

## THE EFFECT OF WORKLOAD, JOB SATISFACTION AND JOB STRESS ON EMPLOYEES' TURNOVER INTENTION PT. SURYAMAS CIPTA SENTOSA SURABAYA

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**Abstract:** Human resources are a very crucial asset for a company. How well the resources are managed will determine the success of the Company in the future. Companies need healthy and motivated human resources to become more advanced, develop and survive in a changing business environment. The purpose of this study is how the influence of turnover intention on workload, job satisfaction and work stress on employees of PT. Suryamas Cipta Sentosa Surabaya. Quantitative research methods are one of those used. The population of the study was 124 and a sample of 75 respondents was used as a sample, namely as participants. The sample was taken using a purposive sampling technique. Instruments testing, hypothesis testing, multiple linear regressions analysis, and classical assumptions testing through the SPSS version 22 application are some of the data analysis methodology. The results of the study showed that the variables of workload, job satisfactions and work stress partially had a positive and significant effect on turnover intention on employees of PT. Suryamas Cipta Sentosa Surabaya. Then workload, job satisfactions and stress simultaneously had a positive and significant effect on turnover intention on employees of PT. Suryamas Cipta Sentosa Surabaya.

**Keywords:** *Workload, job satisfaction, job stress and turnover intention*

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### 1. Introduction

Source Power man become valued assets crucial on a company. Good the bad source processed power Can influence success company in the future come. The company needs motivated human resources. And healthy so you can more develop, progress as well as endure on environment easy business changed. Factors the explain that welfare and the comfort obtained individual from work as well as the environment Can impact on productivity as well as hope for go out from company. Employee turnover intention is which condition worker have desire with aware in look for work other become options in the company. Conditions environment work that is not OK, less wages, more working hours limit as well as No There is guarantee social become reason important there is turnover. The bad thing is condition environment work, low wages, long hours exceed limit as well as No There is guarantee social is reason the existence of turnover intention (Tiar et al., 2023). As for reason from turnover intention is from satisfaction work, existence burden work, and stress work (Indriati et al., 2021).

*Turnover Intention* is yes and hope somebody in leave organization or work in place they Work. Turnover is divided in two types namely replace force (*Involuntary Turnover*) And changeover voluntary (*Voluntary Turnover*) (Mello, 2015). When an employee reach point Where they consider for stop from his job and when they truly take step for stop, no Possible For prevent the occurrence *Turnover* (Kartika, 2018). In general, no direct employees who have performance Good But he chooses leave or go out That will make company lost Asset they Because Asset company No only There is in form material But Also shaped Source Power Superior human being.

One of reason the existence of turnover intention is burden work, with existence burden overwork give possibility prosperity on -site staff Work own mark low so that Can influential on turnover intention or productivity (Yunus et al., 2021). Burden Work is assignment submitted to employee or workers to be worked on in a way appropriate time through ability and skills possessed (Munandar 2014:20). The importance of ability employee for do as well as do adjustment self on his job each one. If a worker capable carry out task with okay then task the No will become heavy burden for they.

Factor others who are influential on turnover intention, namely satisfaction work. Employees who feel satisfied on work they tend own *Turnover Intention* or intention out more low so that will have Spirit And motivation for low work satisfaction (Prastika, 2017). related work on attitude employees in the environment work, and A dimensions from satisfaction Work is related attitudes on emotion individual, then Can it be said related on motivation (Pio and Winnow, 2018).

Stres Work Also become factor turnover intention occurs due to employee feel bored to existing activities so that worker need refreshing time to be enthusiastic For work. No There is holiday together done by company Can causes work stress (Prastika, 2017). Stress Work is condition Where There is One or various on- site factors work that does interaction together worker so that make the disturbance condition behavior as well as physiological (Yulianti and Mesta, 2015). So, the conclusion is that work stress is condition tension that can influential in the process of thinking, emotions, and condition physique worker in environment Work shaped response individual Good mentally or physical, against A company in perceived environment give disturbance against him and cause self they threatened as reason factor environment organization, external or other people.

