

THE EFFECT OF WORK STRESS ON TURNOVER INTENTION IN MEDIATION BY WORK SATISFACTION IN PT. APRISMA WIRECARD INDONESIA

Authors: Andi Handoko; I Gede Septiawan

E-mail: andihandoko95@gmail.com; igspratama@gmail.com

ABSTRACT

The role of employees in a company or organization is very important to improve good performance of the company, where the good performance of the company is not only influenced by the performance of workers but also the role of company management. Employee stress needs to be managed by a company leader so that potentials that harm the company can be overcome. Job stress arises because of the demands of the environment and the response of each individual in dealing with each problem perceptions of job satisfaction differently. Based on that, the work stress variable and job satisfaction must be considered by the company and used as the object of research on the level of intention to leave or turnover the employee's intention. The benefit of this study is to describe the effect of work stress on turnover intention as an evaluation of existing policies in decision making and to know the description of work stress on turnover intention if there is job satisfaction as a mediator as an evaluation of existing policies in decision making at PT. AprismaWirecard Indonesia.

The results of this study indicate that turnover intention at PT. AprismaWirecard Indonesia is positively influenced by the magnitude of the perception of work stress, besides that work stress is negatively affected by the perception of the level of job satisfaction. Turnover intention is also influenced positively by the perception of employees at PT. AprismaWirecard Indonesia by the large perception of work stress that is mediated by job satisfaction.

This research is expected to be able to increase academic knowledge for writers in the field of Human Capital Management, especially in cases of work stress related to job satisfaction and support for turnover intention and to be an evaluation of existing policies in companies or organizations.

Keywords: Work stress, work satisfaction and turnover intention

1. INTRODUCTION

The role of workers in a company or organization is very important to improve good performance of the company, where the good performance of the company is not only influenced by the performance of workers but the role of the management of the company (Nahusona, 2014). Nahusona, 2014 also believes that turnover is an act of permanent resignation carried out by employees either voluntarily or not voluntarily. Turnover can be in the form of resignation, transfer out of the organizational unit, notification or death of members of the organization, while turnover intention is a measurement of the employee's desire to leave. Basically turnover intention is the intention of the employee to leave the organization or company due to the encouragement of the surrounding environment. The desire to move is an early signal of employee turnover intention within the company. This needs to be a concern for companies because high Turnover Intention can disrupt the activities and productivity of the company (Nahusona, 2014). Turnover is a serious problem in the field of Human Resource Management that relates to high labor turnover (Kumar et al., 2012). Thus, it can be concluded that companies need to know about turnover intention to measure how long employees will stay in the company.

Richardson (2007), states that dissatisfaction occurs when an employee has the thought of leaving his job because by leaving his job, the employee hopes to get another job that is able to provide better job satisfaction. Turnover can be fatal to the organization because it can disrupt organizational activities that have an impact on the cost of education, recruitment, interviews, tests, holiday allowances and training that have been issued by the organization and the risk of

shortages of employees who have experts in the labor market.

The turnover intention factors experienced by employees are due to the ineffective management of individual behavior in the company. The cause of individual behavior in the form of work stress, job characteristics, and transformational leadership patterns can affect individuals due to job satisfaction which ultimately leads to turnover intention. Tzeng (2002), states that the intention to stop working in a company will be lower if an employee's overall satisfaction becomes a professional role and makes the work atmosphere pleasant. Determinants of job satisfaction or dissatisfaction are evident from the existence of aspects of work situations (Egan et al., 2004). Abraham (1999) states that there is a significant negative relationship to job satisfaction with turnover intention, and turnover intention will decrease significantly if job satisfaction increases.

Luthans (2000) defines stress as a response in adapting which is influenced by individual differences and psychological processes, as a consequence of environmental actions, situations or events that hold too many psychological and physical demands on a person. To be able to avoid excessive costs by companies due to employee turnover, it is necessary to investigate various circumstances that lead to the emergence of turnover intention, one of which is due to work stress experienced by employees (Robbins, 2003).

