

THE EFFECT OF WORK STRESS, WORK LOAD, AND WORK ENVIRONMENT ON TURNOVER INTENTION AT PT IMA MOUNTAZ PROSPERITY IN LHOKSEUMAWE

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Abstract

The purpose of this study was to determine and analyze the influence of Work Stress, Workload, and Work Environment on the turnover intention of employees of PT. Ima Montaz Sejahtera Lhokseumawe. At PT Ima Montaz Sejahtera, a company that produces bottled drinking water, the turnover intention rate showed an increase from 2020 to 2022. Based on the data obtained, the turnover rate in 2020 was 1.9%, in 2021 it increased to 7.8%, and in 2022 it reached 12%. Many employees feel burdened by the workload and lack of support from management, which causes them to want to leave the company. The sampling method in this study uses simple random. The sample size is calculated using the Slovin formula. In this study, the sample size was set at 55 respondents of PT Ima Montaz Sejahtera Lhokseumawe employees. The sampling technique is done by simple random sampling, which is a simple random sampling technique where each respondent or member of the population has the same opportunity to be selected as a sample. It was concluded that every year there is an increase in the number of employees who leave the company which has increased every year. Based on the results of research that has been conducted regarding the effect of workload, work stress and work environment on turnover intention on employees of PT. Ima Montaz Sejahtera Lhokseumawe, the following conclusions can be drawn. Workload has a significant positive effect on increasing turnover intention of employees of PT Ima Montaz. Work stress has a significant positive effect on increasing turnover intention of employees of PT Ima Montaz. The work environment has a significant positive effect on increasing turnover intention of employees of PT Ima Montaz.

Keywords: *Job Stress, Workload, Work Environment, and Turnover Intention*

1. INTRODUCTION

Human resources (HR) are the most important assets owned by a company. All company activities depend on existing HR so that it can be said that HR determines the success or failure of a company in achieving its goals. The company must be able to manage HR well in order to achieve the company's vision and mission. Organizational leaders and departments that handle human resources must understand human resource issues well in order to manage HR well. An event that often occurs in a system and management of human resources in several companies is how employees themselves behave. One of the employee attitudes is Turnover Intention, namely the movement of employees out of the organization which can lead to employees' decisions to leave their jobs (Supardi and Aulia Anshari, 2022). Turnover Intention itself is the intention of an employee to leave an organization intentionally after a certain period of time in the organization, after careful consideration (Chen et al, 2019). It can be concluded that turnover intention is the feeling of an employee who wants to quit and change jobs from their previous job (Sazili et al, 2022). PT. Ima Montaz Sejahtera Lhokseumawe, which is a company engaged in producing packaged drinking water (AMDK) in various sizes. Becoming one of the companies that experienced the Turnover Intention phenomenon that occurred in the last 3 years. The impact after that was a decline in employee performance due to the unclear organization. The following is the Turnover Intention data for employees of PT. Ima Montaz Sejahtera Lhokseumawe in 2021-2023.

Table 1 Data on Turnover Intention of Employees Who Leave and Enter PT. Ima Montaz Sejahtera

Year	Enter	Go out	Amount	Presentation
2021	3	2	105	1.9%
2022	5	8	102	1.2%
2023	10	12	100	12%

Source: PT.Ima Mountaz Sejahtera

Based on the data above, it can be concluded that every year there is an increase in the number of employees leaving the company which has increased from 2020-2022. Judging from the data above, in 2020 the turnover rate was 1.9% or 105 employees, in 2021 the turnover rate was 7.8% or 102 employees and in 2022 the turnover rate was 12% or 100 employees. From the phenomenon *Turnover Intention* This will be detrimental to the company because of the many costs that must be incurred by the company, including costs for the recruitment process, selection and training of new employees, and the failure to achieve common goals in the organization. The first factor in this study that is suspected of influencing Turnover Intention is workload. Work is often considered the most important employee attitude in a company. Job satisfaction itself can be said to be people's feelings about their work in general or about different aspects of their work (Puhakka, et al 2021).

