

Study of Determination of Turnover Intention Problems in the Digital Era at PT Bandha Graha Reksa Logistik Medan

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ABSTRACT

The presence of technology in work has an extraordinary positive impact because it can make many jobs easier and at the same time put pressure on a number of employees with very heavy workloads due to demands for automation and fast-paced work. As a result, psychological problems arise, levels of stress and depression, which in turn will result in disruption to employees' mental health, which is something that is found in employees. This condition must be immediately addressed properly by the company considering the impact that will occur on the company where employees with a weak level of resistance will decide to take the decision to resign. Employee mental health problems in this case have an important role which will certainly be a trigger that makes it easier for employees to experience boredom and stress which will lead to the desire to resign from work. The changes that occur also have an impact on the workload currently borne by employees, not only in the form of demands to be able to work by adapting to very rapid changes in technological developments but also the variety of work so that one employee can bear several of the responsibilities of another. Furthermore, employees are also required to quickly complete work on time, which results in employees at work experiencing work pressure due to the changes that are currently occurring. The aim of this research is to describe how much mental health conditions, workload and work pressure encourage employee resignation in the digital era



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1. INTRODUCTION

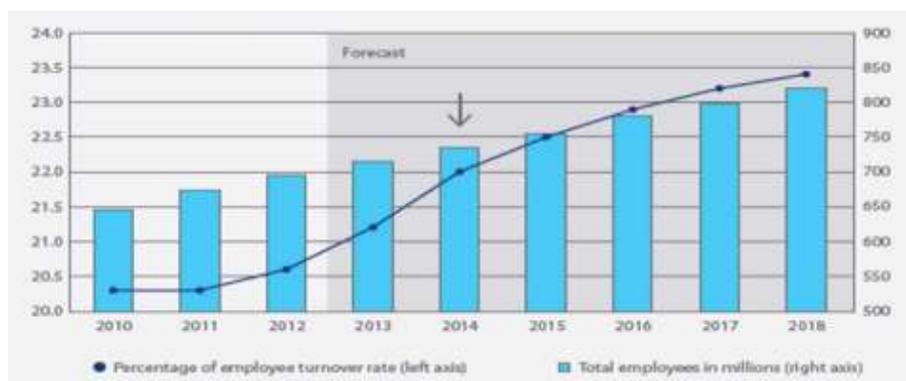
The trend of digitalization will have an enormous effect on how individuals integrate their professional and personal lives (Setiadi, 2023). The process of digitalization significantly affects employees' everyday personal lives, as it enables them to enhance their productivity and adapt their work to their individual lifestyles (Spirina, 2023). Consequently, there is a growing integration of work and home life. The source cited is Greenberg's publication from 2011. Tasks that are typically performed at the office are taken home, while tasks that are typically done at home are brought to the workplace (S. Y. F. R. A. L. D. A. Nasib, 2023). The inevitability of flexibility and interconnections between work and home is nearly impossible to ignore. Consequently, advancements in technology have blurred the distinction between individuals' personal life and their employment, leading to circumstances that transcend both time and geographical bounds (Banuari, 2023).

The emergence of the digital era has profoundly altered work methods and practices, exerting a substantial impact on employees (S, 2023). Assimilating to these alterations requires a substantial amount of time and exertion. Although certain employees may experience advantages in terms of

enhanced productivity and efficacy, there are also repercussions such as a heightened workload, alterations in working hour arrangements, the possibility of workforce reduction, and the introduction of more intricate duties (Wang, 2022). The presence of organizational changes, such as corporate mergers, workforce reduction, restructuring, and technology integration, might potentially give rise to physical hazards and serve as a perilous situation for personnel (A. Sinaga, 2020). Miller, in 2010. The firm benefits from having talented individuals with competence in digital technology, as they may help manage transitions for both technologically trained and non-skilled personnel, thereby promoting churn (Tambunan, 2020). If the company's task allocation system exceeds the worker's capacities, it will result in a decline in employee conditions (Martin, 2022). Employees may choose to leave due to factors such as an overwhelming workload, demanding responsibilities, challenging physical circumstances or work environment, and insufficient support within the workplace organization (A. H. E. H. S. P. P. R. A. A. Fadli, 2022)(Chaniago, 2021)(S. C. A. Fadli, 2020).

Furthermore, the problem of work pressure due to time or work that is changing and urgent results in high intensity of work stress. The stress that occurs is a multidimensional and multi-level phenomenon that is influenced by personal, situational or structural factors. (<https://www.djkn.kemenkeu.go.id/artikel/baca/13552/Kesehatan-Mental-di-Lingkungan-Kerja.html>) Stress is recognized as an occupational disease that results in significant human illness, physical and psychological. Stress is present in every individual's job which results in high levels of work conflict. Kalichman (2007) The causes of stress include work overload, role conflict, role ambiguity among employees.

