to resign or change jobs for various different reasons which can have a negative impact on the company or organization. Turnover intention is quite an interesting and important problem at PT. Sumber Alfaria Trijaya Tbk which is a retail company. The growth in sales of retail goods throughout 2021 has increased significantly every month. The increasing number of Alfamart outlets shows that the level of public trust in the services and products sold at Alfamart is also increasing. This is in line with the award received at the Family Business Award in the Attracting Professional Talent category 2016 (www.alfamartku.com).

At PT. Sumber Alfaria Trijaya Tbk found that many employees experienced dissatisfaction at work, including the company implementing salary cuts if outlet income did not match what was stated in the system, there were Missing Goods Notes (NBH) and Damaged Goods Notes (NBR) which were charged to employees, salary cuts 10% per month is applied to employees if the final result of the stock taking calculation exceeds the loss tolerance limit of 0.02 percent. This clearly increases the burden on employees. The following is a recap of employee data in 2021:

Table 1. 1
Employee recapitulation data

No	Information	Amount
1	Pension	11
2	Die	114
3	Violation	115
4	Resign	613
5	<i>Turnover intention</i>	1,203

Source: Annual Report PT. Sumber Alfaria Trijaya Tbk 2021.

Based on Table 1.1, it can be explained that employee turnover at PT. Sumber Alfaria Trijaya Tbk Plumbon branch in 2021 had the most employees experiencing turnover intention of 1,203 people, followed by 613 employees who resigned, 115 employees affected by violations, 114 employees who died, and employees who retired. as many as 11 people. Workload is the total activity of each job carried out by employees within a certain period of time. Workload refers to the amount of work allocated to employees to carry out their work tasks (MJ Tungalow, et al, 2018), while according to (Riani & Putra, 2017) Workload is several activities that require processes or mental abilities that must be completed physically and psychic over a certain period of time. Excessive workload can cause stress in employees which makes employees commit turnover intention.

When the retail store PT. Sumber Alfaria Trijaya Tbk (Alfamart) carries out stock taking, workers will bear the loss from the difference in the calculation of goods. The average calculation of the total items recorded in the Missing Goods Note (NBH) charged to employees reaches 500,000/month. Based on information, the company sets a monthly deduction limit of no more than 30% of the salary received by workers. because there are a lot of remaining employee salary deductions that still don't cover each month. Company regulations like this are felt to be quite burdensome for employees, many factors cause differences in calculations between incoming goods, total sales, and remaining goods in the shop or warehouse. These factors could be the result of worker negligence, theft from outside parties or the result of administrative errors by the goods provider. This results in losses for the company which will later be borne by employees. The Loss Tolerance Limit (BTK) set by the company is only 0.02% of total sales of goods. Behind the friendly employees of PT. Sumber Alfariaya Trijaya Tbk (Alfamart) serves its customers, there is a pile of debt that burdens the workers. This can trigger work stress in each employee.

Work stress can be said to be an unstable condition which can affect a person's way of thinking and psychological state. Stress is a disorder that can occur within a person as a result of failure experienced by employees. The pressure experienced can come from within the individual or from outside. At PT. Sumber Alfaria Trijaya Tbk, many employees experience work stress due to salary cuts, this is done in order to cover losses caused by the increase in workload received by employees, Missing Goods Notes (NBH), Damaged Goods Notes (NBR) and stock takings do not meet targets company that has an impact on employees. This has a big

impact on economic conditions, resulting in employees wanting to look for more decent work and causing turnover intention.