Based on observations conducted at PT. Ima Montaz Sejahtera Lhokseumawe, there is a phenomenon of work stress among employees working at the company. Job stress is considered as one of the impacts caused by high pressure that employees get while working. Job stress can be said to be an inability, a detrimental emotional state, and a decline in a person's condition from a psychological aspect. Job stress can also be interpreted as a person's inability to overcome challenges or pressure from work due to a mismatch between the abilities of the workforce and the tasks received (Wagih et al, 2022).

Workload is a process or activity that must be completed immediately by a worker within a certain period of time according to Vanchapo (2020). Workload is a process carried out by a person in completing tasks from a job or a group of positions carried out under normal circumstances within a certain period of time according to Monika (2018). Based on the results of observations conducted at PT. Ima Montaz Sejahtera Lhokseumawe, the phenomenon that occurs is workload. When the workload exceeds the worker's ability, this can cause fatigue. Employees who experience prolonged fatigue tend to have the intention to leave because they feel unable to cope with the demands of the job. An unbalanced or excessively high workload can cause employees to feel dissatisfied. This dissatisfaction is directly related to the increasing intention to look for another job. In a study conducted by Widiawati et al., (2017) also found that the workload variable had a significant positive effect on turnover intention.

According to Sukanto and Indryo (2018) the work environment is everything around workers that can affect their work including lighting arrangements, noise control, workplace cleanliness arrangements and workplace security arrangements. The work environment according to Afandi (2018) is something that exists in the environment of workers that can influence them in carrying out. Based on the results of observations conducted at PT. Ima Montaz Sejahtera Lhokseumawe the phenomenon that occurs is the work environment, the Company must pay attention to its work environment so that. Can create a conducive atmosphere so that it can facilitate the work of employees. employees can feel uncomfortable working if the environment where they work does not make them comfortable. Insufficient or excessive lighting can interfere with employees' vision at work, the temperature of the work room must also be maintained so that it is not too hot or too cold so that employees do not feel hot or cold while working, and noise in the work room must be maintained because it can interfere with employee concentration at work. If the level of employee comfort at work decreases, employees will feel uncomfortable and have the desire to leave. The research results of Alamsyah et al., (2018) show that the work environment has a positive and significant effect on turnover intention.

