

The Influence of Work Stress and Work Fatigue on Employee Turnover Intentions at PT Pegadaian (Persero) Regional Office VI Makassar

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Abstract

The Objectives - The study was to determine the effect of Work Stress and Job Fatigue on the turnover intention of PT Pegadaian (Persero) Regional Office VI Makassar. The location of the object of this study was PT Pegadaian (Persero) Regional Office VI Makassar.

The Methods - This researcher used a quantitative approach and data collection by using a questionnaire. In this study, two independent variables were used, namely (X1) Job Stress and (X2) Job Fatigue and one dependent variable, namely (Y) turnover intention. The sample needed in this study was 54 respondents, and the data analysis techniques used were validity test, reliability test, multiple linear regression, t test, f test, and R2 determination coefficient test. This test was carried out using SPSS software version 26.

The Result - The results of the study, it was found that Based on the results of the t test, it shows that the work stress variable partially has a positive and insignificant effect on turnover intention, the work fatigue variable partially has a positive and significant effect on turnover intention, the work stress and work fatigue variables simultaneously have a positive and significant effect on turnover intention.

Keywords: Job Stress, Job Fatigue, Turnover Intention

1. Introduction

Every company or organization in carrying out its activities certainly requires human resources that support efforts to achieve the goals set by the organization. Human resources are one of the most important parts of a company, because if the company can manage human resources well, the company's goals will be achieved soon (Larasati, 2018).

In an increasingly competitive business era, companies face major challenges in maintaining operational sustainability and increasing employee productivity. Thus, companies must pay attention to employee conditions at work to produce maximum performance. Employee performance is greatly influenced by employee mental conditions, where this mental condition is indicated by the level of employee work



stress at work. Work stress is a pressure that does not match between job demands and individual resources, which can have a negative impact on employee welfare. When stress cannot be managed properly, the result is that employee work performance and productivity levels will experience a drastic decline and loss of work motivation which triggers the intention to leave work.

Besides the causes of turnover intentions in employees in the company, another influencing factor is work fatigue. Work fatigue is a loss of enthusiasm, idealism, energy, perspective, and goals that results in physical and emotional fatigue (Budak and Erdal, 2022). Research from Liu et al., (2019) in Salama et al., (2022) indicates that work stress has a positive effect on turnover intentions. Gregorius Widiyanto, Kheren Yunus (2021) state that work stress has a positive and significant effect on employee turnover intentions. The results of Rahin and Cosby's research in Salama (2022) demonstrate that there is a positive relationship between work fatigue and turnover intentions

As is known, one of the BUMNs that is quite popular by the public is Pegadaian. PT Pegadaian (Persero) Regional Office VI Makassar is a State-Owned Enterprise engaged in the Indonesian financial sector which operates in three lines of the Company's business, namely financing, gold, and various services. In the context of public service, the main priority of PT Pegadaian Regional Office VI (Persero) Makassar is of course how to provide good service to customers with the hope that there will be no complaints because the need for service has been met properly so that they feel satisfied. In this case, the role of employees, especially those directly related to service, is very crucial.

Field findings show that PT Pegadaian (Persero) Regional Office VI Makassar as an organization engaged in pawn services where the company wants its company to be able to maximize its profits. Of course, these profits depend on the performance of employees because with optimal performance, it shows that the performance standards set by the company have been met. However, employee performance is not in accordance with company expectations. From the performance assessment, there is still a lack of optimization of employee performance.

In carrying out their responsibilities, employees certainly experience many things that will affect their work productivity. The phenomenon that occurs at PT Pegadaian (Persero) Regional Office VI Makassar related to the intention to move is, high work demands and time pressure, employees are required to complete work that has a tight deadline, so that it can cause work stress among employees of PT Pegadaian (Persero) Regional Office VI Makassar. Another problem is the increase in workload, where the increasing tasks and responsibilities borne by employees, so that it can be a cause of work fatigue. In addition, conditions where employees find it difficult to achieve a balance between work and personal life can worsen stress and burnout. So a high turnover rate can have a negative impact on the stability and performance of employees of PT Pegadaian (Persero) Regional Office VI Makassar.

This reserach describes that employees of PT Pegadaian (Persero) Regional Office VI Makassar who experience work fatigue often do not believe that their work is the main cause of fatigue and stress in themselves. Therefore, this study aims to explore more deeply the influence of work stress and work fatigue on the turnover intention

of employees of PT Pegadaian (Persero) Regional Office VI Makassar, with the hope of contributing to the development of a more effective human resource management strategy. By understanding the factors that influence turnover intention, it is hoped that the company can take appropriate preventive and interventive steps to improve employee welfare, reduce work stress and burnout levels, and minimize the desire to quit work. This study is expected to provide valuable insights for the management of PT Pegadaian (Persero) Regional Office VI Makassar and the financial industry sector to achieve a healthy and productive work environment.

