The Influence Of Workload, Work Stres And Work Environment On Employee Turnover Intentional Senyum Media Stationery Jember

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Abstract: The purpose of this research is to identify the relationship between employee turnover intention (Y) and workload variables (X1), work stress(X2), and work environment (X3) at Senyum Media Stationery Jember. The techniques of quantitative research are used in this study. Slovin sampling was used to select 109 workers at random from the population of all 150 at Senyum Media Stationery. Data collection methods with questionnaires, observa-tion and interviews. This study makes use of the instrument data test, the classical assumption test, multiple linear regression analysis, hypothesis test-ing, and the coefficient of determination (R_2 test) to analyse the collected data. The result soft hettes to tained t_{count} (9.391)> t_{table} (1.659) with asignificance value of $0.001 < 0.05$, supporting the first hypothesis (H_1) that the work load variable (X1) has a partial significant effect on employee turnover intention. Based on the results of the t test, where in t_{count} (2.792), we can infer that the work stress variable (X2) has a significant effect on employees' intentions to leave their current place of employment (H_2), t_{table} (1.659) at a $0.006 < 0.05$levelofsignificance.The result soft hottest indicate that the work environ ment variable (X3) partially has no significant effect to employee turn over.

Keywords: work load, work stress, work environment, ant turn over intention

INTRODUCTION

Human resources are one of the resources that most determine the success or failure of a company. In the currentera of globalization, human resource issues are important and the foundation for companies to survive (Herdian, 2019). The company must be able to anticipate anything that will become a problem within the company, human resources canbe a factor that can affect quality productivity results, of course it cannot be separated from the role of employees in the production process. However, it turns out that there are still many companies that burden undue workload, this can causelosses to employees and the company because workload can cause stress at work which can lead to high turnover inten-tion within the company (Yunus, 2021). The high level of turnover intention will be a serious problem for the company. And it can have a negative impact that will be felt due to turnover intention in the company, which will cause instability and uncertainty about the condition of employees and will increase human resource costs.

According to Kasmir (2016), employee turnover is defined as the influx and ebb of workers into and out of an or-ganisation over a given period of time, whether through recruitment or otherwise. Workload, stress, and the working en-vironment are all possible contributors to employee intention to leave. (Qureshi et. al., 2013). According to Harini (2018) states that work load is tasks assigned to employees tobe completed at acertain time by utilizing existing skills and work

potential. So that the workload is the average frequency of work in a certain period of time. If the task is not commensu-rate with physical abilities, time available, work done is different from experience and competence, work is at risk, then one of the problems that is often encountered in relation to situations and conditions in the work environment is the emergence of work stress (Zulmaidarleni, 2019).

Alkubaisi (2015) stated that work stress demands extra effort for individual performance which is sometimes not proportional to their abilities, so this causes work stress and the level of pressure with intensity depends on the abilities ofeach individual. Padmarani (2017) states that excessive stress cannot be tolerated because the individual loses the ability to control himself completely. As aresult they can no longer make the right decisions and their behavior becomes di s-turbed. Other impacts that will occur are physical pain, hopelessness, frequentab sences and others (Indarto et al., 2018).

The nature of the workplace is another factor that influences a person's likelihood of quitting their job. Work place menvironment scan be broken down into two categories, external and internal, as described by Marwansyah (2012). When it comes to determining whether or not a company will be able to realise its objectives, the external environment is the most important factor. In contrast, the internal environment is the conditions and factors within the company that have an impact on management (Qomariah, 2012).

Senyum Media Stationery is one of the retail businesses in Jember that sells office stationery (ATK) which is well known to people from all walks of life. This company provides various community needs such as office stationery, household appliances, medical equipment, electronic equipment, cosmetics and is a shopping place that is in great de-mand by the public with the slogan "one stop shopping one stop service". And this company adheres to the CEO (Cus-tomer Employee Owner) system where customer satisfaction is the most important thing (Qomariah et al., 2022). Senyum Media Stationery stepsto fulfill customer desires and provide the best service by recruiting qualified and competent human resources who will help the company to achieve its goals. However, to retain quality and competent employees for the company is not an easy thing because of various problems related to human resources which will lead to high turn overintention. The fo l-lowingis the employee turnover intention data of Senyum Media Stationery Jember:

Table 1. Employee Turnover Intention Data 2017-021 Senyum Media Stationery Jember

Year	Numberofem-ployees	EmployeeLog in	(%) Employee Login	EmployeeExi ts	(%) Employee Exits
2017	122	18	14.7%	10	8.1%
2018	130	16	12.3%	9	6.9%
2019	137	10	13.7%	5	3.6%
2020	142	17	11.9%	9	6.3%
2021	150	8	5.3%	15	10%

Source: Senyum Media Stationery Jember in 2022

From the data table 1.1 above, it can be seen that the Smile Media Stationery Jember for the last 5 years the per-centage of employee turnover intention has been increasing. Rosyad (2017) states that if the annual turnover reaches10%, the company's turnover category can be said to be quite high. Based on the data above, the researcher wants to con-duct research on the effect of workload, work stress and work environment on employee turnover intention at Senyum Media Stationery Jember.