2. Research Methods

The type of research used is quantitative. In this research, the respondents will be permanent employees at PT. Sumber Alfaria Trijaya Tbk Plumbon Branch and those who will be respondents constitute 10% of the 220 permanent employees in the office at PT. Sumber Alfaria Trijaya Tbk Plumbon Cirebon Branch. The sample in this study were permanent employees of PT. Sumber Alfaria Trijaya Tbk Plumbon Branch , totaling 220 employees. The sample size was obtained using the Slovin formula according to Sugiyono (2019: 137) with the formula:

$$n = \frac{N}{1 + Ne^2}$$

source: Sugiyono (2019:137)

Information :

n = Sample Size

N = Size Population

e = Allowance for inaccuracies or degree of tolerance (25%)

So to find out the research sample, use the following calculations:

$$n = \frac{N}{1 + Ne^2}$$

$$n = \frac{220}{1 + 220 (10\%)^2} = \frac{220}{1 + 220 (0,1)^2}$$

$$n = \frac{220}{1 + 220 \times (0,01)} = \frac{220}{3,2}$$

$n = 68.75$ or rounded up to 69 samples.

Data collection technique

Based on the calculations above, the sample of respondents in this study was adjusted to 69 employees from the total permanent employees of PT. Source Alfaria Trijaya Tbk. The data collection method used by researchers in this research is using a questionnaire technique which is coordinated with one of the employees who will be distributed.

Data analysis method

Reliability Test

In determining the level of reliability of a research instrument, Cronbach Alpha can be used, with the test criteria being that if the Cronbach Alpha value is > 0.70, it means the data/questionnaire is reliable and vice versa, if the value is < 0.70, it means the research data/questionnaire is less reliable.

Multicollinearity Test

To detect the presence or absence of multicollinearity in the regression model, it can be seen from:

1. If the Variance Inflation Factor (VIF) value is > 10 and the Tolerance value is < 0.10, it can be said that there is multicollinearity.
2. If the Variance Inflation Factor (VIF) value is < 10 and the Tolerance value is > 0.10, it can be said that there is no multicollinearity.

Multiple Regression Analysis

This research uses multiple linear regression analysis to determine the relationship between the dependent variable and other independent variables. With the following formula equation:

$$Y = a + b_1X_1 + b_2X_2$$

Source: Sugiyono (2019:258)

Information :

- Y = Dependent variable
- X₁ = Independent variable
- X₂ = Independent variable
- a = Constant coefficient
- b₁ b₂ = Regression coefficient

Hypothesis testing

t Test (Partial)

The t test testing steps are:

- a. Determining the t test hypothesis:
 - Ho: b₁ = 0 if the independent variable does not affect the dependent variable.\
 - H1: b₂ ≠ 0 if the independent variable influences the dependent variable.
- b. Find the t value from the t table:
 - The significant α level set at 5% means α = 0.05 with (df) = n – k.
- c. Compare the calculated t value with the t table . t_{count} can be found using the formula:

$$t = \frac{r\sqrt{n-2}}{\sqrt{1-r^2}}$$

Source: Ghozali (2018:79)

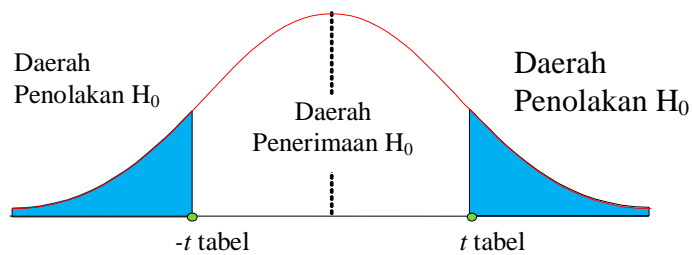
Information:

- r = Simple correlation coefficient
- n = Number of sample members
- r = Correlation coefficient value

To determine whether Ho is rejected or accepted, namely by comparing tcount with ttable, the test criteria are as follows:

1. Ho is rejected if t_{count} > t_{table} , meaning Ha is accepted
2. Ho is accepted if t_{count} < t_{table} , meaning Ha is rejected

This test was carried out with the help of the SPSS version 25.0 for Windows computer program. This can be described as follows:



F Test (Simultaneous)

Calculated F test result $\geq F_{\text{table}}$ means the variable is significant enough to explain the dependent variable. To test the multiple correlation coefficient, it is calculated using the formula:

$$F_h = \frac{R^2 / K}{(1 - R^2 / (n - k - 1))}$$

Source: Ghazali (2018:98)

