

The Effect of Work Environment and Workload on Employee Turnover Intention Through Work Stress at PT. Metropolitan Land, Tbk Branch Metland Menteng

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ABSTRACT

This study aims to determine the effect of the work environment on work stress, the effect of workload on work stress, the effect of work stress on turnover intention, the effect of work environment on turnover intention, the effect of workload on turnover intention, the influence of work environment on turnover intention through work stress, and the effect of workload on turnover intention through work stress at PT. Metropolitan Land, Tbk Metland Menteng branch. This study uses an associative research strategy. Data collection techniques through questionnaires using the Simple random sampling technique. Data analysis was carried out using the SEM-PLS method using SmartPLS 3.0 software. The population of this research is all employees of PT. Metropolitan Land, Tbk Metland Menteng Branch. The sample is determined based on the Slovin formula, with a total of 56 samples. The results of this study indicate that: 1) work environment is significant to work stress; 2) workload is significant to work stress; 3) work stress is significant to turnover intention; 4) work environment is not significant to turnover intention; 5) workload is significant to turnover intention; 6) work environment is insignificant to turnover intention through work stress; and 7) workload is significant to turnover intention through work stress. This study also shows that work stress only mediates workload on turnover intention and does not mediate work environment on turnover intention.

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1. INTRODUCTION

Human resources play a key role in company activities to achieve organizational success. This success is not only determined by the available natural resources, but mostly by humans as the driving force. Facing business competition, companies must have quality human resources. But it often happens that when the company's performance is good, various employee behaviors can directly or indirectly harm the company's performance. One type of employee behavior is the intention to stop (turnover intention) (Rabie & Elliyana, 2019).

To see the condition of employee turnover intention at PT. Metropolitan Land, Tbk Metland Menteng branch, researchers obtained secondary data in the form of a summary of the number of

employees entering and leaving at PT. Metropolitan Land, Tbk Metland Menteng branch for the last three years, as detailed in Table 1.1 below:

Table.1 Data Enter and Exit (Turnover) PT. Metropolitan Land, Tbk Metland Menteng Branch Year 2020 – 2022

| Year | Number of employees | Number of Entered Employees | Number of Employees Leaving | Exit Percentage (%) |
|------|---------------------|-----------------------------|-----------------------------|---------------------|
| 2020 | 150 | 10 | 10 | 6.6 % |
| 2021 | 150 | 12 | 20 | 13 % |
| 2022 | 142 | 11 | 15 | 10.5 % |

Source : Data Processed

Based on the data in table 1 the total turnover of PT. Metropolitan Land, Tbk Metland Menteng branch in 2020 when it is presented at 6.6% of the 150 employees there are 10 employees who leave. In 2021 the percentage of turnover has increased by 13% from 150 total employees, 20 employees have left. And finally in 2022 the percentage of turnover will increase again, although not as big as in 2021 in 2022 if it is presented at 10.5% of the 142 number of employees there are 15 employees leaving.

Apart from work stress and work environment, it is suspected that the cause of turnover intention at PT. Metropolitan Land, Tbk Metland Menteng branch is also caused by workload. a

Test the indirect effect hypothesis

Indirect effect analysis is useful for testing the hypothesis of the indirect effect of a variable that influences the affected variable which is mediated or mediated by an intervening variable.

Test the indirect effect hypothesis if the t-statistic significance value is > 1.96 and or the p-value is < 0.05 then H_a is accepted (the intervening variable plays a role in mediating the relationship that influences the affected variable) and H_0 is rejected (the intervening variable has no role in mediating the influencing relationship to the affected variable), conversely if the t-statistic value is < 1.96 and or the p-value is > 0.05 then H_a is rejected and H_0 is accepted.

Table 2. Indirect Effect

| Variable | Original Sample | Sample Means | Standard Deviations | T-Statistics | P-Value |
|---|-----------------|--------------|---------------------|--------------|---------|
| bebmannWork → work stressva → turnover intention | 0.273 | 0.247 | 0.081 | 3,364 | 0.001 |
| Work environment → work stress → turnover intention | 0.101 | 0.107 | 0.057 | 1,784 | 0.075 |

Source: SmartPLS output data processing

From the table above it can be seen that the workload variable has a positive influence ($O = 0.273$) on turnover intention through work stress. This is based on the t-statistical value of this variable which is $3.364 > 1.96$ and the p-value is $0.001 < 0.005$. Then H_{a6} is accepted and H_{06} is rejected which means that workload has an influence on turnover intention through work stress (significant).