2. LITERATURE REVIEW

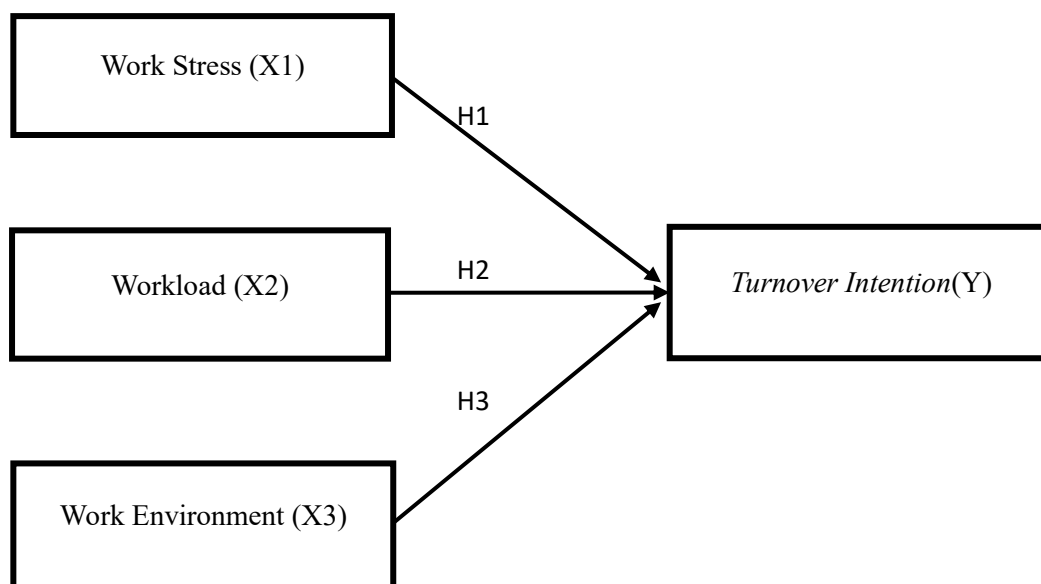
Table 2 Previous Research Results

No	Name/Year	Variables	Research result
1.	Ruslan A. Kamis, Rahmat Sabuhari, and Muhammad Kamal, 2021	The Influence of Work Environment, Stress, and Workload on Employee Turnover Intention at PT. Bintang Muara Kie Raha (Muara Group) Ternate	The work environment has a negative effect on employee turnover intention, work stress and workload have an effect on employee turnover intention at PT. Bintang Muara Kie Raha (Muara Group) Ternate.
2.	The Haholongan Routine (2018)	The independent variables used are work stress and work environment. The dependent variable is turnover intention. Multiple linear regression	Job stress and work environment have a positive effect on turnover intention.
3.	Taufiqurrohman, Azis Fathoni, SE, MM & Leonardo Budi Hasiolan SE, MM (2018)	The independent variables used are work environment, compensation and work stress. The dependent variable is turnover intention. Multiple regression.	Work environment and compensation have a negative effect on turnover intention. Work stress has a positive effect on turnover intention.
4.	Dheasey Amboningtyas, Amanda Mastisia Rakanita & Moh. Mukeri Warso (2016)	The independent variables used are workload, work stress and work motivation. The dependent variable is turnover intention. Multiple linear regression.	Workload, work stress and work motivation have a positive effect on turnover intention.
5.	Laksmi Sito Dwi Irvianti and Renno Eka Verina (2015)	Laksmi Sito Dwi Irvianti and Renno Eka Verina (2015)	Job stress, workload and work environment have a positive effect on turnover intention.
6.	Gerry Wahyu Dewatara, Tjia Fie Tjoe (2014)	The independent variables used are job satisfaction, job stress and work environment. The dependent variable is turnover intention. Multiple linear regression.	Job satisfaction, job stress, and work environment have a positive effect on turnover intention.
7.	Rena Afifatus Rachmad, Nurul Qomariah, Winahyu's Family, 2018	The Influence of Work Stress, Workload and Work Environment on Employee Turnover Intention (Study at CV. Laras Inti Agrisatwa Jember)	The work stress variable has a significant effect on the turnover intention variable, the workload variable has a significant effect on the turnover intention variable, the work environment variable has a significant effect on the turnover intention variable.
8.	English: Achmad Syauqi, Dudung	The Influence of Workload and Work Environment on	Workload partially has a positive effect and the Influence of Workload and Work Environment

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	Abdurrahman, Rusman Frendika, 2020	Turnover Intention at PT Putra Mustika Prima Bandung	on Turnover Intention, Work environment partially has a positive and significant effect on turnover intention, Workload and work environment together (simultaneously) have a positive and significant effect on turnover intention
9.	Shahzad et. al, (2011)	Work-Life Policies and Job Stress as Determinants of Turnover Intentions of Customer Service Representatives in Pakistan	Research results show that turnover meaning is negatively related to policy work environment and relate positive and stressful work on Customer service Representative in Pakistan.
10.	Issa, Dua'a Abdul Rahim Mohammad. Fais Ahmad and Hamid Mahmood Gelaidan (2013)	Job Satisfaction and Turnover Intention Based on Sales Person Standpoint	Job satisfaction has a significant negative influence on turnover intention

2.1 Conceptual Framework



Picture 1 Conceptual Framework

2.2 Hypothesis

- H1 : It is suspected that there is an influence of work stress on *Turnover Intention* employee PT Ima Mountaz Sejahtera lhoksemawe
- H2 : It is suspected that there is an influence of workload on the turnover intention of employees of PT Ima Mountaz Sejahtera Lhoksemawe.
- H3 : It is suspected that the work environment has an influence on *Turnover Intention* employee PT Ima Mountaz Sejahtera Lhokseumawe.