Information:

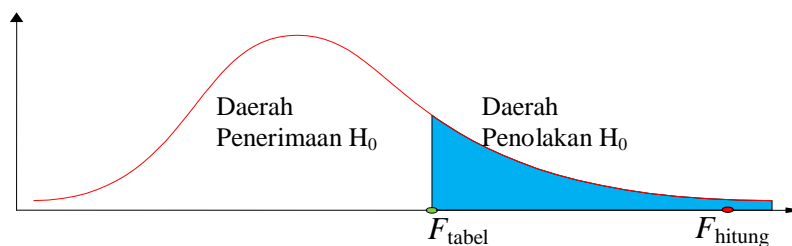
R = Multiple correlation coefficient

K = Number of independent variables

N = Number of sample members

To test whether H_0 is rejected or accepted, namely by comparing F_{count} with F_{table} .

For greater clarity, the Hypothesis Acceptance and Rejection Areas can be described as follows:



3. Results and Discussion

3.1. Results

Reliability Test

The results of instrument reliability calculations using the SPSS 25 for Windows program were obtained:

Reliability Statistics		
Variable	Cronbach's Alpha	N of Items
X1	.737	6
X2	.813	12
Y	.863	6

From the SPSS calculation results above, it can be seen that the work stress variable (X2) has a Cornbatch Alpha value > 0.70, namely 0.737 (X1), 0.813 (X2), 0.863 (Y) > 0.70. So it can be concluded that all variables are said to be reliable.

Multicollinearity Test

A good regression model means there is no correlation between the independent variables.

Table 4. 1
Multicollinearity Test Results

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	12,309	3,895		3,160	,002		
	Workload	,323	,153	,246	2,117	,038	,939	1,065
	Work_Stress	,193	,085	,262	2,257	,027	,939	1,065

a. Dependent Variable: Turnover_Intention

Source: SPSS 25 for Windows data

Based on the table of multicollinearity test results above, it can be seen from the VIF value in the Collinearity Statistics column , namely 1.0 65 , which means the VIF value is less than 10 and the Tolerance number is 1.0 65 > 0.10. This means that it can be stated that the model formed does not contain multicollinearity between the independent variables in the regression model.

Multiple Regression Analysis

The results of multiple regression analysis using the *SPSS 25 for Windows program* :

Table 4. 2
Results of Multiple Linear Regression Analysis
Coefficients ^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	12,309	3,895		3,160	,002
	Workload	,323	,153	,246	2,117	,038

Work_Stress	,193	,085	,262	2,257	,027
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a. Dependent Variable: Turnover_Intention

Source : SPSS 25 data for Windows

Based on the table above, multiple linear equations can be prepared as follows:

$$Y = a + b_1 X_1 + b_2 X_2$$

$$Y = 12.309 + 0.323 X_1 + 0.193 X_2$$

The multiple linear equation above can show the direction of the independent variable towards the dependent variable.

Coefficient of Determination Test

The results of the coefficient of determination test can be seen in the following table:

Table 4. 3
Coefficient of Determination of Workload Variables (X1) and Job Stress (X2)
on Turnover Intention (Y)
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,402 ^a	,161	,136	2,936

a. Predictors: (Constant), Work_Stress, Work_Load

b. Dependent Variable: Turnover_Intention

Source: SPSS 25 for Windows data

Based on the table above, it can be seen that the *Adjusted R Square* value is 0.1 36 . This means that the magnitude of the influence of workload and work stress on *turnover intention* is 1 3.6 % and the remaining 86.4 % is influenced by other factors.