2. LITERATURE REVIEW

2.1 Job Stress

In general, Robbins (2007) explains that stress is a dynamic condition in which an individual is faced with opportunities, demands, or resources related to what is important and desired by the individual and whose results are considered uncertain. Another case with the definition put forward by Quick et al. (1998) which states that stress response is a response in general, patterned, and is a conscious mobilization carried out by the body that comes from energy resources and arises naturally when facing demands that are stressors or called stressors. In the stress context associated with workers, Quick et al. (1998) stated that work stress is the emergence of changes both in terms of body and mind as a result of physical and / or psychological demands related to the work of an individual.

2.2 Job satisfaction

Satisfaction with salary levels is defined as perceptions of satisfaction with direct salary or wages, while satisfaction with salary structure or administration is defined as perceptions of satisfaction with the internal salary hierarchy and methods used to distribute salaries. Satisfaction with salary increases is related to perceptions of satisfaction in changes in salary levels. Satisfaction on benefits emphasizes the perception of satisfaction with indirect payments received by employees. According to Siagian (2008), a good reward or salary system is a system that is able to guarantee job satisfaction for members of the organization so that the organization obtains, maintains and employs a number of members who have productive behavioral attitudes for the benefit of the organization. Leadership style is seen as one of the keys to success in achieving organizational goals and objectives. Some types of leadership styles include directive leadership style, supportive leadership style, participatory leadership style, and achievement-oriented leadership.

2.3 Turnover Intention

Intention turnover refers to an intention or desire of employees to voluntarily leave the organization (Moffitt, 2008). This shows that in every company, it is possible for employees to be able to leave at any time. The statement is reinforced by Smither (1998) which reveals that having the intention or desire to come out is often the best signs or predictors of turnover. Ross & Altmaier (1994) also explained that turnover can be described as a process where employees start thinking about leaving their jobs and are followed by evaluating several options before employees decide to stop. Whereas Abelson (1987) defines turnover as an individual's desire to leave the organization and look for other work alternatives as desired.

Further, Mobley, Horner, & Hollingsworth (1978) reveal that the act of withdrawal consists of several components which simultaneously emerge from within an individual which can be in the form of thinking of leaving work, the desire to find job openings elsewhere, doing evaluation of opportunities and possibilities for finding more decent jobs elsewhere, and the desire to leave the organization.

The theory of turnover intention proposed by Abelson (1987) which briefly defines turnover as an individual's desire to leave the organization and look for other work alternatives as desired, and statements from Mobley, Horner, & Hollingsworth (1978) which reveal that withdrawal measures It consists of several

components which can be in the form of thinking about getting out of work, the desire to find job openings in other places, evaluating opportunities and possibilities to find more decent jobs in other places, and the desire to leave the organization.

3. RESEARCH FRAMEWORK

This research method uses a comparative causal research method. The purpose of comparative causal research is to investigate the possibility of causal relationships by way of observing the consequences, looking for factors that might be the cause through certain data.

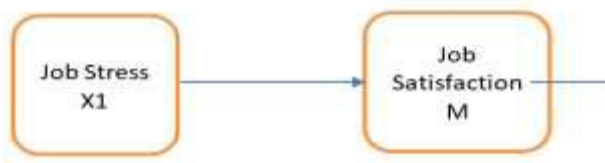


Figure 1. Research Framework

4. CONCLUSION

Based on the results of the research and analysis that have been carried out, the researcher draws several conclusions, which can provide answers to the formulation of the problem in this study. The conclusions taken by researchers are:

1. Based on the results of analysis and hypothesis testing, it can be concluded that work stress variables have a significant effect on turnover intention.
2. Based on the analysis results and hypothesis testing, it can be concluded that work stress variables contribute significantly to job satisfaction.
3. Based on the results of the analysis and hypothesis testing, it can be concluded that work stress variables significantly influence turnover intention which is mediated by job satisfaction.

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