This employment condition can lead to the development of mental health issues, which in turn can increase the likelihood of employees resigning. For employees, choosing to quit or resign from work is the ultimate recourse when they encounter uncomfortable circumstances or overwhelming pressure in their job. Consequently, this leads to a degree of turnover intention, when individuals contemplate departing from the organization. The turnover problem can lead to financial losses for firms as they have to bear significant expenses in finding new personnel who possess equal or even superior capabilities to replace those who have departed (Apriani, 2013).



Source: Hay Group, (2013)

Companies that experience staff attrition typically suffer from diminished organizational efficiency and decreased profitability. Consequently, these factors have a significant detrimental effect on financial resources, employee dynamics, work unit efficacy, and adaptability to an unpredictable context. Moreover, the departure of trained workers further contributes to a deterioration in quality, productivity, innovation, and competitiveness. Rokhmad, published in 2016. Employees may develop a desire to leave work due to the presence of mental health issues throughout their work hours. Various factors contribute to the development of mental health disorders. Internal factors include genetic disorders and a family history of mental disorders. Additionally, external factors stemming from the work environment, such as excessive work load and pressure, can also have an impact on mental health when the company fails to adequately address these issues. The lack of alignment between an employee's capabilities and their job requirements can potentially lead to the development of mental health issues, such as stress and depression. Additional factors that contribute to employee mental health issues

2. RESEARCH METHOD

This type of research uses quantitative research using primary data obtained through distributing research questionnaires which are prepared based on indicators for each variable of organizational climate, employee empowerment, job satisfaction and employee performance. The target population and research sample is 96 permanent employees in Banda Graha who have worked for more than 15 years and know a lot about the research problems in this study. Data analysis uses a Structured Equation Model (SEM) based on Partial Least Square (PLS). According to Sholihin & Ratmono, (2013) SEM-PLS can work efficiently for small samples and complex models. In addition, the data distribution assumptions in SEM-PLS are relatively looser than those of CB-SEM. SEM-PLS is a nonparametric approach; can work well even for data that is not normally distributed in the extreme. Next is the Partial Least Square (PLS) method. is to have brought in and out of this learning which consists of 1) The first stage is to test the measurement model (Outer Model), namely to test the validity of the construct and the reliability of each indicator. 2) The second stage is testing the structural model (Inner Model) which aims to determine whether there is an influence between the correlation variables.

3. RESULTS AND DISCUSSIONS

Measurement Model Analysis (Outer Model)

Convergent Validity Test

Table 1. Construct validity of the test

Indikator	Keabsahan
OC1	0,763
OC2	0,772
OC3	0,757
OC4	0,746
OC5	0,779
EE1	0,794
EE2	0,828
EE3	0,776
EE4	0,784
EG1	0,871
EG2	0,862
EG3	0,970
EG4	0,986
EP1	0,998
EP2	0,960
EP3	0,963
EP4	0,974

Based on the picture above, all indicators in the model are greater than 0.7. So it can be concluded that this research variable is reliable for its measurement. Then it can be used in further analysis.

Establish test reliability

Table 2. Establish reliability

Variable	Alfa Cronbach
Workload	0,730
Working Pressure	0,769
Mental Health	0,744
Resignation	0,759

In the data in Table 2, it can be seen that the average value is more than 0.5. Then the composite reliability value is more than 0.7. So it can be concluded that the indicators in this research are able to measure well.

Measurement Model Analysis (Inner Model)
Coefficient of Willpower (R²)

Table 3. R-Square

Variable	R square	R Square Adjustable
Pengunduran diri / Resignation	0,537	0,512
Kesehatan Mental / Mental Health	0,532	0,527

From the data obtained based on Table 3, it is known that the R Square value of resignation is 0.512 or 51.2%. the remaining 48.8% is influenced by other variables that are not the variables studied in the research, while for the mental health variable the Adjusted R Square value is 0.527 or 52.7% while on the other hand 47.3% is influenced by other variables that are not. included in this study.

Predictive Relevance (Q²)

The Q² value has the same meaning as the coefficient of determination (R- Square). The value of Q² which is greater than 0 indicates that the model has predictive relevance. On the other hand, if the value of Q² is less than 0, it indicates that the model has less predictive relevance. In other words, where all Q² values are higher, the model can be considered a better fit to the data. Considering that the value of Q² can be completed in the US as follows:

$$Q^2 = 1 - (1 - R^2) (1 - R^2) \dots (1 - R^2)$$

$$Q^2 = 1 - (1 - 0.527) (1 - 0.512)$$

$$Q^2 = 1 - (0.473) (0.488)$$

$$P^2 = 1 - 0.230$$

$$Q^2 = 0.77$$

Based on the results, the Q² value is 0.77. So it can be concluded that overall the variables in this study workload, work pressure, mental health and employee resignation contribute to data authenticity in the existing structural model by 77%. Then the remaining 23% needs to be developed for research on other variables.