Hypothesis testing

T Test (Partial)

Test the Effect of Work Load (X1) on *Turnover Intention* (Y)

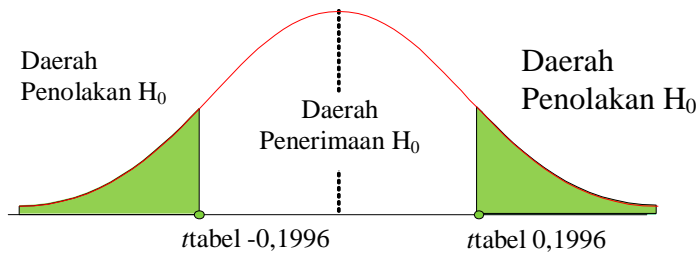
Table 4. 4
Workload Test Results (X1) Against Turnover Intention (Y)
Coefficients^a

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	16,155	3,608		4,478	,000
	Workload	,408	,153	,311	2,678	,009

a. Dependent Variable: Turnover_Intention

Source: SPSS 25 for Windows data

Based on the table above, it can be seen that the workload variable has a significant influence on *turnover intention* , this is proven by the sig value < 0.05, namely 0.030 and the tcount > ttable value, namely 2.678 > 1.996, so Ho is rejected and Ha is accepted. So it can be concluded that workload has a significant effect on *turnover intention* .



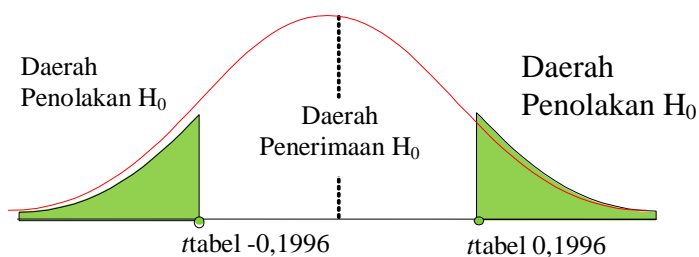
Test the Effect of Job Stress (X_2) on Turnover Intention (Y)

Table 4. 5
 Job Stress t Test Results (X_2) on Turnover Intention (Y)
 Coefficients^a

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	18,568	2,601		7,139	,000
	Work_Stress	,237	,085	,323	2,796	,007

a. Dependent Variable: Turnover_Intention
 Source: SPSS 25 for Windows data

Based on the table above, it can be seen that the work stress variable has a significant influence on *turnover intention*, this is proven by the sig value < 0.05 , namely 0.007 and the $t_{\text{value}} > t_{\text{table}}$, namely $2.796 > 1.996$, so H_0 is rejected and H_a is accepted. So it can be concluded that work stress has a significant effect on *turnover intention*.



F Test (Simultaneous)

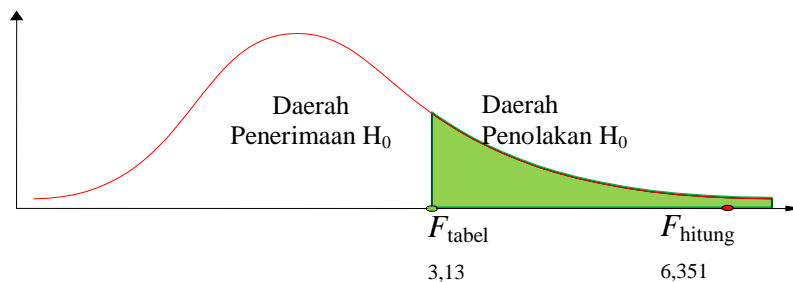
Simultaneous testing of workload and work stress variables on turnover intention can be proposed as follows:

Table 4. 6
 F Test Results for Work Load Variables (X_1) and Work Stress (X_2)
 ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	109,477	2	54,739	6,351	.003 ^b
	Residual	568,812	66	8,618		
	Total	678,290	68			

a. Dependent Variable: Turnover_Intention
 b. Predictors: (Constant), Work_Stress, Work_Load
 Source: SPSS 25 for Windows data

Based on the table above, it can be seen that the workload and work stress variables together have a significant influence on *turnover intention* . This is proven by the sig value < 0.05 , namely 0.003 and $F_{count} > F_{table}$, namely $6.351 > 3.13$, so H_0 is rejected and H_a is accepted. So, it can be concluded that workload and work stress together have a positive and significant effect on *turnover intention* .