The work environment variable has a positive influence ($O = 0.101$) on havdap turnover intention mmthrough work stress. This is based on the t-statistical value of this variable which is $1.784 < 1.96$ and the p-value is $0.075 > 0.05$. Then H_{07} is accepted and H_{a7} is rejected, which means thatva circlexonly togrja does not havewi influenceryh on turnover intention through work stress (not significant).

Discussion of research results

The results showed that the work environment has an effect on work stress. This means that the higher the work environment, the higher or lower the level of work stress. This is in line with the

results of previous research (Pantouw et al., 2020). Pantouw et al., (2020) which also concluded that work environment variables have a positive and significant effect on work stress, meaning that the higher the work environment, the higher and lower the work stress. Based on the research findings, it was found that the answer score on the statement of the low physical work environment was due to the position of the office environment being one with the project environment.

The results showed that workload has an effect on work stress. This means that the higher the workload, the higher the work stress of employees. This is in line with the results of the study carried out by (Fitriantini et al., 2019; Sasanti & Irbayuni, 2022). who said workload has a significant positive effect on work stress, which means the higher the load given, the higher the stress level.

The results of the study show that work stress has an effect on turnover intention. This means that the higher the employee's work stress, the higher the turnover intention. This is in line with the results of research conducted by (Prayogi et al., 2019; Setiawan & Tan, 2021) which concluded that work stress has a positive and significant effect on Turnover Intention.

The results of the study show that the work environment has no effect on turnover intention. This means that the higher the work environment, the lower the turnover intention. Unlike the results of research conducted (Putra & Adiputra, 2023; Sitompul et al., 2021) stated that a variety of factors related to Turnover Intention are not significant and significant are only the higher the link level, but the result will result in low turnover intention.

The results of the study show that workload has an effect on turnover intention. This means that the higher the workload, the higher the turnover intention. This is in line with the results of research conducted (Arlinawati et al., 2020; Azizah et al., 2020; Nainggolan et al., 2022) stating that the workload variable has an influence on Turnover Intention positive and significant to Turnover Intention.

The results of the study show that the work environment has no effect on turnover intention through work stress. This means that the lower the quality of the work environment, the higher the level of employee turnover intention and the lower the quality of the work environment, the lower the level of work stress which has an impact on increasing turnover intention. This is in line with the results of research conducted (Triana, 2022) states that work environment variables on Turnover Intention through work stress are negative and contradictory. This can be interpreted that if there is an increase in the quality of the work environment then turnover intention decreases through the mediation of work stress, and vice versa.

The results of the study show that workload has an effect on turnover intention through work stress. This means that the lower the workload, the lower the level of turnover intention and the lower the workload, the lower the work stress which results in a decrease in turnover intention. This is different from the results of research conducted by Previous research conducted (Juliawati et al., 2022; Mahawati et al., 2023). Stated that the workload variable on Turnover Intention through work stress has a positive and significant effect. This can be interpreted that the workload that is felt to be inappropriate results in stress and increasing Turnover Intention.

2. CONCLUSION

Based on the results obtained from the discussion and an analysis in chapter IV regarding the effect of work environment, workload and work stress on the work environment, the conclusions are as follows as follows: The work environment affects work stress. Has a significant positive effect, which means that the higher the work environment, the higher or lower the level of work stress. Workload affects work stress. To reduce this, management needs to pay attention to the psychological condition of employees as a result of the influence of work stress and excessive workload so that this does not occur or there is a desire to leave the company.

Work stress affects the turnover intention of employees of PT. Metropolitan Land, Tbk Metland Menteng branch. The higher the work stress felt by employees, the greater the employee's desire to do turnover intention. The work environment has no effect on the turnover intention of employees of PT. Metropolitan Land, Tbk Metland Menteng branch. Because the current work environment makes employees feel comfortable, in the end, employees leave the company, not based on factors in the existing work environment. Workload affects employee turnover intention.

The greater the workload felt by employees, the greater the employee's desire to do turnover intention.

The work environment does not affect turnover intention through work stress, which means that the lower the quality of the work environment, the higher the level of employee turnover intention and the lower the quality of the work environment, the lower the level of work stress which has an impact on increasing turnover intention. Workload affects turnover intention through work stress. It has a positive and significant effect, which means that the lower the workload, the lower the level of turnover intention and the lower the workload, the lower the work stress, which results in lowered turnover intention.

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