Test Hypothesis

Table 4. Immediate effect

	T Statistics (O/STDEV)	P Value	Conclusion
Workload -> Mental Health	3.332	0,001	Accepted
Mental Health -> Resignation	9.243	0.000	Accepted
Work Pressure -> Mental Health	4,542	0.000	Accepted
Workload -> Resignation	1.270	0,151	Not Accepted
Work Pressure-> > Resignation	0,862	0,352	Not Accepted
Workload -> Mental Health -> Resignation	0,378	0,500	Not Accepted
Work Pressure -> Mental Health	4.687	0,002	Accepted

Workload is a process of analyzing the time used by a person or group of people in completing the tasks of a job (position) or group of positions (work unit) carried out under normal circumstances/conditions. Workload is something that is felt to be beyond one's ability (Pakpahan, 2021). workers to do their work , (A. Rivai, 2019). Workload shows a person's capacity needed to carry out tasks in accordance with expectations (expected performance) in contrast to the capacity available at that time (actual performance). The difference between the two shows the level of task difficulty which reflects the workload. This gap causes performance failures. This underlies the

importance of deeper understanding and measurement of workload, (A. F. Nasib, 2020). According to Hamid (2014), disproportionate workload will have a negative impact, namely employee dissatisfaction with their work. (A. F. A. Sinaga, 2021) states that too much workload can cause employee fatigue, while too little workload can disrupt a person's psychological well-being, thereby causing job dissatisfaction. The research results show that there is an influence of workload on employee resignation. Research conducted by Rolos, et al. (2018). negative and significant on employee performance at PT. Jiwasraya Insurance, Manado City Branch. Other research also shows that workload influences turnover intention at PT. Alfaria Trijaya. The greater the workload felt by employees at PT. Alfaria Trijaya, the greater the employee's desire to carry out turnover intention. Job satisfaction influences turnover intention at PT. Alfaria Trijaya. Christine (2022)

Work pressure is a very dynamic condition where an individual is faced with opportunities, demands or resources that are related to what the individual desires and whose results are seen as uncertain and important (Skogstad, 2021). Pressure is more often associated with demands and resources. Pressure itself is not always bad, although it is usually discussed in a negative context, pressure also has a positive value. (Fahmi, 2016) Pressure is a situation that presses a person's self and soul beyond the limits of their capabilities, so that if they continue to be left without a solution, this will have an impact on their health. According to (V. Rivai, 2014), pressure is a term that includes stress, burden, conflict, fatigue, tension, panic, feelings of anxiety and loss of energy. Work pressure is a condition of tension that creates a physical and psychological imbalance, which affects the emotions, thought processes and condition of an employee. Too much pressure can threaten a person's ability to deal with the environment. According to Ihrom (2008), mental health is the realization of personality integrity, harmony with one's identity, growth towards self-realization, and towards healthy relationships with other people. Walda Isna (2019) explains that mental health is a mental state or psychological condition that shows a person's ability to make adjustments or solve problems to problems that exist within oneself and those in the environment outside oneself, which refers to the way of thinking, feeling and acting. appropriately in dealing with stress and life's challenges. The results of this research are in line with the view of COR theory which emphasizes that individuals will try to overcome the threat of losing resources as a result of abusive supervision behavior and psychological pressure felt by employees at work, namely the intention to quit (Bentley et al., 2021; Pradhan & Jena, 2018a; Zychlinski et al., 2021). This effort is organizational support because it can help employees overcome interpersonal pressure problems due to abusive supervision (Kim et al., 2015; Lopes et al., 2019; Pradhan & Jena, 2018), psychological pressure (Chen & Eyoun, 2021; Rineer et al. al., 2017; Tetteh et al., 2020) and their intention to leave the organization (Sharif et al., 2021; Wang & Wang, 2020).

4. CONCLUSION

Based on the results of testing and analysis of each pattern of influence of each research variable, the following conclusions can be obtained: Workload has a significant influence on employee mental health. Thus, it can be concluded that if the aspects of adjustment to workload indicated by research respondents through the answers to each statement relating to workload are not yet at an optimal level, the level of significance is also not optimal in influencing the mental health of employees at PT Bandha Graha Reksa (BGR) Logistics. Work pressure has a significant influence on employee mental health. Thus, it can be concluded that if the aspects of adjustment to work pressure indicated by research respondents through the answers to each statement related to work pressure are not yet at an optimal level, the level of significance is also not optimal in influencing the mental health of employees at PT Bandha Graha Reksa (BGR) Logistics Workload has a significant influence on employee resignation. Thus, it can be concluded that if the aspects of adjustment to workload indicated by research respondents through the answers to each statement related to it are not yet at the optimal level, then the level of significance is also not optimal in influencing employee resignation at PT Bandha Graha Reksa (BGR). Logistics. Work pressure has a significant influence on employee resignation. Thus, it can be concluded that if the aspects of adjustment to work pressure indicated by research respondents through the answers to each statement related to it are not yet at an optimal level, then the level of significance is also not optimal in influencing employee resignation at PT

Bandha Graha Reksa (BGR). Logistics. Mediating the role of mental health variables on the influence of workload and work pressure on employee resignation shows significant results and the direct effect on resignation is also significant, so based on the results it can be concluded that the mediating role of mental health variables is in the half-mediation category/ all mediation

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