PT. Suryamas Create Sentosa Surabaya which exists in “Retail” field tools writing standing from 2007 to now. The company Already success develop his efforts in a way Good And own good integrity as well as creativity And high speed. However , the infrastructure just No Can guard company Can always competitive from various competitor And competitors . For example , what is seen that as existing companies on field *retail* requires human resources who contribute Good For guard And realize company to be able to compete so that require company to be able to see needs its employees , including There is in Burden Work And Satisfaction Work .

Every resigned employee self or stop from company requested the description by HRD-GA Division for know underlying reasons behind employee to resign self from company. Reasons delivered to superior direct in the form of letter resignation self For made into runway think And find solution. With the result data can seen in **Figure 1** following This:



Source: HRD-GA Division data 2023

**Figure 1 Results of Exit Interviews of Employees Who Resigned self from Sales and Marketing Division 2021-2023**

Based on exit interview data from employees who resigned self from Sales and Marketing Division 2021-2023 shows that the most common reason that makes employee to resign self because of the volume and complexity the task that was obtained by employees. This is proved that employee many feel burdened with tasks that are not in accordance with capacity ability employees. As for method for overcome existence employee turnover intention desire is with share burden Work capacity and ability each employee. This is background findings This so that objective from study This later for see influence from satisfaction work, burden work, and stress Work in influence *TurnoverIntention* Employees of PT. Suryamas Create Sentosa Surabaya.

## 2. Research methods

### Research design

This study is included in the survey findings where data were taken through the distribution of questionnaires to 75 employees at PT. Suryamas Cipta Sentosa. The statements that will be given to respondents include a compilation of variable indicators that have been set to compile a set of instruments in response guidelines or statements. Likert scale answer criteria are used in the questionnaire. Samples were taken using *purposive sampling techniques*. The validity of the data was evaluated by reliability and validity tests. Multiple linear regression analysis, determination coefficient  $R^2$  and correlation coefficient test, and classical assumption test, there are several tests used including autocorrelation, heteroscedasticity, multicollinearity, and normality tests with the SPSS version 22 application. This study hypothesis testing uses the sig test.

### Description results research

Recapitulation of processed research data from results filling questionnaire by 75 respondents served in table 2 to 5

**Table 2: Description Variables Burden Work**

No	Statement Items	SS	S	KS	TS	STS
1	Work from superior can I understand with Good	27	35	13	0	0
2	The work given superior to I has in accordance on SOP	16	48	11	0	0
3	Time Work Already in accordance with SOP	18	43	14	0	0
4	Time given in do task work has Enough	23	40	12	0	0
5	Targets that need to be achieved I achieve on company has clear	19	42	14	0	0
6	The target you want achieved company to I Already can I fill up	25	41	9	0	0

Based on data on table 2 , can seen average score dominated Respondent answer agree can interpreted that according to answer Respondent employees working at PT Suryawamas Create Sentosa feel satisfaction Work during work in a company the .

**Table 3: Description Variables Satisfaction Work**

No	Statement Items	SS	S	KS	TS	STS
1	The company gives opportunity on I For learning for progress I	19	44	12	0	0
2	The company gives trust and freedom For I in compile timetable work	18	43	14	0	0
3	The salary I get accept has suitable onskillsas well as burden work I	17	47	11	0	0
4	The salary I get get from company in accordance to existing regulations	17	43	15	0	0
5	I given opportunity for do development or promotion If I own performance	17	42	16	0	0
6	Awards given give encouragement For The same in give performance more Good	17	41	17	0	0
7	Superior I give advice and constructive spirit on results Work I	17	44	14	0	0
8	Superior I respond complaint and object I	14	49	12	0	0
9	Group Work I Already divided based on ability	14	48	13	0	0
10	Group Work I compact, cooperative And each other supportive in operatework.	19	43	13	0	0

According to the data in table 3 Can seen, the average value is dominated Respondent answer agree can interpreted that according to answer Respondent employees working at PT Suryawamas Create Sentosa feel satisfaction Work during work in a company the

