

The influence of job stress and job satisfaction on turnover intention at food company workers

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Abstract. The high number of employee turnover is a problem that must be faced by the company. The intention of workers to leave is influenced by factors of job stress and job satisfaction. This study aims to analyze how far the effect of job stress and job satisfaction on turnover intention. The research object is workers at SPN food company, with a sample of 41 respondents taken by simple random sampling technique. To examine the effect of job stress and job satisfaction on turnover intention, multiple linear regression analysis was used. Based on the research conducted, the results obtained that partially job stress has a significant effect on turnover intention, while job satisfaction has no significant effect on turnover intention. Taken together, job stress and job satisfaction affect turnover intention with a large contribution effect of 76%, while the other 24% are influenced by other factors.

1. Introduction

The success or absence of a company in achieving its goals is not only seen from the means of production used, but also in the human resources that exist in the use of sara production. Labor can at any time improve a company's ability to produce effectively and efficiently, but at the same time labor can also decrease the productivity of the company. Labor is one of the important factors in determining the success of a company, but in these efforts often experience failures, one of which is labor dissatisfaction with the policies that have been set by the company. When continued will cause a decrease in morale.

The company needs to pay attention to its workforce as one of the company's assets, so that workers' rights can be fulfilled and will pay due to labor turnover. Employee turnover is a key area in the study of human resource management [1]. Labor turnover is the voluntary or involuntary permanent resignation of a company. High labor turnover rates result in large costs of recruitment, selection, and training. In addition, high labor turnover rates can also interfere with the efficient production process of the company [2]. A high turnover rate will have a negative impact on the company, which can result in the ineffectiveness of the company due to the loss of experienced workers [3]. The impact of turnover has received great attention by senior management, and human resources professionals. To explore turnover in more detail, this text can examine most sources of turnover rates, their effects and advocate some of the ways but the company will retain staff and reduce turnover rates [4]. Employee turnover poses recurring challenges for most business organizations globally. Be it small sizes or large size organizations, they are all exposed to employee turnover [5].

Turnover rate of SPN food company is increased. Turnover rate in 2020 divided into 2 periods can be seen in Table 1.

Table 1. Percentage turnover in workers in 2020.

Period	Month	Number of workers		Turnover (%)
		In	Out	
1	January - June	29	0	0
2	July - December	43	14	24

Source: SPN food Company, 2020

The period from July to December was also a turnover of 24% of workers. According to Gillis (1994) in Hartono and Setiawan (2013), employee turnover is said to be normal ranging from 5-10% per year, said to be high when more than 10% [6].

Moreover Manurung and Ratnawati (2012), in his research proved that work stress positively affects turnover intention. That is, the higher the work stress experienced, the higher the turnover intention. This indicates that excessive workload, unclear coverage and responsibilities, conflicting demands from various colleagues, lack of cooperation between departments within the organization, the provision of difficult-to-meet work standards from above and unclear promotional opportunities can be the cause of work stress [7]. Job satisfaction has a negative and significant effect on turnover intentions. This means that the better the job satisfaction, the lower the turnover intention. Employees or workers who have good job satisfaction have a desire to get out of a low company [8]. The objectives of this research is to analyze the effect of work stress on turnover intentions, analyze the effect of job satisfaction on turnover intentions, and analyze the effect of work stress and job satisfaction intentions.

2. Research Method

2.1. Research object

The object of the study is a worker at SPN food company, the data was collected in January – April 2021

2.2. Research variables

There are two variables: dependent variable and independent variable. The dependent variable was *turnover intention* (Y). The independent variables were work stress (SK) and job satisfaction (KK).

2.3. Technical analysis

Technical analysis uses linear regression model, which its equations based on straight lines that reflect the linear relationship between independent variables (X) and a dependent variable (Y). Regression uses linear trends (straight lines), whose linear regression equations express linear relationships between dependent variables to one or more independent variables [9]. Moreover, Tariq et al (2013) described that the steps for analysis are employee turnover, workload, work stress, employee pay, job satisfaction, and work to family conflicts. Correlation and regression tests are used for research studies to analyze the relationship between independent and dependent variables. The results of the regression analysis confirmed that organizational performance was negatively and insignificantly associated with employee turnover, workload, work stress, salary, and family conflicts to work [10]. Staff turnover give impact on the effectiveness and performance of organizations. High staff turnover rates can threaten efforts to achieve organizational goals. The research design used in the study was a descriptive approach, allowing researchers to use semi-structured questionnaires when collecting data [11].

Multiple linear regressions are equations that express linear relationships between variables bound to more than one free variable. The simple linear regression equation is shown in the following formula.

$$Y = b_0 + b_1x_1 + b_2x_2 + \dots + e$$

Y = dependent variable

b_0 = Constanta

b_1 and b_2 = Coefficient of regression

e = error

3. Result

3.1. Work stress description

Table 2. Results of categorization of work stress variables.

Category	Score Interval	Number	Percentage (%)
High	$X > 10,51$	6	14,63
Medium	$6,81 \leq X \leq 10,51$	29	70,73
Low	$X < 6,81$	6	14,63

The work stress response by 41 respondents had varying scores (tiered) with 70.73% of respondents fall into the category of moderate work stress indicating that the majority of respondents feel reasonable stress. While respondents who had high and low categories of 14.63%, respectively, showed that respondents felt heavy work stress and respondents felt mild work stress.