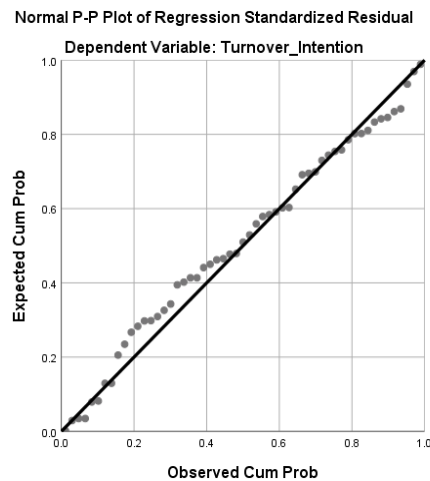
3. METHOD

This research was conducted at PT. Ima Montaz Sejahtera Lhokseumawe. The objects in this study were all employees working at PT. Ima Montaz Sejahtera Lhokseumawe. Population is a generalization area consisting of objects or subjects that have certain quantities and characteristics determined by researchers to be studied and then conclusions drawn Sugiyono (2018). The population in this study is 125 employees who work at PT. Ima Montaz Sejahtera Lhokseumawe. According to Sugiyono (2018) a sample is a portion of the total number of characteristics possessed by a population.

The sampling method in this study uses random sampling (simple random). The sample size is calculated using the Slovin formula, in the study the sample size is based on the Slovin formula. In this study the sample size was set at 55 respondents of PT Ima Mountaz Sejahtera Lhokseumawe employees. The sampling technique was carried out by simple random sampling, namely a simple random sampling technique where each respondent or member of the population has the same opportunity to be selected as a sample. The types and sources of data used in this study are primary data. Primary data is a data source that directly provides data to data collectors. The data was collected by the researcher directly from the first source or the place of the research object conducted by Sugiyono (2019).

4. RESULTS AND DISCUSSION

4.1 Normality Test



After seeing the results of Figure 2 normal P-Plot, it can be concluded that the regression model meets the assumption of normality because in the normal P-Plot graph, the points are seen approaching the line and spreading around the diagonal line and showing very significant results

4.2 Multicollinearity Test

Table 2 Multicollinearity Test

Model	Coefficients ^a	Collinearity Statistics	
		Tolerance	VIF
1	(Constant)	.	.
	Job Stress	0.621	1,610
	Workload	0.584	1,713
	Work environment	0.736	1,359

a. Dependent Variable: Turnover Intention

Source processed by author (2024)

Based on table 2, the multicollinearity test in the table above shows that the tolerance value obtained for work stress is 0.621 with a VIF value of 1.610, then the tolerance value obtained for workload is 0.584 with a VIF value of 1.713, and the tolerance value obtained for the Work Environment is 0.736 with a VIF value of 1.359. This

shows that the tolerance value is greater than 0.10 and the VIF is less than 10, meaning that there is no multicollinearity between the independent variables.