**Table 4: Description Variables Stres Work**

No	Statement Items	SS	S	KS	TS	STS
1	I feel No control condition work that is demands task on place work	27	35	13	0	0
2	Means my supporter use in finish work Not yet adequate	16	48	11	0	0
3	I feel There is pressure from superior Fordo work	18	43	14	0	0
4	Often existence difference between I to superior moment finish work	19	39	17	0	0
5	I feel no Can Work with maximum because ownpressure from colleague other work	16	47	12	0	0
6	Supervision applied superior I during This so strict	23	42	10	0	0
7	I feel No There is clarity related not quite enough answer And role I'm at the place Work	27	35	13	0	0
8	I feel the job description that exists Not yet suitable to position I	16	48	11	0	0
9	I feel tense because superior always supervise work I	18	43	14	0	0
10	The role that I accept in company This Can against One with other so thatmake Confused	23	40	12	0	0

According to the data on table 4 Can seen that average score dominated Respondent answer agree can interpreted that according to answer Respondent stress perceived work employees

at PT Suryamas Create Sentosa Enough controlled with Good so that there is minimal turnover intention in the company.

**Table 5: Description Turnover Intention Variable**

No	Statement Items	SS	S	KS	TS	STS
1	I believe that company has give good supportFor development career I	25	41	9	0	0
2	I feel that company has give facility And environment suitable work with need I	27	35	13	0	0
3	I think about existence profession or position others who want to I accept besides position And profession Now	16	48	11	0	0
4	I believe that company This give compensation And competitive benefits .	18	43	14	0	0
5	I Certain that look for work just out company This is the right step for development career I	19	39	17	0	0
6	I Certain that leave company This is strategic decision For growth And success term long I	16	47	12	0	0

According to the data on table 5, can seenaverage score dominated Respondent answer agree can interpreted that according to answer Respondent employees in the company stable will turnover intention.

### 3. Results and Discussion

#### 3.1 Results

There are criteria testing multiple linear regression data analysis, test coefficient correlation as well as test coefficient determinant  $r^2$ . Then done test assumption classic among them There is test autocorrelation, heteroscedasticity, multicollinearity, and normality. Description the test used in procedure testing assumption classic served on table below. Devices SPSS software version 22 is used for testing this. Result test assumption classic is:

**Table 6 test normality**

		Unstandardized Residual
N		75
Normal Parameters <sup>a,b</sup>	Mean	0.0000000
	Std. Deviation	0.57239517
Most Extreme Difference	Absolute	0.084
	Positive	0.084
	Negative	-0.057
<b>Kolmogorov Smirnov Z</b>		0.725
Asymp . Sig. (2-tailed)		<b>0.669</b>

Source: SPSS Output Results Version 22 (2024)

According to the data in table, results testing with *Kolmogorov-Smirnov* test was discovered level significance Asymp Sig. Data in studies This normally distributed meaning condition analysis (2-tailed) = 0.669 already fulfilled.

**Table 7 test multicollinearity**

Model	Collinearity Statistics	
	Tolerance	VIF

1	(Constant)		
	Burden Work	0.839	1,923
	Satisfaction Work	0.593	1,686
	Stres Work	0.726	3,778

Source : SPSS Output Results Version 22 (2023)

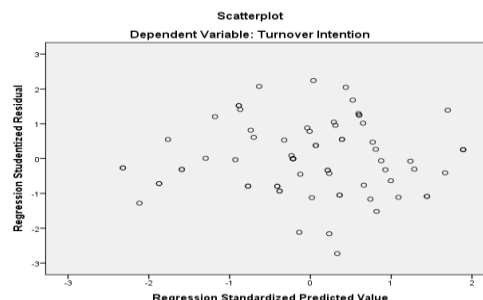
From the table data previously looks clear If Not yet happen multicollinearity on studies This because tolerance each indicator  $> 0.10$  and  $VIF < 10$ .

**Table 8 Results Test Autocorrelation**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	0.979 <sup>a</sup>	0.959	0.958	0.584	2,230

Source: SPSS Output Results Version 22 (2024)

Can seen DW score of 2,230. According to results count what is there , can seen score *Dubin - Watson* 2.230, then  $du < d < 4-du$  ( $1.7092 < 2.230 < 2.2908$ ). So , in conclusion No There is autocorrelation , because DW score is there between *du* and *4-du* scores then No There is connection to regression This .