METHOD

Researchdesign

Sugiyono (2018) argues that are search planneds tobe well-defined right from the start so that it can serveasa road map. A research planor research plan is an overarching description of the research that will be conducted.

The data collected from the employees at Smile Media Stationery Jember were analysed using Multiple Linear Regression to find a correlation between the independent variables (workload, work stress, and work environment), and the dependent variable (turn over intention) (Sanosra et al., 2022).

Population, Sample, Sampling

Sugiyono (2018) explains that the term "population" refers to a statistically significant group of items or peoplewithpredeterminedcharacteristicsfromwhichresearcherscandrawinferences.

There are a total of 150 people who work for Senyum Media Stationery in Jember, and they come from the com-pany's four different locations in the city.The characteristics and size of the population are reflected in the sample, asstated by Sugiyono (2018). The researchers at Senyum Media Stationery Jember chose to use the Slovin formula to esti-matethe sample size from the existing population.

Formula:

$$n = \frac{N}{1}$$

$$n = \frac{150}{1 \ 150 \ 01}$$

$$n = 109$$

Then based on the above calculation using the Slovin formula for sampling in research by determining the number of respondents who will beused as research samplesis 109 respondents.

In this investigation, we employed a random sampling strategy based on the principles of probability. Sugiyono (2016) defines probability sampling as a method of sampling that ensures every element or member of the population hasan equal chance of being selected as a sample. Sugiyono (2018) argues that simple random sampling is so-called because sample members are selected from the population randomly, without regard to the stra-ta in the population. For example,one could enter all of an organization's employees' names into a can or jar and shake it until a sample of 109 names ap-pears.

Intervention Procedure

In this study, a Likert scale was used to collect data, with the variables to be measured serving as the basis for the questions and statements that were later administered. Sugiyono (2014) explains that the Likert scale is commonly used because it allows respondents to indicate the extent to which they agree or disagree with a set of statements and questionsabout the stimulus. In addition, according to the definition of observation provided by Bachman (2015), researchers must keep careful track of anysigns of distress that manifestin the study' ssubject (Nursaid et al., 2021).

Researchers will watch what goes on in the workplace at Smile Media Stationery Jember to determine the extent towhich overworked and stressed employees there have any intention of leaving the company.

Additionally, in this study, information was gathered through interviews. If you want to do a preliminary study to find problems that must be stud-ied, and if the research wants to know things from respondents that are more in-depth and then um-berof respondentsis small or small, then you should use interviews as a data collection technique, as stated by Nasution in Sugiyono (2016). Workers at Senyum Media Stationery Jember were the subject so this interview methodology.

Data Instrument Validity test

A measurement instrument's ability to provide insight into the phenomenon being measured is put to the test by applying this validity check. If the value of r count > r table (n-2) and the significance is less than 0.05, the statement is considered valid in the questionnaire. The following table providesa validation test for this study.

Table2.Validity TestResults

Number	Indicator	Criterion1		Information
		rcount	rtable	
Work load(X1)				
1.	X1.1	0,359	0,187	Valid
2.	X1.2	0,652	0,187	Valid
3.	X1.3	0,565	0,187	Valid
Work Stres(X2)				
1.	X2.1	0,558	0,187	Valid
2.	X2.2	0,492	0,187	Valid
3.	X2.3	0,582	0,187	Valid
4.	X2.4	0,562	0,187	Valid
5.	X2.5	0,598	0,187	Valid
Work Environment(X3)				
1.	X3.1	0,650	0,187	Valid
2.	X3.2	0,695	0,187	Valid
3.	X3.3	0,568	0,187	Valid
4.	X3.4	0,504	0,187	Valid
5.	X3.5	0,585	0,187	Valid
6.	X3.6	0,630	0,187	Valid
7.	X3.7	0,549	0,187	Valid
Employee Turn over Intention (Y)				
1.	Y.1	0,407	0,187	Valid
2.	Y.2	0,684	0,187	Valid
3.	Y.3	0,708	0,187	Valid
4.	Y.4	0,720	0,187	Valid
5.	Y.5	0,719	0,187	Valid

Source: Data processed in2023

Based on the results of the validity test above, it can be seen that the correlation between each variable indicator of work load (X1), work stress (X2), work environment (X3) and employee turnover intention (Y) leads to valid results, this is because the r count > r table (0.187) and a significance value <0.05 (5%). So it can be concluded that of all the state-ment items variable workload (X1), work stress (X2), work environment (X3) and employee turnover intention (Y) are declared valid.

