



# The effect of job satisfaction, organizational commitment and work stress on the turnover intention assumption of employees of Pt. Asiatrust technovima qualiti Samarinda branch

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## ABSTRACT

This study aims to determine the effect of job satisfaction, organizational commitment and job stress on the assumption of employee turnover intention of PT. Asiatrust Technovima Qualiti Samarinda branch works either partially or simultaneously. The sample of this research is 132 employees of PT. ATQ who are still actively working are selected using random sampling technique. The method used is quantitative method, data collection is carried out using primary data through direct questionnaires to respondents. Data were analyzed with validity and reliability tests, as well as multiple linear regression analysis, t test, f test and classical assumptions. The results showed that H1: job satisfaction (X1), organizational commitment (X2), and job stress (X3) had a simultaneous effect on the assumption of turnover intention. H2: job satisfaction (X1) has a positive and significant effect. The results of this study also support previous research from Setiawan, et al. (2018) which states that job satisfaction (X1) has an effect on turnover intention (Y), and rejects the results of Saeka, et al. (2019) which states that job satisfaction (X1) has no effect on turnover intention (Y). H3: organizational commitment (X2) has a positive and significant effect on the assumption of turnover intention (Y). The results of this study also support previous research from Kurniawati, et al (2018) which stated that organizational commitment (X2) had an effect on turnover intention (Y), and rejected the results of Saeka's research (2019) which stated that organizational commitment (X2) had no effect on turnover intention (Y). H4: work stress (X3) has a positive and significant effect on the assumption of turnover intention (Y). This study also supports previous research from Saeka, et al. (2019) which states that work stress (X3) has a significant and significant effect on turnover intention (Y), and rejects the results of research by Kurniawati, et al. (2018) which states that work stress (X2) has no effect on turnover intention (Y).

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## 1. Introduction

In reality, managing human resources to make the company's main asset is not an easy thing. Many human resource management problems are found in practice, one of the most common problems found in every company is turnover or the rate of entry and exit of employees in a company. Based on the table, employee turnover in 2021 will reach 6.89 percent. Every year there is an increase in the percentage of employees who want to leave. Especially in 2020-2021 where the covid-19 pandemic is happening. Based on the results of interviews with HRD, the employee turnover rate increased due to employees feeling bored with the work they are currently doing. There are also employees who leave with excuses for family matters. Job satisfaction has an effect on turnover intention as their satisfaction with work by showing good and responsible behavior when working. Organizational commitment has an effect on turnover intention as the individual basis of each employee to help the company realize the company's goals. Job stress affects turnover intention as the emergence of anxiety, confusion or disappointment that makes employees look for momentum to leave the company. Turnover intention is one of the phenomena that often occurs in companies. Skilled and capable workforce to perform well is very difficult to obtain because the company must incur high costs, especially to maintain existing ones so as not to leave the company. Employee turnover is a phenomenon that often occurs in companies.

This difference is the basis for the author to conduct research on job satisfaction, organizational commitment and job stress on the assumption of employee turnover intention of PT. Asiatrust Technovima Qualiti Samarinda branch. The author is interested in discussing the problem of why there has been an increase in the number of employees leaving the company in the last two (2) years, where this increase occurred during the covid-19 pandemic. The author believes that in the midst of the current pandemic, it is very difficult to find work. There are also many companies that eventually lay off their employees forcibly because they went bankrupt. But why some employees of PT. Asiatrust Technovima Qualiti chose to leave his job when other people were struggling to get a job. Setiawan, et al. (2018) with the title "the influence of organizational commitment, compensation, and job characteristics on turnover intention with job satisfaction as an intervening variable". Saeka, et al. (2019) with the title "the influence of job satisfaction, organizational commitment and work stress on the turnover intention of PT. Indonusa Algaemas Prima Bali". Kurniawati, et al. (2018) with the title "the influence of role conflict, work stress, locus of control, and organizational commitment on the turnover intention of public accountants in Central Java and Yogyakarta".

According to Bintoro, et al (2017:15) "Human resource management is a science or a way of how to manage the relationship and the role of resources (labor) owned by individuals efficiently and effectively". The operational function in human resource management is the basis for effective and efficient HRM implementation in achieving organizational or company goals. Human resource management functionally has several functions that are interrelated with each other and the operations carried out by human resource management are in accordance with the functions they have. Turnover intention is the desire to move, not yet at the realization stage, which is to move from one workplace to another. Utama dkk. (2020) "Turnover intention can be interpreted as a permanent resignation from the company either voluntarily or not".

