

The influence of workload, work stress and work environment on turnover intention in the Herbal liquid production department

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ABSTRACT

The study aims to determine the influence of the variable Workload, Work Stress and the environment on Turnover Intention. It aims to determine the main factors that affect the turnover intentions in. This research uses census sampling technique because limited population, namely all employees totaling 33 people. The resulting regression model is expressed as: $Y = 11,970 + 0.436(X1) + 0.287(X2) + 0.461(X3)$, where the validity and reliability of the indicator are guaranteed. The model is in line with classical assumptions, emphasizing the dominant role of workload (X1) with a coefficient of 0.436, followed by work stress (X2) at 0.287. Then followed the variable work environment (X3) at 0,461 results showed that the combined influence of workload, work stress and work environment had a significant effect on turnover intention (40,944), thus justifying the research hypothesis. Correlation partial between workload(X1), work stress(X2), work environment (X3) and turnover intention (Y) of 0.809 (80.9%). R Square underscores the strong impact of workload(X1) and work stress (X2) and work environment (X3) on turnover intention at (Y) of 0.809 (80.9%). In conclusion, this study underscores the roles that must be considered by important companies namely workload, apes stress and work environment in forming employee turnover intention.

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1. Introduction

Human resources is one of the important elements that support stand up and run a company. Without human resources, a company cannot develop or operate, (Maula et al., 2022). Stating that Human Resource Management is a science and art of managing relationships and roles employees can contribute effectively and efficiently to achievement company, employees, and community goals, (Amelia et al., 2022; Ende et al., 2023). To run a company, qualified and competent employees are required performing related tasks. Therefore, human resource planning become a key factor to maintaining company excellence and competing with other competitors,(Sudiantini et al., 2023). In the company one thing influence in human resources is the high turnover rate employees, high level of turnover intention in the company will it creates negative impacts, such as creating instability and, uncertainty about the condition of the employee, (Agus Djoko Santosa et al., 2023). Human resource management is management that focuses on maximizing the ability of employees or members through various strategic steps aimed at improving performance employees to optimize the position of the organization's objectives. Human resource management is a general field management which includes aspects of planning, operation, organizing, control and Supervision, (Khaeruman & Tabroni, 2024; Susan, 2019)

Turnover Intention will have a good impact on the company if the employee who has poor performance that is out of the company, but exit high performance employees, especially those who have

experience, skills, and capabilities, will negatively impact the company. The company is in a less favorable position, and often employee turnover affecting the sustainability of the company, (Hermawati et al., 2021) The high desire of employees to exit shows high turnover intention levels, so it is necessary replacement of retired employees with new employees. Business world needs conducting hiring, selection and training of employees. If this happens, companies can be overwhelmed due to the high cost of recruitment and training, (Septiana & Aslami, 2024). According to (Fauzana & Yuliharsi, 2023), turnover intention is the result of individual evaluation against the continuation of his relationship with the company he worked for, however it is not yet reflected in the decision to leave the company, According to (Putu Eka Widia Sari et al., 2023) it is mentioned that: "Turnover intention is a trend or level of attitude in which an employee considers Leaving the Organization or willingly quitting from his or her position." turnover intention is the level of impulsive a person's feeling the organization, which is motivated by numerous variables, one of which is the desire to be able to obtain a better job, Putu Candra Dewi et al., 2023)

As for the turnover intention, the workload is the length of time a person performs work activities according to talent and relevant workability without showing signs of fatigue, According to (Santoso & Widodo, 2022), the workload is the result of interaction between the demands of the work, working environment where co-workers are used, skills, behaviors and perception of work, (Bisnis et al., 2018). The workload is any form of work charged to SDM (resources human) to be completed within a certain period of time, (Komang Budiasa, 2021). According to (Nabila Ika Jayanti & Atik Budi Paryanti, 2022), the workload is a number of activities that must be done by a person organizational units or people who do the work using techniques analysis of departments that have systems, workload analysis techniques or techniques other management over a period of time. Time period for obtain information on the effectiveness and efficiency of an organization unit.