**Figure 2 Heteroscedasticity Test Results**

Source: SPSS Output Results Version 22 (2024)

It is known on Figure 2 explains namely dot, dot, dot spread random good above or below number 0 in Y axis. Then Can it be said No There is heteroscedasticity in the regression model

**Table 9 Analysis Multiple Linear Regression**

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	0.587	0.645	
Burden Work	0.160	0.770	0.171
Satisfaction Work	0.266	0.181	0.456
Stres Work	0.463	0.523	0.787

Source: SPSS Output Results Version 22 (2024)

From the data in table 9 it is obtained equality regression namely:

$$Y = 0.587 + 0.160X_1 + 0.266X_2 + 0.463X_3 + e$$

From the results equality above, then Can explained below :

1. The constant value (a) is 0.587, so if the variables workload (X<sub>1</sub>), job satisfaction (X<sub>2</sub>), and work stress (X<sub>3</sub>), the value is 0 then turnover intention (Y) is 0.587.
2. workload variable regression coefficient (X<sub>1</sub>), which is 0.160, means that every increase in workload will result in an increase in turnover value. intention (Y) of 0.160.
3. The regression coefficient value of the job satisfaction variable (X<sub>2</sub>) is 0.266 , which means namely, each additional unit of job satisfaction can make the turnover value increase intention (Y) of 0.266.
4. Mark coefficient regression variable stress work (X<sub>3</sub>) is 0.463, meaning namely each addition one by one stress Work Can make increase turnover intention value (Y) is 0.463

**Table 10 Coefficients Correlation**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.979 <sup>a</sup>	0.959	0.958	0.584

Source : SPSS Output Results Version 22 (2024)

Based on on Table 10 R score is 0.979. According to table interpretation coefficient correlation table 4.3 then Can explained connection or correlation very strong , which means namely variable burden work (X<sub>1</sub>), satisfaction work (X<sub>2</sub>), and stress work (X<sub>3</sub>) has a very close relationship strong on turnover intention variable (Y).

**Table 11 Coefficients Determinancy of R<sup>2</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.979 <sup>a</sup>	0.959	0.958	0.584

Source : SPSS Output Results Version 22 (2024)

According to the data on table 11, can be seen results coefficient determination shown by mark on a total of 0.958 where interpretation on variable free that is satisfaction work (X<sub>2</sub>), load work (X<sub>1</sub>), and stress work (X<sub>3</sub>) that influences variable bound namely turnover intention (Y) has magnitude Variants connection on influence between variable amounting to 0.958 or 95.8% and remaining 4.2% where the other variables get influence from factor others who don't There is on the conceptual model For analyzed or No follow on model observed analysis In this study, hypothesis testing is carried out by utilizing the sig test or P - Value . The sig test or P- Value is an evaluation method used to assess the extent to which the proposed hypothesis matches the findings of the study. It also evaluates the extent to which the sample taken from the population represents the assumptions used to test the rejection of the null hypothesis. Sig has an important role as an alternative measure in determining the minimum level of significance, where rejection of the null hypothesis becomes possible. The smaller the sig value , the stronger the evidence supporting the alternative hypothesis. The testing criteria used are:

- a. If P- Value or sig value < 0.05 so H<sub>0</sub> is rejected
- b. If P- Value or sig value > 0.05 so H<sub>0</sub> is accepted

In accordance results test obtained results namely:

**Table 9 Results Sig test on variable partial**

<b>Model</b>	<b>t</b>	<b>Sig.</b>
<b>1</b> (Constant)	0.911	0.365
Burden Work	2,074	0.042
Satisfaction Work	1,469	0.015
<b>Stres Work</b>	<b>8,854</b>	<b>0,000</b>

Source: SPSS Output Results Version 22 (2024)

Can concluded If:

1. In the workload variable ( $X_1$ ) there are 2.074 through a significant value of 0.042. So ( $0.042 < 0.05$ ) then  $H_0$  inreject and  $H_1$  inaccept where the workload variable ( $X_1$ ) has a positive influence on the turnover variable intention (Y).
2. In the job satisfaction variable ( $X_2$ ) the amount is 1.469 with a sig value of 0.015 so that ( $0.015 < 0.05$ ) then  $H_0$  is rejected and  $H_1$  is accepted where the job satisfaction variable ( $X_2$ ) has a positive effect on the turnover variable. intention (Y).
3. On the work stress variable ( $X_3$ ) of 8.854 through sig. 0.000 with value ( $0.000 < 0.05$ ) then  $H_0$  is rejected and  $H_1$  is accepted where the work stress variable ( $X_3$ ) has a positive influence on the turnover variable intention (Y).

