

The Role of Work Stress and Working Environment on Employee Turnover Intention in Mining Company

Ris Akril Nurimansjah
Prodi Manajemen, Universitas Andi Djemma Palopo, Indonesia
risakril@unanda.ac.id

Ni Luh Kardini
Prodi Manajemen, Universitas Mahendradatta, Indonesia
kardini.mahayoga@gmail.com

Mulyadi
Prodi Manajemen, Universitas Ibnu Sina, Indonesia
mulyadi@uis.ac.id

Syech Idrus
Prodi Pariwisata, Sekolah Tinggi Pariwisata Mataram, Indonesia
sidroess@gmail.com

Abdullohim
Prodi Manajemen, Universitas Jendral Ahmad Yani, Indonesia
abdullohim@mn.unjani.ac.id

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Abstract:

This study sought to ascertain the impact of workplace stress and intention to leave on employee turnover. All of the employees at one of the mining businesses in Indonesia made up the population of this study, which had a total sample of 35 employees. Based on the saturated sample approach, samples were obtained. Multiple linear regression analysis is the technique utilized for data analysis. The study's findings indicate that employee turnover intentions are significantly influenced by both the work environment and work stress, either simultaneously or in part. The following conclusions can be taken from the data that was gathered and tested using the multiple linear regression model: The workplace has a considerable impact on employee turnover intention, with a t-test result of 0.000. The findings of the t test, which showed a value of 0.049, on the intention of employee turnover, show that work stress has a substantial impact. According to the results of the f test, the workplace environment and work stress have a considerable impact on the likelihood that employees will leave their jobs.

Keywords: work environment, work stress, turnover intention, mining companies.

INTRODUCTION

Human Resources (HR) has an important role in helping a company achieve success in carrying out its business and realizing company goals. In facing business competition, companies must have qualified human resources. Human resources are the spearhead for a company, especially companies in the field of service offerings. Yet, a common occurrence is that even when a firm is performing well, certain employee habits can directly or indirectly hurt the company's performance. The intention to leave the company (turnover intention) is one type of employee behavior (Elangovan, 2001).

The goal of turnover is the departure of employees from the company. Resignation, leaving the organizational unit, being fired, or the passing of an organization member are all examples of turnover. The organization will suffer from a high turnover rate as a result of unstable and uncertain working conditions as well as higher costs associated with human resources. In this context, based on pre-research interviews conducted by researchers, data (phenomena) was obtained that the turnover intention that occurs is where employees think they do not want to spend their entire career in this company and also do not leave the company as soon as possible, but if they are given a better job offer, employees will move. A high employee turnover rate is a metric that is frequently utilized as a sign of a deeper issue within the company. Organizations must lower employee turnover to acceptable levels because it might be expensive. However maintaining a 0% turnover rate is implausible and even undesirable (Putra, 2012).

Employee turnover can be predicted based on how much members of an organization or company want to move. The negative consequences of turnover are described in terms of costs, achievements, patterns of social communication, decreased morale, rigid control strategies, and strategic opportunity costs. Employee churn can be very expensive (Mahdi et al. 2012). However maintaining a turnover rate of 0 is impossible. Potential resources are being maintained by businesses in an effort to limit their impact on employee mobility. An organization will suffer from the effects of a high turnover rate (employee turnover), such as unstable working conditions and rising human resource costs. Due to the requirement to retrain new hires and replace veteran personnel, this makes the organization ineffective (Waspodo et al., 2013). Aspects of employee turnover intention include having made the decision to quit the organization, desiring to leave in the near future, and believing they won't spend their entire career there, looking for another job at this time, and if they get another better job, they will move soon. Several factors influence employee intention to leave (turnover intention), namely role conflict, job satisfaction, and organizational commitment (Mbah & Ikemefuna, 2012).

This situation makes human resources an asset whose efficiency and productivity must be increased. Therefore, companies must be able to create conditions that encourage employees to optimally develop and improve their skills. Building a comfortable workplace is one action the business can take to foster these conditions. Businesses have an obligation to give their employees a happy working environment because they think that happy employees will behave in a way that benefits the company. Workers who experience low work stress typically work between 37 and 40 hours per week, whereas those who experience high work stress typically work between 41 and 60 hours per week. Based on the findings of pre-research interviews researchers conducted with staff, it is known that most of the employees of this company work six days a week, averaging eight hours per day. This shows that almost every employee has working hours of at least 41 hours per week. Thus, it is possible that many employees have the potential to experience high work stress.