In addition to the workload, there are other factors that affect turnover intention, like work stress. Work stress is caused by a wide variety of factors, among others bad interpersonal relationships in the workplace (with superiors, co-workers, and subordinates), According to (Wirya et al., 2020a), work stress is the feeling of stress or stress that an employee is perceived as being employed. Work stress is a stressful condition that causes physical and psychological imbalances, affecting emotions, thinking processes, and employee circumstances. Over-stress can threaten one's ability to deal with the environment. As a result, employees develop different types of stress symptoms that can affect their work performance, (Rukhviyanti et al., 2020). Stress includes external demands that affect humans, such as objects in the environment or objectively dangerous stimuli. Stress is also commonly interpreted as pressure, tension, or unpleasant distractions that come from outside a person's self, (Wirya et al., 2020b)

The working environment is a very important factor in performance employee Activity. By paying attention to a good working environment or creating working conditions that can motivate in work will have an impact in the spirit or spirit of employee work, "The working environment according to (Hielvita Ludiya, 2017) is: "Working environment." it is defined as a group of physical facilities and working infrastructure that are around workers. who carry out work that can affect job performance, this work environment includes workplaces, physical means and means of work, hygiene, lighting, tranquility including working relationships among people in "The place". Those in the worker environment and can affect workers deep performing its duties such as moisture, temperature, ventilation, light and noise, cleanliness of the workplace and suitable or not of the work, (Saputra, 2021)

The gap between this research and previous research is that there are differences in the research object, research results, and the way researchers process the data that has become the result of this research.

The implications contained in this research are to know turnover intention, know workload, know work stress, know work environment, know the effect of workload on turnover intention, know the effect of work stress on turnover intention, know the effect of work environment on turnover intention, know the effect workload, work stress, and work environment on turnover intention in the herbal liquid production department.

2. Research Method

This research is an analysis quantitative by using descriptive and verificative methods. Method quantitative research is a type of research whose specifications are planned systematically and maturely, it is implemented from the beginning to the research plan such arranged. According to (Prof. Dr. Sugiyono, 2019), quantitative

research methods can be understood as a research method based on positive philosophy and used to study specific populations or samples, picking techniques samples are usually done randomly, data collection using tools research, data analysis is quantitative, with the aim of testing hypotheses that has been set. This research uses descriptive methods with purpose describe research objects or research results. Descriptive understanding according to (Prof. Dr. Sugiyono, 2019) is a method that has function describe or give an overview of the object being researched through data or samples that have been recollected without conducting analysis, analyze and draw widely accepted conclusions The study uses sampling techniques census due to the population number the limited one (Prof. Dr. Sugiyono, 2019), with the sample taken was an entire employee of 33 people, male and female, with an average age range of between 30 to 40 years. year and hold a bachelor's degree. This study used multiple linear regression analysis with using F test for simultaneous hypothesis testing and t test for partial analysis to determine interaction between variables and their significance.

3. Results And Discussions

Double Linear Regression Analysis

The study used multiple linear regression analysis to assess individual contributions to Working Load (X_1) Working Stress (X_2) and Working Environment (X_3) against Turnover Intention(Y). Significance level 0.05 used for analysis. The resulting regression equation is $Y = 11,970+0.436X_1+0.287X_2+0.461X_3$

Using Double Linear Regression Analysis, partial testing is used to ensure partial the impact of independent variables – workload (X_1) work stress (X_2) and Work environment (X_3) – on variables bonded in this context is symbolized by Y , namely turnover intention. Test is used for compare the t-calculation value with the critical t-value. Significance rate of 0.05 (5%) is used for testing this hypothesis. The results of the analysis are outlined in Table 1 below:

Table 1. Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients		Sig.	Collinearity Statistics	
	B	Std. Error	Beta	t		Tolerance	VIF
1	(Constant)	-11,970	9,048		-1,323	0,196	
	Workload	0,436	0,153	0,390	2,848	0,008	0,351
	Job Stress	0,287	0,126	0,212	2,270	0,031	0,755
	Work environment	0,461	0,156	0,438	2,962	0,006	0,301

a. Dependent Variable: Turnover Intention

Source : Data processed SPSS 26

Based on the table above obtained multiple linear regression equations as follows: $Y = 11,970+ 0.436X_1+ 0.287X_2+ 0.461X_3$. The interpretation of this regression model shows that the constant of 11,970 represents the basic value of the turnover intention(Y). As with the values of the workload(X_1), work stress (X_2) and Work environment (X_3) rising, turnover intention(Y) increased by 0.436. The (X_1) working load coefficient (X_1) Regression of 0.436 indicates that an increase in the workload of one unit resulted increased turnover employee Intention of 0.436 with significance of 0.008 or 0.8%. This indicates that the variable has a considerable influence on turnover variations intention. Similarly, the Work stress coefficient (X_2) is 0.287, indicating that an increase in work stress by one unit led to an increase in turnover intention by 0.287, with a significance of 0.031 or 31%. Although less dominant than X_1 , this variable still has a significant effect on turnover intention. Similarly, the working environment coefficient (X_3) is 0.461, this indicates that an increase in the working environment of one unit led to an increase in turnover intention of 0.461, with a significance of 0.006 or 0.6%. Although more dominant than X_1 and X_2 , this variable has a significant effect on turnover intention.

Table 2. Anova

		ANOVA ^a				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.745,431	3	581,810	40,944	0,000 ^b
	Residual	412,084	29	14,210		
	Total	2.157,515	32			

a. Dependent Variable: Turnover Intention

b. Predictors: (Constant), Lingkungan Kerja, Stres Kerja, Beban Kerja

Source : Data processed SPSS 26

The multiple R value of 0.899 signifies a strong relationship between independent variables and dependent variables, accounting for 89.9% turnover intention variability. The determination coefficient (R Square) calculated at 0.809 indicates that independent variables together can explain 80.9% of turnover intention variables, while 11% cannot be explained by the variables studied. The F-calculation rate of 40,944 is much higher than the critical F-calculation value of 2.90 (at 5%), indicating the collective influence of independent variables (X_1 , X_2 and X_3) on turnover intention (Y).

Table 3. Anova

Model Summary ^b						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson	
1	0,899 ^a	0,809	0,789	3,770	1,409	

a. Predictors: (Constant), Lingkungan Kerja, Stres Kerja, Beban Kerja

b. Dependent Variable: Turnover Intention

Source : Data processed SPSS 26

After performing the calculation, the t value is determined by 2,848. Since this t value exceeds the tabulated value of 2.04523, the zero hypothesis (H_0) is rejected at a 5% significance rate. Therefore, the workload (X_1) has a significant effect on turnover intention (Y) partially. This shows that the workload impacts the employee's turnover intention. The X_1 partial correlation coefficient of 0.436 shows that this variable contributes 43.6% to the employee turnover intention variation.

For the X_2 variable, the t count value is 2,270, surpassing the tabulation value of 2.04523, leading against the rejection of zero hypothesis at a 5% significance rate. Therefore, work stress (X_2) has a significant effect on the partial turnover of employees' intention (Y). Work stress changes result in proportional change in employee intention turnover. Partial correlation coefficient to Work Stres (X_2) of 0.287 explains 28.7% of employee turnover intention variation.

And For the last variable X_3 , the t count value is 2,962, surpassing the tabulation value of 2.04523, leading against the rejection of zero hypothesis at a 5% significance rate. Therefore, the work environment (X_3) has a significant impact on the employee's turnover intention (Y) partially. Work Environmental Changes result in proportional change in employee intention turnover. The X_3 partial correlation coefficient of the Work environment (X_3) of 0.461% explains the 46.1% variation in turnover intention of this variable that has the greatest influence.

Therefore, the more dominant variable is the Work Environment (X_3), which is shown by a higher partial correlation coefficient of 54.4% compared to the X_1 variable partial correlation coefficient, which reaches 57.4%. And compared to the variable (X_2) that reaches 72.3% Thus it can be concluded that the Work Environment has a greater influence on the employee's turnover intention (Y) bonded variable.