Reliability Test

Sugiyono (2017) states that the reliability test is the degree to which multiple measurements of the same objectyield the same results. If a variable's Cronbach Alpha score is greater than 0.60, we can confidently

call it reliable (Ghoz-ali,2018).The following table displays the finding so the study'sreliability analysis:

Table3. Reliability Test Results

Variable	Cronbach Alpha Value	Standart Alpha	Information
Work load (X1)	0,650	0,60	Reliabel
Work Stres (X2)	0,676	0,60	Reliabel
Work Environment (X3)	0,695	0,60	Reliabel
Employee Turn over Intention (Y)	0,684	0,60	Reliabel

Source: Dataprocessed in2023

Based on the results of reliability testing it is known that the workload variable instrument (X1) has a Cronbach Alpha value of 0.650. Work stress (X2) with a Cronbach Alpha value of 0.676. Work environment (X3) with a Cronbach Alpha value of 0.695. Employee turnover intention with a Cronbach Alpha value of 0.684. It can be stated that the re-search in strument in the form of aquestionnaire is reliable because the Cronbach Alpha value is greater than 0.60.

Multiple Linear Regression Analysis

In this study multiple linear analysis is used to predict how the condition of the dependent variable (employee turn over intention) is when the independent variables (work load, work stress and work environment) are indicators.

Table 4. Results of Multiple Linear Regression Analysis

Coefficients[a]				
		Unstandardized Coefficients		**Standardized Coefficients**
Model		**B**	**Std. Error**	**Beta**
1.	(Constant)	4,983	1,763	
	Workload (X1)	0,449	0,048	0,629
	WorkStres (X2)	0,205	0,073	0,229
	WorkEnvironment (X3)	0,107	0,103	0,087

Source: Data processed in 2023

Based on table4,it can be seen that the regression equation formed is:

$Y = 4,983 + 0,449X_1 + 0,205X_2 + 0,107X_3 + e$

Based on the multiple linear regressi on modelabove, the following in formation is obtained:

1. Constant Value

This equation can be explainedif the constant is positive4.638, which means that if the work load (X1), work stress (X2) and work environment (X3) are fixed (constant) or there is no change, then employee turnover inten-tionhasa value of4.638.

2. Workload(X1)

The workload regression coefficient is 0.449 and is positive, meaning that if the workload variable increases by 1unit significantly, the other independent variables (work stress and work environment) have a fixed value or there is no change. then the variable of workload will increase the value of the employee turnover intention variable by0.449.

3. Work Stress (X2)

The work stress regression coefficient is 0.205 and is positive, meaning that if the work stress variable increases by 1 unit significantly, and other independent variables (workload and work environment) have a fixed value or there is no change. then the variable of work stress will increase the value of the employee

turnover intention vari-able by0.205.

4.   Work Environment(X3)

The work environment regression coefficient is 0.107 and is positive, meaning that if the work environment varia-ble increases by 1 unit significantly, and other independent variables (workload and work stress) have a fixed val-ue or there is no change. Then the variables from the work environment will increase the value of the employee turnover intention variable by 0.107.

Classical Assumption Test ResultsNormality Test

The purpose of the normality test, as stated by Ghozali (2018), is to determine if the confounding or residual vari-ablesina regressi on model followa normal distribution.

Table 5. Normality Test Results
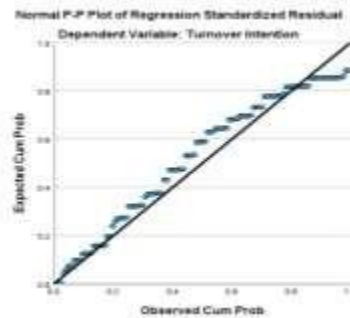
Source: Data processedin 2023

Based on the results of the normality test above, it is known that the residual values tend to spread along the diag-onal line and follow the direction of the diagonal line or the histogram graph which indicates that the data used in this study is normally distributed.