3.2. Work satisfaction description

Table 3. Results of categorization of job satisfaction variables.

Category	Interval Skor	Number	Percentage (%)
High	$X > 27,94$	8	19,5
Medium	$22,11 \leq X \leq 27,94$	26	63,42
Low	$X < 22,11$	7	17,07

Based on table 3 it can be known that the job satisfaction variables responded by 41 respondents have varying values (tiered) with 63.42% of respondents included in the category of moderate job satisfaction which indicates that the majority of respondents feel satisfied job satisfaction. While respondents who have high and low categories of 19.5% and 17.07% respectively, indicate that respondents feel very satisfied job satisfaction and respondents feel less satisfied job satisfaction.

3.3. Turnover intention

Table 4. Variable categorization results turnover intention.

Category	Score Interval	Number	Percentage (%)
High	$X > 18,02$	5	12,20
Medium	$12,13 \leq X \leq 18,02$	32	78,05
Low	$X < 12,13$	4	9,76

Based on Table 4, it can be known that the intention turnover variable responded by 41 respondents has a varied value (tiered) with 78.05% of respondents fall into the category of moderate intention turnover which indicates that the majority of respondents have a not too strong intention to leave their work. While respondents who have high and low categories of 12.20% and 9.76%, respectively, indicate that respondents will leave their jobs and respondents who do not want to leave their jobs.

3.4. Regression Analysis

Table 5. Multiple linear regression results.

Model	Coefficients		Beta	t	Sig.	Corellation
	Unstandardized Coefficients	Standardized Coefficients				
	B	Std. Error				
1 (Constant)	1.969	2.912		.676	.503	
SK	1.408	.138	.886	10.182	.000	.871
KK	.036	.088	.036	.414	.681	-.324

a. Dependent Variable: Y

Multiple linear regression analysis can be formulated into the form of multiple linear regression equations as follows:

$$Y = 1,969 + 1,408SK + 0,036KK \dots\dots\dots (4. 1)$$

- Y = Turnover Intention
- b_0 = Constant is the value of Y when independent variables are zero
- b_1 and b_2 = Regression coefficient
- SK = Work stress
- KK = Job satisfaction

Work stress has a positive relationship and has a significant effect on turnover intentions. Variable job satisfaction does not significantly affect turnover intention.

Table 6. F-test results (ANOVA).

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	263.526	2	131.763	60.141	.000 ^b

a. Dependent Variable: Y

b. Predictors: (Constant), KK, SK

Model regression research can be declared fit for use. In addition, these results mean that work stress and job satisfaction together affect turnover intention.

Table 7. Coefficient of determination (R^2).

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.872 ^a	.760	.747	1.48017

a. Predictors: (Constant), KK, SK

The result of the coefficient of determination of the regression model used is the value of R square which in the table obtained a value of 0.760 or 76%. This suggests that the contribution of work stress and job satisfaction to turnover intentions is 76%, while the other 24% is influenced by other factors not contained in this regression model.

4. Findings

4.1. The influence of work stress to turnover intention

Work stress is associated with the demands and resources of a worker. Demands are the responsibility, pressure, and obligations of the worker. Resources are things that can be controlled by an individual that can be used to settle demands as a worker [12].

Work stress has a positive influence on turnover intentions. This is because if an individual or worker experiences work stress, there will be a desire to move from the job. In this case it can be concluded that the higher the stress experienced by a worker, the higher his desire to move from the company.

The contribution of work stress to worker turnover intention is relatively high with a regression coefficient value of 1,408. In this case, work stress has 2 factors that underlie the occurrence of a surge in stress in a job by workers or individuals. These factors include organizational factors and individual factors themselves. Organizational factors influence work stress as well as workers which include job or task demands and relationship demands between workers or personal. While individual factors that affect work stress as workers can be economic problems, family problems, and personality problems of the individual itself. With the high number of contributions from work stress, companies need to pay attention to the management of the work received by workers and the relationship between workers.

4.2. The influence of work satisfaction to turnover intention

Job satisfaction has a negative influence on turnover intentions. This is because if a worker is satisfied with his job, then it is less likely for him to think about moving jobs from that job. Thus, it can be concluded that the higher the satisfaction felt by a worker, the lower his desire to move from the company.

The consequence of job satisfaction to worker turnover intention is relatively low, which is only 0.036. Indicators that affect the satisfaction of workers with their work include: the job itself, supervision or supervision, co-workers, and salary. The job indicator itself refers to the attractiveness of the work to be completed. If the job is attractive to a worker, then the worker will feel satisfied when completing the job. On the supervisory or supervisory indicator, workers assess the ability and concern of supervisors in the workers under them. Workers will tend to be satisfied when they have supervisors who have good working skills and have high concerns. On the coworker indicator, satisfaction will be obtained by workers when they have co-workers who are cooperative, able to work in teams, and can compensate for those workers. The salary indicator is a sensitive indicator that workers will be satisfied when obtaining a salary that can meet the needs of the worker.

5. Conclusion

Work stress has a significant positive influence on turnover intentions, while job satisfaction has an insignificant negative influence on turnover intentions. Together work stress and job satisfaction affect turnover intentions. The effect of work stress and job satisfaction on turnover intentions is 76%.

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