LITERATURE REVIEW

Turnover Intention

Workplace withdrawal behavior like turnover intention exists, but everyone has the right to decide whether they want to continue working for the firm or quit it (Toly, 2001). The person might leave because he can't bear the environment where he works or because he gets a far better employment chance elsewhere, thus such behavior is not necessarily bad. As a result, it may be said that employee turnover intention refers to employees' willingness to work for another organization for a variety of reasons, including getting a better salary offer, not being able to stand the workplace situation, and expectations of a better job (Pandiangnan et al., 2022).

Work Environment

One of the elements that can impact employee performance is the workplace. If their actions are supported by a suitable, healthy, safe, and comfortable environment, employees will be able to perform their tasks effectively (Sutagana et al., 2022). Disparities can require extra effort and time and do not support a system that is designed to be efficient. Everything in the workplace that may have an impact on how well employees do their duties is referred to as the work environment. A workplace is a place where workers perform their daily tasks in both individual and group settings that may have an impact on how their work is carried out (Revalicha, 2012).

Work Stress

Any behavior and environmental circumstance that places an individual under excessive psychological and physical demands at work results in work stress. Work stress is a state of tension that causes a physical and psychological imbalance and has an impact on a person's emotions, thinking processes, and overall health. Those who are struggling with work-related strain are said to be experiencing work stress. The demands of the tasks and positions, as well as the organizational structure, are some of the sources of stress. Management has influence over all of these elements, making changes to them possible (Sidharta & Margaretha, 2011). Thus, management may adopt methods including goal-setting, work redesign, participatory decision-making, organizational communication, and welfare programs to deal with employee stress. Workplace stress can not only be controlled through a strategy, but it can also be quantified (Setyowati & Yuniarto, 2012).

METHODOLOGY

According to the research criteria, the researcher sent questionnaires to the samples in order to collect the necessary data. There were 35 workers in the study's population. Saturated sampling is the method of sample gathering that is used. Primary and secondary data is the approach used to obtain data. The core data was gathered through surveys and interviews. The secondary data in this instance was gathered through library research, which can offer a theoretical foundation obtained through literature reviews, scientific publications, the Internet, as well as other sources relevant to the subject of study. Using SPSS software version 16.0, the collected data is then tested and examined. The analyses and tests utilized in this study include descriptive statistics, data quality checks, traditional assumption tests, and hypothesis testing.

RESULT AND DISCUSSION

It was known that there were 20 men (57.1% of the total) and 15 women (42.9% of the total). This information shows that there are more male employees than female employees. This is due to exploring the land, where the physical strength possessed by male workers is much needed. While the age of the respondents was dominated by 31–40 years, with a total of 15 people and a percentage of 42.9%. This shows that it is dominated by employees of productive age because it requires experienced employees to optimize work, think maturely in decision-making, and respond quickly to each job. Based on their last education, there were 4 respondents with junior high school education, or 11.4%; 10 people with senior high school education, or 28.6%; and 21 people with a bachelor's degree education, or 60%). Employees are dominated by undergraduate level education because they have a systematic mindset and to meet the company's strategic needs so that, one day, when the company is faced with complicated work, it can solve it.

The indicators of the turnover intention variable are divided into ten questions. The results show that employees chose the answer agree (S) on the variable turnover intention questionnaire. This shows that employees feel the desire to switch organizations or companies. However, among the 10 statements from the turnover intention questionnaire, point number 4 has the largest percentage of respondents disagreeing (TS) among the others, namely 48.6%, and this statement is related to leaving the organization as soon as possible. This may be because employees still want to stay with this company because they are not yet looking for another job. However, if the employee gets a better job at another company, he or she will switch companies. The indicators of the work environment variable

are divided into six statements. The results show that the majority of employees chose the agreed answer (S) on the work environment variable questionnaire. This shows that the work environment is good. However, it should be noted that management must also pay attention to the right temperature and provide comfort in the workplace and must ensure that there are positive workplace relationships as well. Changes in the internal and external environment of the workplace can have a direct or indirect impact on employee stress levels and organizational climate, which can lower job satisfaction levels and increase employees' intention to leave (turnover intention), which can then result in actual turnover (Edi Suhanto: 2009: 2). In this case, with a good work environment, employees will feel comfortable with the work environment, preventing turnover. The indicators of the job stress variable are divided into nineteen statements. The results show that the majority of employees chose the answer agreed (S) on the job stress variable questionnaire. This shows that work stress is high. This statement is supported by point statement number 12, where there is the highest percentage of agreement (S) among the others at 71.4%. In this statement, you can complete work that comes suddenly, so it can be concluded that every employee must be required to be able to complete work as soon as possible when the job is given.