Multicollinearity Test

According to Ghozali (2018), the multicollinearity test is used to check for evidence of correlation between inde-pendent (free) variables in the regression model. If multicollinearity is present in the regression model, it can be identi-fied using the tolerance value and the VIF (Variation Influence Fac-tor) value. The tolerance value is a measure of theextent to which variation in other independent variables can explain the variation in the dependent ones of interest. If theVIFislessthan10and the tolerancevalueis greaterthan0.10, then multi collinearity can no texist.

Table 6. Multicol linearity Test Results

| Model	Collinearity Statistics		Information
	Tolerance	VIF	
Work load (X1)	0,903	1,108	There is no multi collinearity
Work Stres (X2)	0,601	1,665	There is no multi collinearity
Work Environment (X3)	0,564	1,774	There is no multi collinearity

Source: Data processed in 2023

Based on the data from the multi collinearity test results above, it is known that the workload variable (X1) has a VIFvalue of 1.108 <10.0 and a tolerance value of 0.903 > 0.10. The work stress variable (X2) has a VIF value of 1.665 <10.0and a tolerance value of 0.601 > 0.10. The work environment variable (X3) has a VIF value of 1.774 <10.0 and a toler-ancevalueof0.564 >0.10.So it can be concluded that from all the results stated that there is no multi collinearity.

Heteroscedasticity Test

According to Ghozali (2018), the purpose of the heteroscedasticity test is to determine if the residual variance in aregression model varies significantly from one observation to the next. The following table displays the findings of the heteroscedasticity test performed in this investigation:

Table 7. Heteroscedasticity Test Results
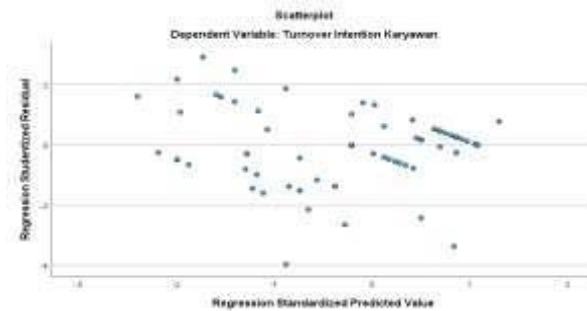
Source: Data processed in 2023

Based on the picture aboveregarding the results of the heteroscedasticity test using the Scatterplot chart that has been carried out, it shows that the distribution of the data does not form a clear (irregular) pattern, and is spread bo thabove and below the number (0) zero on the Y axis. So it can be concluded that at residual values do not show symptomsof heteroscedasticity (assumptionsaremet).

Hypothesis Testing Results Testt (PartialTest)

The t test is used to determine the extent to which a single independent variable accounts for variance in a dependent variable (Ghozali, 2018).The tabular data below displays the study'st-test findings:

Table 8. t Test Results (Partial Test)

Variable	Significance Count	Level Significance	tcount	t table
Work load (X1)	0,001	0,05	9,391	1,659
Work Stres (X2)	0,006	0,05	2,792	1,659
Work Environment (X3)	0,305	0,05	1,030	1,659

Source: Data processed in 2023

Based on the results of thet test (Partial) as follows:

1.   Work load (X1)

The workload variable has a significance value of 0.001, that value is smaller than the significance level of 0.05.Meanwhile, for t count, the value is 9.391 > t table, which is 1.659. So based on these results it can be stated that the work load variable has asignificant effect to the employee turnover intention variable.

2.   Work Stress (X2)

The work stress variable has a significance value of 0.006, that value is smaller than the significance level of 0.05.Meanwhile, for t count, the value is 2.792 > t table, which is 1.659. So based on these results it can be stated that the work stress variable has asignificant effect to the employee turnover intention variable.

3.   Work Environment (X3)

The work environment variable has asignificance value of 0.305,that value is greater than the significance level of 0.05. Whereas for t count, a value of 1.030 <t table is obtained, which is 1.659. So based on these

results it can best ated that the work environment variable has no significant effect to the employee turnover intention variable.

Coefficient of Determination Results (TestR^2)

Employee turnover intent is the dependent variable, and the R2 test determines how well the model explains that var-iable as a result of the three independent variables (workload, stress, and environment). Coefficient of Determination (TestR2) data from this analysisare presentedin the table below:

Table 9. Coefficientof Determination Results (TestR^2)

Model Summary

Model	R	RSquare	Adjusted RSquare	Std.Errorof the Estimate
1.	0,873^a	0,761	0,755	1,602

Source : Data processedin 2023

The results of the test for the coefficient of determination (R^2 test) in this study obtained an Adjusted R Square valueof 0.755 or 75.5%. This lift shows the magnitude of the influence of workload (X1), work stress (X2) and work environ-ment (X3) on employee turnover intention(Y) combined.