Organizational commitment is an attitude that reflects the extent to which an individual recognizes and is bound to his organization. An individual who has a high commitment is likely to see himself as a true member of the organization. According to Damri, et al. 2017 "Organizational commitment is a condition where an employee feels comfortable with his work and workplace, so he has a desire to remain in the organization". Stress is an adaptive response, mediated by individual differences which are a consequence of external actions, situations or events (environment) that place excessive physical and psychological demands on a person. According to Syafrina (2018) "Work stress is a condition in which there are one or more factors at work that interact with workers so that they interfere with physiological and behavioral conditions".

## 2. Method

In order to obtain the data that the authors need, in this study the authors collect data by: Literature study, Field Study and Questionnaire. Data Analysis method with the following Table 1.

Table 1.  
Data Analysis method

Variabel	Koefisien Regresi (B)	t Hitung	Sig	t tabel $\alpha = 0,05$	F hitung	Sig	F tabel	
				df = n - k - 1			df1 = k-1	df2 = n-k
Konstanta	1,076	3,644	0,000				df1 = 3	df2 = 128
Kepuasan kerja (X1)	0,259	4,138	0,000	1,97867	34,220	0,000	2,68	
Komitmen Org (X2)	0,265	4,547	0,000					
Stres kerja(X3)	0,214	3,376	0,001					
Variabel Dependen (Y) = Turnover Intention								
koefisien korelasi	R = 0,667	Output regresi linier berganda uji hipotesis						
koefisien determinasi	R <sup>2</sup> = 0,445							

Multiple linear analysis to estimate the dependent variable if the independent variable is increased or decreased. The regression equations formed in the data analysis of this study are:

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 + \epsilon$$

$$Y = 1,076 + 0,259X_1 + 0,265X_2 + 0,214X_3 + \epsilon$$

### 2.1 The regression equation above can be represented as follows:

#### 1. Constant $b_0 = 1.706$

This means that if job satisfaction, organizational commitment and work stress are constant or equal to zero, then the Y value (assuming turnover intention) is 1.076.

#### 2. Coefficient $b_1 = 0.259$

This means that if the variable organizational commitment (X2) and work stress (X3) the value is fixed or equal to zero, and job satisfaction (X1) is increased by one unit, then the assumption of turnover intention (Y) will increase by 0.259.

#### 3. Coefficient $b_2 = 0.265$

This means that if the variables of job satisfaction (X1) and work stress (X3) are fixed or equal to zero, and organizational commitment (X2) is increased by one unit, then the assumption of turnover intention (Y) will increase by 0.265.

#### 4. Coefficient $b_3 = 0.214$

This means that if the variables of job satisfaction (X1) and organizational commitment (X2) are fixed or equal to zero, and work stress (X3) is increased by one unit, then the assumption of turnover intention (Y) will increase by 0.214.

### 2.2 Coefficient of correlation and determination

The correlation coefficient (R) of this regression equation as shown in table 4.10 is 0.667. These results indicate that the variables of job satisfaction (X1), organizational commitment (X2) and job stress (X3) have a strong relationship with the assumption of turnover intention (Y), because the value of  $R = 0.667$  tends to approach the value of 1. The coefficient of determination ( $R^2 = 0.445$ ) indicates that the variables of job satisfaction (X1), organizational commitment (X2) and job stress (X3) have contributed to the rise and fall of the assumed value of turnover intention (Y) of 44.5%, while the remaining 55.5 % contribution is influenced by other variables that are not included in this study.

### 2.3 F Test (Simultaneous)

Based on the table above, F count 34,220 > from F table 2.68 while the value of sig. = 0.000 < of 0.05 then the decision  $H_0$  is rejected and  $H_a$  is accepted. Together, job satisfaction (X1), organizational commitment (X2) and job stress (X3) simultaneously affect the assumption of turnover intention (Y).