Discussion and Analysis

The results of the study showed that the workload had a significant effect on employee Turnover Intention. The ability to carry out a variety of tasks, including decision making, innovation, rapid adaptation to unexpected changes, and business management, is considered important in Human Resource Competence. Sub-variables related to individual skills, productivity, communication, and organization also have important significance. Lastly, questions about knowledge, including understanding of the Indonesian Assessment Code and Assessment Standards in Indonesia understanding of service products, and knowledge of financial instruments, collectively demonstrates an understanding of all aspects related to the assessment industry.

When humans are engaged in work, their goal is more than just productivity to meet need. These needs include physical, safety and health needs, social, recognition, and actualization recognition of work

performance, praise, trust, and promotion is motivation so that employees do not experience stress in working, work stress is an influential factor in employee Turnover Intention. In addition, the need for compensation, benefits, and incentives also contribute. In contrast, sub-variables regarding safety, health, and social needs are considered less impactful. It is it may arise because of limited understanding of these needs so that they are less significant. Excessive stress becomes unbearable due to the individual loss of ability to control himself completely. As a result, they could no longer make accurate decisions and their behavior disrupted. Other impacts can be physical illness, desperation, often absent, and others. Until the stress level is overcome, the level of productivity/performance tends to be download drastically. Evaluate different job opportunities in the end it will lead to turnover intention because the individual chooses to leaving the organization will expect more positive results elsewhere.

Do not let the work environment happen by chance. Working Environment healthy people encourage employees to be healthy. Similarly, if the working environment unhealthy employees will have an impact on the organization or the employee themselves. A comfortable working environment will make employees feel more comfortable and comfortable focus on what he does so that the performance is expected as well it can arise from a good working environment, however, if the atmosphere or working conditions are not provide comfort or tranquility, then the consequence is the environment disrupted work that ultimately impacts employees. Thus, it can be said that the work environment affects one's desire for stop working. the most influential in improving employee performance and poor working environment will also trigger turnover intention This may arise due to limited understanding of employee adaptation to these needs, making it less significant.

Respondents agreed that the ability to collaborate effectively is the most important aspect of turnover intention. The nature of work, which often requires collective effort to complete tasks and sometimes demanding a large number of assessors, making teamwork the most important quality. Next, sub-variable quantity and punctuality emerges as the second most important aspect, which is inherently related to effective teamwork. Employees are trying to complete tasks quickly to handle the volume of work each month.

In conclusion, the studied employees are working hard to achieve high monthly work volumes through timely completion of tasks. They realize that effective teamwork is the key to achieving this goal. This achievement aims to meet the need for recognition, which includes work performance, praise, trust, and promotion, as a harmonious work environment and avoid the most influential workload and workload. Employees understand that capabilities, such as decision making, innovation, rapid adaptation to changing circumstances, and business management, are essential to achieving performance target levels and avoiding employee intentions to turnover intentions.

4. Conclusion

The findings of the study showed a positive correlation between three variables: workload (X1) work stress (X2), and work environment (X3) in conjunction with employee intention turnover (Y). Especially, the employee's work environment it appears as the main driver of its influence. Both variables, both in double and partial correlation, substantively show their impact. Proven by a double determination coefficient of 0.809 can be it is known that the entire free variable (X1, X2 and X3) can explain turnover intention (Y) of 80.9%, and the remaining 20.1% are caused by variables not covered in the study. Therefore, for research next that is done in the same scope does not recommended. It is expected for subsequent researchers to select different research subjects in the domain, i.e different entities of research objects, using variables of similar or different. This approach will allows them to compare their findings with the results outlined in this study, with the aim to identify the equations and differences in personnel intrinsic characteristics

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This research is expected to contribute to the researchers so that it can be used as a reference material and add insight for the development of research in the future related to the turnover intention issues in companies in Indonesia, for the Reader or other parties so that this research can provide additional insights

for the readers regarding the relationship of workload and work stress, and the working environment towards the employee's turnover intent, for practitioners or companies that the results of the research carried out can be taken into account for the company to make the wisdom in the face of the problem of turnover of intention in the coming time.

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