**Table 10 Results Sig test on variable simultaneous**

<b>Model</b>	<b>F</b>	<b>Sig.</b>
1 Regression	558,115	0.000 <sup>b</sup>
Residual		
<b>Total</b>		

Source : SPSS Data Output Version 22 (2024)

According to the data on table 5.18 canknown level significant  $0.000 < 0.05$ , and score F count there are 558,115. So can concluded that burden work ( $X_1$ ), satisfaction work ( $X_2$ ) and stress work ( $X_3$ ) in simultaneous influence turnover intention variable (Y).

### 3.2 Discussion

#### **Influence burden work (X1) on turnover intention**

Results test hypothesis explain variable burden Work influence positive as well as significant on turnover intention. Burden Work from company towards employee If controlled with Good so Can give subtraction there is turnover intention in the company that. Result findings This in accordance on results previouslyapplied Yes Praise Astute and Lie Liana (2022) explains variable burden Work influence positive as well as significant on turnover intention. This means, if burden work that is felt by worker the bigger, then turnover intentions employee contract more and more up. Then, more and more low burden work that is felt employee so will more and more low level of employee Turnover Intentions status contract.

### **Influence satisfaction work (X2) on turnover intention**

Results tests carried out explain, variable satisfaction Work influential positive and significant on turnover intention. Satisfaction Work play a role to prevent turnover intention a Company. Results findings This in accordance on Devi Kristin, Evi's results Marlene and Nadia Fathurrahmi Lawita (2022) shows that The more No satisfied employee in do job in company said , then the more big desire employee implementing Turnover Intention.

### **The effect of work stress (X3) on turnover intention**

Results test explain variable stress influence positive And significant on turnover intention. If Employees in a company are rare or No Once experience stress work, then number desire For carry out turnover intention at the Company the more decrease because of comfortable Work at the Company . The results findings This in accordance on findings from Rini Fitriantini ,et al (2020) showed that employee will feel comfortable If employee the No experience stress Work during carry out trust work at the Company so that small possibility the occurrence of turnover intention.

### **Influenceburden work, satisfaction Work as well as stress Work on turnover intention**

In accordance results test in a way simultaneous that burden work (X1), satisfaction work (X2), and stress work (X3) affects turnover intention (Y). This can proven in employee in turnover intention, burden Work become factors that always prioritized by employees , because burden Work own a relatedness for employees , with satisfaction Work about attitude employees in the environment work And Wrong One dimensions from satisfaction Work is related attitude on emotions , in matter stress Work become factor turnover intention occurs due to employees feel saturation with existing habits so that employee need refreshing time so you can return enthusiastic in work . Companies that have employee with intention go out or high Turnover Intention Also will get reputation bad as place work that is not stable or No friendly for employeeThe result in accordance on findings from Rini Fitriantini ,et al (2020) showed that burden work, satisfaction Work as well as stress Work on employee go on then employee turnover intention experience increase.

## **4. Conclusion**

In accordance on results analysis about influence Burden Work, Satisfaction Work, and Stres Work on Employee Turnover Intention of PT. Suryamas Create Sentosa Surabaya can given conclusion:

1. Burden Work (X1) affects significant as well as positive on Turnover Intention (Y). This is explained There is influence significant so that data hypothesis can accepted and proven the truth.
2. Satisfaction Work (X2) affects significant as well as positive on Turnover Intention (Y). This is explained There is influence significant so that data hypothesis can accepted and proven the truth.
3. Stres Work (X3) affects significant as well as positive on Turnover Intention (Y). This is explained There is influence significant so that data hypothesis can accepted and proven the truth.
4. Burden Work, Satisfaction Work, and Stres Work influence significant and positive onTurnoverIntention. This is explain existence significant influence so that data hypothesis can accepted And proven the truth. The burden work, satisfaction Work as

well as Stressed work that is felt employee low, then desire in doing turnover intention increasingly small.

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