RESULTS AND DISCUSSION

1. The Influence of Work load on Employee Turnover Intention on Senyum Media Stationery Jember.

The analysis of the t test on the first hypothesis (H$_1$) shows that the workload variable has a significant effect on em-ployee turnover intention, with a significance value of 0.001 < 0.05, while the t$_{count}$ (9.391) > t$_{table}$ (1.659) means the hy-pothesis is "accepted" and the regression coefficient is positive by 0.449. Then, there is a moderately significant relation-ship between employee turnover intent and workload. This means that employees' intentions to leave the company are influenced by factors associated with their workload. Hermanto in Pambudi (2017) defines workload as the sum of tasks that an individual or group must complete in a given time frame undertypical working conditions. At the same time, Suci

R. Mar'ih (2017) defines workload as a heavy burden, whether it be in the form of long hours at the office, intense pres-sureat work, or anexcessive amoun to fresponsibility with outad equate reward.

This study's findings corroborate those of Jufri et al. (2019), who found that increased workload significantly in-creases the like lihood that workers will consider leaving the ircurrent positions.

2. The Influence of Job Stress on Employee Turnover Intentionon Senyum Media Stationery Jember.

The analysis in the t test for the second hypothesis (H$_2$) shows that the work stress variable has a significant effect on employee turnover intention with a significance value of 0.006 < 0.05, while the t$_{count}$ (2.792) > t$_{table}$ (1.659) means the hypothesis is "accepted" and the regression coefficient is positive by 0.205. Then, there is a moderately significant rela-tionship between employee turnover intent and work-related stress. Consequently, factors such as job demands, role de-mands, interpersonal demands, organisational structure, and organisational leadership all play a role in determining whether or not an employee will decide to leave their current position. According to Fahmi (2016), if work stress is lef tunresolved, it will have anegative effect to naperson'shealth because the soulis stretched to its limits. Work-related stress can cause anxiety and constant worry. They can't chill out or work together and instead become irritable and ag-gressive.

Consistent with previous research by Ihsan et al. (2018), this study found that high levels of stress at work

have appositive and significant impact on workers'propensity to consider leaving their current position.

3. The Influence of the Work Environment on Employee Turnover Intentionon Smile Media Stationery Jember.

The analysis of the t test for the third hypothesis (H_3) shows that the work environment variable does not significant-ly affect employees'intention to leave the ircurrent position,with asignifican cevalue of 0.305>0.05,whilet$_{count}$(1.030)

< t$_{table}$ (1.659), signifying that the hypothesis is "accepted" and the regression coefficient is positive at 0.107. Therefore, there is no weak evidence that the work environment variable influences turnover intent. Employees' intentions to leavethe company are unaffected by a hostile work environment characterised by elevated rates of absenteeism, slack produc-tivity, egregious rule violations, protests against superiors, and out-of-character acts of kindness. Temperature, humidity, air circulation, lighting, noise, cleanliness, and the availability of all necessary tools are all aspects of the working envi-ronment that can have an effect on productivity (Afandi, 2018). One of the things that affects how well employees do their job sistheirs urroundings (Saputra etal.,2020).

Metariani et al.'s (2022) findings that "work stress has no significant and negative effect on employee turnover inten-tion"are supported by the present study.

CONCLUSIONS

Conclusions

1. Workload has a significant impact on employees' intention to leave Senyum Media Stationery Jember, according to the study's findings. The SPSS t-test output shows that the workload hypothesis is supported, suggesting that work-load significantly affects employee turnover intent. This finding indicates that as the amount of work at Senyum Me-dia Stationery Jember grows, so too will then um berof employees planning to leave.

2. According to the findings of this research, job-related stress significantly affects workers' propensity toleave Senyum Media Stationery Jember. The SPSS t-test output supports the hypothesis that occupational stress signifi-cantly affects intentions to leave one's current employer. This finding suggests that as job stress at Senyum Media Stationery Jember rises, so too will the number of workers planning to leave the company.

3. According to the findings of this research, the working conditions at Senyum Media Stationery Jember have no bear-ing on the likelihood of employee turnover. Based on the output of the SPSS t-test, it is clear that the hypothesis that the workplace has a substantial effect on employee turnover intent is not supported. These findings suggest that the more positive the work environment at Senyum Media Stationery Jember, the fewer employees will be planning to leave their positionsin the near future.

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