4.3 Heteroscedasticity Test

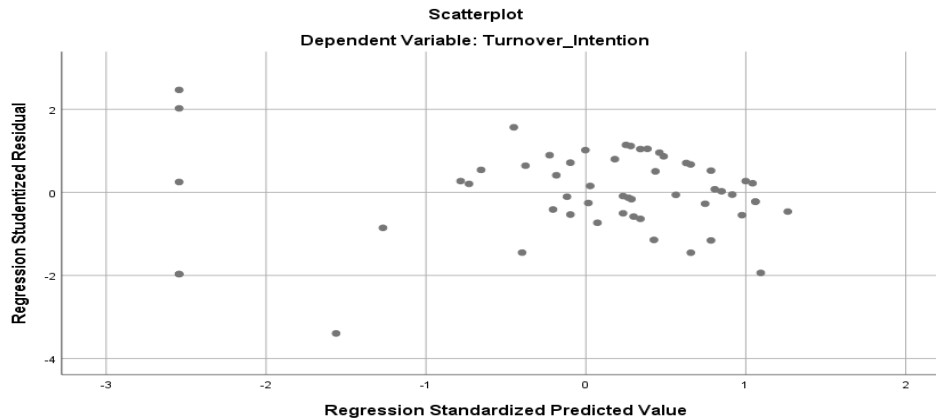


Figure 3 Heteroscedasticity Test

The results of the heteroscedasticity test can be seen from the picture above that the points are spread above or below the number 0 on the y axis, so it can be concluded that heteroscedasticity does not occur.

4.4 Multiple Linear Regression Analysis

Table 3 Results of Multiple Linear Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	6,397	1,841		3,474	.001
	Work_Stress	.356	.103	.395	3,441	.001
	Workload	.212	.101	.248	2,097	.041
	Work environment	.237	.087	.287	2,722	.009

a. Dependent Variable: Turnover_Intention

Based on table 3 above, the multiple linear regression equation is obtained as follows:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \epsilon$$

$$Y = 6.397 + 0.356X_1 + 0.212 X_2 + 0.237X_3 + \epsilon$$

1. The value of the constant is 6.397, the dependent variable on turnover intention in this case means that it will have the same value as the constant of 6.397 if work stress (X1), workload (X2) and work environment (X3) have the same value as 0, for turnover intention (Y) then the constant value is 6.397.
2. The value of the work stress coefficient (X1) is positive at 0.356, meaning that increasing work stress has a linear relationship with increasing turnover intention (Y). If work stress increases, turnover intention at PT Ima Mountaz Sejahtera Lhokseumawe will also increase.
3. The workload coefficient value (X2) is positive at 0.212, meaning that increasing workload has a linear relationship with increasing turnover intention (Y). If the workload increases, turnover intention at PT Ima Mountaz Sejahtera Lhokseumawe will also increase.
4. The coefficient value of the work environment (X3) is positive at 0.237, meaning that the increase in the work environment has a linear relationship with the increase in the work environment (Y). If the work environment increases, the turnover intention at PT Ima Mountaz Sejahtera Lhokseumawe will also increase.

4.5 Test of Determination Coefficient (R²) and Correlation (R)

The coefficient of determination (adjusted r-square) value obtained is 0.558. This shows that turnover intention (Y) at PT Ima Mountaz Sejahtera Lhokseumawe has a relationship with work stress (X1), workload (X2), and work environment (X3) of 55.8%. While the remaining 44.2% turnover intention (Y) at PT Ima Mountaz Sejahtera Lhokseumawe has a relationship with other variables that are not used in this study. Therefore, it can be concluded that turnover intention (Y) at PT Ima Mountaz Sejahtera Lhokseumawe has a strong correlation or relationship with the variables of work stress (X1), workload (X2) and work environment (X3).

5. DISCUSSION

5.1 The Influence of Work Stress on Turnover Intention

Based on the research results, it can be seen that work stress (X1) has a significant positive influence on Turnover Intention (Y) on employees at PT. Ima Montaz Sejahtera Lhokseumawe. Several factors can be identified as the cause of this positive relationship, including the high level of desire to move when employees experience stress in the work environment. One of the factors indicated as the cause is excessive workload or excessive work pressure. If employees feel burdened with heavy tasks and tight deadlines, this can lead to high levels of stress. Continuous stress can trigger physical and mental fatigue, and reduce job satisfaction, thus encouraging the intention to seek alternative employment.