This section presents research results. Research results can be supplemented by tables, graphs (figures), and/or chart.

3.2.Discussion

The Effect of Workload (X_1) on Turnover Intention at PT. Sumber Alfaria Trijaya Tbk Plumbon Branch (Y)

Based on the results of testing the first hypothesis, namely regarding the workload variable on turnover intention with a value of $t_{count} > t_{table}$, namely $2.678 > 1.996$ and has a significant value smaller than the significance level of 0.05 or $0.009 < 0.05$, which means that the H_a value is accepted. So it can be concluded that workload has a positive and significant effect on PT turnover intention. Alfaria Trijaya Tbk Plumbon Branch. This shows that sufficient workload is very important to reduce PT's turnover intention level. Alfaria Trijaya Tbk Plumbon Branch.

The Effect of Job Stress (X_2) on Turnover Intention at PT. Source Alfaria Trijaya Tbk Plumbon Branch (Y)

Based on the results of testing the second hypothesis, namely regarding the work stress variable on turnover intention with a value of $t_{count} > t_{table}$, namely $2.796 > 1.996$ and has a significant value smaller than the significance level of 0.05 or $0.007 < 0.05$, which means that the H_a value is accepted. So it can be concluded that work stress has a positive and significant effect on PT turnover intention. Alfaria Trijaya Tbk Plumbon Branch. This shows that excessive work stress can increase the high level of PT turnover intention. Alfaria Trijaya Tbk Plumbon Branch.

The Influence of Work Load (X_1) and Work Stress (X_2) on Turnover Intention at PT. Sumber Alfaria Trijaya Tbk Plumbon Branch (Y)

Based on the results of testing the third hypothesis, namely regarding the variables of workload and work stress on turnover intention, it shows that the R square value is 0.136. This figure shows the large influence of workload and work stress simultaneously on turnover intention of 13.6%, while the remaining 86.4% is influenced by other factors not studied. It can be seen from the results of the data analysis that F_{count} is 6.351 with the condition $\alpha = 0.05$ with a value of $df = 2 - k - 1$ where k is the number of independent variables, so $69 - 2 - 1 = 66$ then you can get an F_{table} value of 3.14 and The significance value is $0.003 < 0.05$, thus it can be concluded that the F_{count} value is $6.351 > F_{\text{table}} 3.14$, where H_0 is rejected and H_a is accepted or the workload and work stress variables together have a significant and positive effect on PT turnover intention. Alfaria Trijaya Tbk Plumbon Branch. This shows that sufficient workload is very important to reduce the level of turnover intention at PT. Alfaria Trijaya Tbk Plumbon Branch.

4. Conclusion

Based on the results of data analysis regarding the influence of Work Load (X_1), Work Stress (X_2) on Turnover Intention (Y) at PT. Alfaria Trijaya Tbk Plumbon Branch, the researchers can conclude that:

1. Based on the results of the t test research, the workload variable has a significant effect on turnover intention at PT. Alfaria Trijaya Tbk Plumbon Branch with a sig value of $0.038 < 0.05$, which means the value of 0.038 is greater than 0.05. Thus, it can be concluded that workload has a significant effect on turnover intention.
2. Based on the results of the t test research, there is a significant influence on the work stress variable on turnover intention at PT. Alfaria Trijaya Tbk Plumbon Branch with a sig value of $0.007 < 0.05$, which means the value of 0.007 is smaller than 0.05, thus it can be concluded that work stress has a significant effect on turnover intention, meaning that the lower the level of work stress an employee has, the lower the turnover rate. intention so that the company has good performance.
3. Workload and work stress together (simultaneously) have a significant influence on PT turnover intention. Alfaria Trijaya Tbk Plumbon Branch. This means that workload and work stress will have an impact on the rise and fall of turnover intention levels.

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