**2.4 t test (Partial)**

1. t count job satisfaction (X1) is 4.138. Because t count job satisfaction (X1) 4.138 > from t table 1.97867 while the value of sig. = 0.000 < from 0.05 then the decision H2 is rejected. Partially job satisfaction (X1) has a positive and significant effect on the assumption of turnover intention (Y)
2. t count organizational commitment (X2) is 4.547. Because t count work environment (X2) 4,547 > from t table 1,97867 while the value of sig. = 0.000 < from 0.05 then the decision H3 is rejected. Partially organizational commitment (X2) has a positive and significant effect on the assumption of turnover intention (Y).
3. t count work stress (X3) is 3.376 Because t count work stress (X3) 3.376 > from t table 1.97867 while the value of sig. = 0.001 < of 0.05 then the decision H4 is accepted. Partially, work stress (X3) has a significant positive effect on the assumption of turnover intention (Y).

**Table 2.**  
**Classic assumption test**

Variabel	Collinearity		Durbin Watson
	Tolerance	VIF	
Constant	-	-	1,838
Job satisfaction (X1)	0,798	1,253	
Comitment X2)	0,794	1,260	
WORK Stress (X3)	0,855	1,170	

Data source: processed by the author in 2021

**1. Multicollinearity Test**

In this study, as in the table above, the tolerance value is above 0.1 and the VIF is below 5, so the conclusion is that the regression model formed in this study does not occur multicollinearity symptoms.

**2. Autocorrelation Test**

The value of Durbin Watson (DW) based on the table above is 1.838

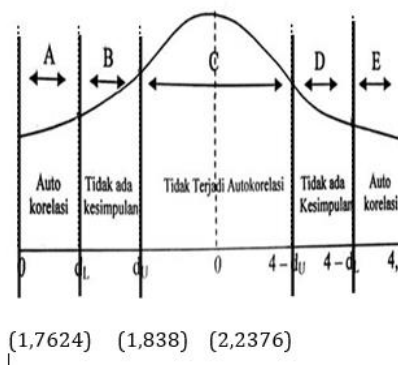


Figure 1. **Autocorrelation Test**

Determine the value of dL and dU where this study uses n=132 and k=3 (independent variables). In this study and based on the statistical table DW obtained dL = 1.6696, dU = 1.7624. Decision making on

DW position is at  $dU < d < 4 - dU$  or  $1.7624 < 1.838 < 2.2376$ . The decision taken is "there is no autocorrelation.

### 1. Test Heteroskedastisitas

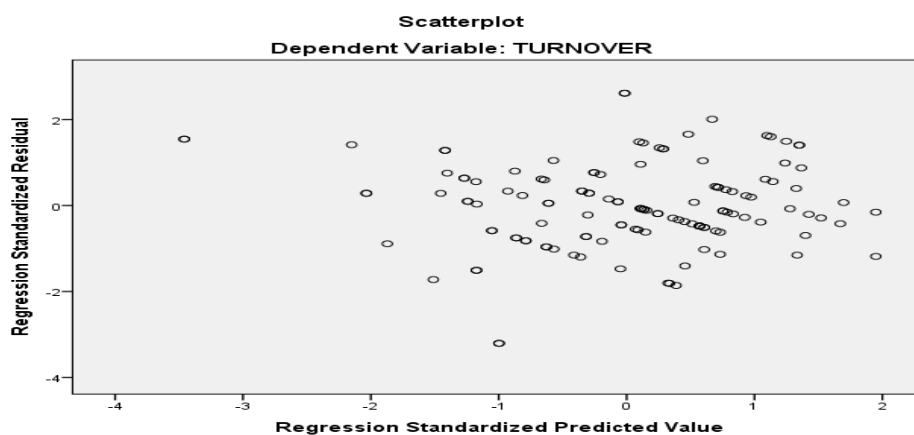


Figure 2. Test Heteroskedastisitas

From the scatterplots above, it can be seen that the points spread with an indefinite pattern (some are scattered and some are in the form of lines) above and below the number 0 on the Y axis, so the regression model tends not to occur heteroscedasticity.

## 3. Results and Discussion

### 3.1 Simultaneous Discussion (F Test)

Because F count 34.220 > from F table 2.68 while significant value = 0.000 < from 0.05, the decision  $H_0$  is rejected and  $H_a$  is accepted. Together, job satisfaction (X1), organizational commitment (X2) and job stress (X3) simultaneously affect the assumption of turnover intention (Y). These results prove that  $H_1$  which job satisfaction, organizational commitment and job stress affect the assumption of turnover intention is proven true. Job satisfaction will increase the individual's sense of pride in the company. When these feelings peak, the employee's organizational commitment to the company will arise. This is something every company should pay attention to. When the company is indifferent to the work stress experienced by workers, of course in the future the company's turnover intention assumption will increase.