In addition, lack of social support and effective communication in the workplace can also be factors that strengthen the relationship between work stress and turnover intentions. Employees who feel less supported by coworkers and superiors in dealing with challenges or workloads may experience increased stress levels, which in turn, can stimulate the desire to seek a more conducive work environment. The management of PT. Ima Montaz Sejahtera Lhokseumawe can respond to these findings by designing employee welfare programs, providing resources to manage stress, and improving communication between teams. These actions can help reduce work stress levels, thus having a positive impact on employee welfare and reducing the tendency to move to another workplace. This research is in line with previous research conducted by Dewi and Agung (2019) that work stress has a positive and significant effect on *turnover intention*. This shows that the higher the level of work stress, the higher the level of turnover intention felt by the company's employees.

5.2 The Influence of Workload on Turnover Intention

The results of this study indicate that workload (X2) has a positive effect on turnover intention. This explanation can be interpreted that the higher the workload, the higher the turnover intention. These results are in accordance with research conducted by Fitriantini (2020) which found that workload has a positive effect on Turnover intention. Fitriantini's research (2020) is supported by research conducted by Widawati (2021) which found that workload has a positive effect on Turnover intention. Each company provides its employees with a job desk or job specifications according to their position. The work given to employees if it is not given according to its portion or can be called a workload that exceeds their job desk will make employees uncomfortable at work. This will trigger the employee's desire to move to another company, so it can be concluded that the higher the workload, the greater the employee's desire to leave the company. 52 Workload is a collection or number of activities that must be completed by an organizational unit or job holder within a certain period of time (Sunarso, 2010). Suarhana and Riana (2016) stated that turnover intention is a description of feelings regarding an employee's desire to leave the organization by looking at new job alternatives as their next job goal.

5.3 The Influence of Work Environment on Turnover Intention

The results of this study indicate that the work environment (X3) has a positive effect on turnover intention. The work environment is everything around workers that can influence their work, including lighting arrangements, noise control, workplace cleanliness arrangements and workplace security arrangements. According to Afandi (2018), the work environment is something that exists in the environment of workers that can influence him in running. This shows that when companies create a comfortable working atmosphere, support collaboration between teams, and provide adequate facilities, employees tend to feel more satisfied and motivated to stay working. A healthy working environment also helps reduce stress levels, improve well-being, and encourage employee engagement in their tasks. As a result, employees feel more at home and loyal to the company, so the

intention to leave the job is reduced. Thus, companies that invest in creating a positive working environment can reduce turnover intention and retain the best talent.

According to Sukanto and Indryo (2018), the work environment is everything around workers that can influence their work, including lighting arrangements, noise control, workplace cleanliness arrangements, and workplace security arrangements. This is in line with research conducted by Achmad Syauqi et al., (2021) these results show that there is a positive and significant influence of the work environment on turnover intention, another study conducted by Ruslan A. Kamis et al., (2015) also stated that there is a positive and significant influence of the work environment on turnover intention.

CONCLUSION

1. Job Stress has a negative effect on employee Turnover Intention at PT. Ima Montaz Sejahtera Lhokseumawe. Increasing job stress can be realized through improving factors such as leadership, career development opportunities, fairness in employee management, and working conditions.
2. Workload (X2) has a negative effect on Turnover Intention (Y) of employees at PT. Ima Montaz Sejahtera Lhokseumawe. A high level of engagement indicates that employees feel connected to their work, reducing the desire to seek new job opportunities. Increased engagement can be achieved through recognition of employee contributions, career development opportunities, and a supportive work environment.
3. Work Environment (X3) has a positive and significant effect on Turnover Intention (Y) of employees at PT. Ima Montaz Sejahtera Lhokseumawe. Excessive work environment and lack of social support can increase stress levels, encouraging the desire to find a new job. Management can reduce stress with welfare programs and improve communication in the workplace.

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