The results of the descriptive statistics table above explain that of the 35 respondents, the lowest turnover intention score was 19 and the highest turnover intention score was 45; the average turnover intention score of the respondents was 32.57 with a standard deviation of 7.705. This means that in the minimum answer, the average respondent answered with the choices strongly disagree (STS), disagree (TS), and undecided (R), and in the maximum answer, the average respondent answered with the options agree (S) and strongly agree (SS). With an average total respondent's answer, the answer is divided by the number of respondents with a deviation of 7.705. Then, seen from the work environment, the lowest value is 19 and the highest work environment value is 30, so the average value of the respondents is 23.69 with a standard deviation of 3.169. This means that in the minimum answer, the average respondent answered with the choices strongly disagree (STS), disagree (TS), and undecided (R), and in the maximum answer, the average respondent answered with the options agree (S) and strongly agree (SS). Using an average response from all respondents, the response is divided by the total respondents with a standard deviation of 3.169. Moreover, it is well-known that the lowest and maximum values for work stress are 60 and 89, respectively; the average value of work stress among respondents is 74.97 with a standard deviation of 6.460. This means that in the minimum answer, the average respondent answered with the choices strongly disagree (STS), disagree (TS), and undecided (R), and in the maximum answer, the average respondent answered with the options agree (S) and strongly agree (SS). With an average total respondent's answer, the answer is divided by the number of respondents with a deviation of 6.460.

A significant value of 0.000 is found in the results of the t test for the work environment dimension (X1) on turnover intention (Y); this value is less than 0.05 ($0.000 < 0.05$), and t-count is higher than t-table ($3.918 > 2.036$). If the t-value is negative, the relationship between variable X1 and variable Y is inverse. Hence, it can be concluded that Ha1 is accepted. So, it can be inferred that the turnover variable is significantly influenced by the work environment variable. These findings support earlier research findings that the work environment has a limited negative impact on the employee turnover intention variable. Employees' intention to leave decreases as their level of comfort in the workplace increases. The dimensions of work stress (X2) and turnover intention (Y) in the results of the t test for these variables reveal a significant value of 0.049; this value is less than 0.05 ($0.049 < 0.05$), and t-count is more than t-table ($2.050 > 2.036$). A positive t value denotes a direct correlation between variable X2 and Y. Hence, it can be concluded that Ha2 is acceptable. So, it can be inferred that the variable of turnover is significantly influenced by the variable of job stress. These findings are consistent with other research, which indicates that high customer service employee turnover intentions are significantly and positively influenced by work stress.

Because the significance level is less than 0.05 ($0.001 < 0.05$) and the f-count value $>$ f-table is obtained by looking at the table for degree $df_1 = k-1$ (3-1) and $df_2 = 35 - 3 = 32$ at alpha 0.05 ($F_{0.05}(2)(32)$) based on the results of the f test, the f-count value obtained is 8.556 with a significant level of 0.001. The f-count value is $8.556 >$ f-table 3.30 as a result. After that, Ha3 is approved but H03 is refused. So, it can be said that factors affecting the workplace environment and work stress have an impact on variables affecting turnover intention. The adjusted R-square coefficient of determination is 0.308, as can be seen from the results of the test for the coefficient of determination. According to this finding, work environment and work stress variables can account for 30.8% of the variance in turnover intention, whereas the remaining 69.2% (100% minus 30.8%) is explained by variables that were not

investigated in this study.

CONCLUSION

The following conclusions can be taken from the data that was gathered and tested using the multiple linear regression model: The workplace has a considerable impact on employee turnover intention, with a t-test result of 0.000. The findings of the t test, which showed a value of 0.049, on the intention of employee turnover, show that work stress has a substantial impact. According to the results of the f test, the workplace environment and work stress have a considerable impact on the likelihood that employees will leave their jobs.

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