### 3.2 Partial Discussion (t-test)

3.3 t count job satisfaction (X1) 4.138 > from t table 1.97867 while the value of sig. = 0.000 < of 0.05 then the decision  $H_0$  is rejected and  $H_a$  is accepted. Partially job satisfaction (X1) has a positive and significant effect on the assumption of turnover intention (Y). Hypothesis  $H_2$  which says job satisfaction, partially negative and significant effect on the assumption of turnover intention is not proven true. High job satisfaction will reduce the level of the company's turnover intention assumption. Employees who are satisfied with their work or what they get from the company will always be loyal to the company and keep the employee wanting to be in the organization. The results of this study also support previous research from Setiawan, et al. (2018) job satisfaction (X1) has an effect on turnover intention (Y), and rejects the research results of Saeka, et al. (2019) which states that job satisfaction (X1) has no effect on turnover intention (Y). t count organizational commitment (X2) 4.547 > from t table 1.97867 while the value of sig. = 0.000 < of 0.05 then the decision  $H_0$  is rejected and  $H_a$  is accepted. Partially organizational commitment (X2) has a positive and significant effect on the assumption of turnover intention (Y). So  $H_3$  which says that organizational commitment has a partially negative and significant effect on the assumption of turnover intention is not proven to be true. High organizational commitment will reduce the company's turnover intention. Employees

will enjoy their work when loyalty has arisen to serve the organization. The results of this study also support previous research from Kurniawati, et al (2018) that organizational commitment (X2) has an effect on turnover intention (Y), and rejects the results of Saeka's research (2019) which states that organizational commitment (X2) has no effect on turnover intention (Y). Because  $t$  count work stress (X3)  $3.376 >$  from  $t$  table  $1.97867$  while the value of  $\text{sig.} = 0.001 <$  of  $0.05$  then the decision  $H_0$  is rejected and  $H_a$  is accepted. Partially, work stress (X3) has a positive and significant effect on the assumption of turnover intention (Y). So the hypothesis which says that job stress has a positive and partially significant effect on the assumption of turnover intention is proven to be true. High job stress will increase the assumption of a company's turnover intention. Companies should care about the emotional state of their employees. By having a counseling program, it is hoped that the company can find out and provide solutions to the problems experienced by its employees. This study also supports previous research from Saeka, et al. (2019), work stress (X3) has a significant and significant effect on turnover intention (Y), and rejects the results of research by Kurniawati, et al. (2018) which states that work stress (X2) has no effect on turnover intention (Y).

#### 4. Conclusion

Based on the results of the SPSS  $F$  count  $34,220 >$   $F$  table  $2.68$  and a significance of  $0.000 <$   $0.05$ , job satisfaction, organizational commitment and job stress simultaneously affect the assumption of turnover intention. This result is in accordance with  $H_1$  which states that job satisfaction, organizational commitment and work stress simultaneously or simultaneously affect the assumption of turnover intention. Based on the results of the SPSS output  $t$  count job satisfaction  $4.138 >$   $t$  table  $1.97867$  and a significance of  $0.000 <$   $0.05$ , job satisfaction partially has a positive and significant effect on the assumption of employee turnover intention of PT. ATQ Samarinda branch. This result rejects  $H_2$  which states that job satisfaction has a negative and significant effect on the assumption of turnover intention. Based on the results of the SPSS output  $t$  count organizational commitment  $4.547 >$   $t$  table  $1.97867$  and a significance of  $0.000 <$   $0.05$ , organizational commitment partially has a positive and significant effect on the assumption of employee turnover intention of PT. ATQ Samarinda branch. This result rejects  $H_3$  which states that organizational commitment has a negative and significant effect on the assumption of turnover intention. Based on the results of the SPSS output  $t$  count Work stress  $3.376 >$   $t$  table  $1.97867$  and a significance of  $0.001 <$   $0.05$ , work stress partially has a positive and significant effect on the assumption of employee turnover intention of PT. ATQ Samarinda branch. This result is in accordance with  $H_4$  which states that work stress has a positive and significant effect on the assumption of turnover intention.

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