Based on the explanation above, the researcher is interested in conducting research that aims to determine whether there is an influence between work stress and work fatigue on turnover intentions of employees of PT Pegadaian (Persero) Regional Office VI Makassar, both partially and simultaneously.

2. Methodology

This research applied a quantitative approach with a descriptive design. The objects of this study were all employees of PT Pegadaian (Persero) Regional Office VI Makassar, South Sulawesi.

The data collection technique was carried out by distributing closed questionnaires, as well as informal interviews to complete the data. The samples obtained were 45 people and because the number was limited, the sampling technique used the census method (saturated sample).

The operational definition of the variables was divided into two independent variables, namely work stress and work fatigue, and one dependent variable, namely turnover intention. Each variable is measured using indicators adapted from previous literature.

The research instrument was tested for validity and reliability before being used. The data analysis techniques used in this study were multiple linear regression analysis, t-test, F-test, and coefficient of determination (R^2) test using SPSS software version 25.

3. Result dan Discussion

Validity and Reliability Test

Validity test is applied to measure the validity of a questionnaire. An indicator or statement is said to be valid if r count is greater than r table. Measuring validity can use Pearson correlation by showing significant results below 0.05. In this study, all instruments are said to be valid because the r count value is $> r$ table (0.268) and the p -value is < 0.05 . So it is concluded that the data tested in this study is valid so that it can be used as a research instrument.

Reliability testing is a process to assess the extent to which a measurement instrument is consistent in providing the same results every time it is used. A statement item is said to be reliable if it has an alpha coefficient greater than 0.60.

Table 3.1 Reliability Test Results

Variable	<i>Alpha</i>	Reliabel	Information
Work stress	0,727	>0,60	Reliable
Work fatigue	0,766	>0,60	Reliable
Turnover intention	0,771	>0,60	Reliable

Sumber: Data Primer, 2024

Multicollinearity Test

The goal of multicollinearity test is to test whether the regression model finds a correlation between independent variables. A good regression model should not have a correlation between independent variables. A simple diagnosis of the absence of multicollinearity in the regression model is if the VIF value is less than 10.

Table 3.2 Multicollinearity Test Results

Variabel	Tolerance	VIF
Work stress	0,673	1.486
Work fatigue	0,673	1.486

Source: Primary data, 2024

The table above indicated that the tolerance value showed that there is no independent variable that had a tolerance <0.10 so that there was no correlation between independent variables whose values are >95%, while the calculation with the variance inflation factor (VIF) value also showed the result that there was no independent variable that had a VIF value of more than 10. So it could be concluded that there was no multicollinearity between independent variables in the regression model.

Multiple Regression Test

Table 3.3 The result of multiple regression test

Coefficients ^a					
Model		Unstandardized Coefficients		t	Sig.
		B	Std. Error		
1	(Constant)	2.806	3.585	.783	.437
	Work stress	.079	.152	.518	.607
	Work fatigue	.806	.102	7.935	.000

Resource: Primary data, 2024

The multiple linear regression equation shown in the table above was as follows:
 $Y = 2.806 + 0.079X_1 + 0.806 X_2$, from this equation it could be explained:

- The constant value (a) was 2.806, this showed that it was constant, where if the variables X_1 and $X_2 = 0$, then Y experienced an increase of 2.806

- b. Work stress (X1) was 0.079, this showed that if X1 increases by one unit (1%) then turnover intention (Y) would increase by 0.079.
- c. Work fatigue (X2) was 0.806, this showed that if X2 increased by one unit (1%) then turnover intention (Y) would increase by 0.806.

Hypothesis Testing

1) t Test

Table 3.4 The Result of t Test

Coefficients ^a					
Model		Unstandardized Coefficients		t	Sig.
		B	Std. Error		
1	(Constant)	2.806	3.585	.783	.437
	Work Stress	.079	.152	.518	.607
	Work Fatigue	.806	.102	7.935	.000

Sumber: Primary data, 2024

The previous table showed that the work stress variable partially did not have a significant effect on turnover intention while work fatigue partially had a significant effect. It could be seen from the significant work stress > 0.05 and work fatigue < 0.05 .

2) F Test

Table 3.5 The Result of F Test

Model	Sum of Squares	df	F	Sig.
Regression	1644.303	2	50.485	.000 ^b
Residual	830.530	51		
Total	2474.833	53		

Source: Primary data, 2024

The table explained that the variables of work stress and work fatigue simultaneously influenced turnover intention with a significant value of 0.000, which means < 0.05 .

3) Test of Determination Coefficient

Table 3.6 Results of Determination Coefficient Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.815 ^a	.664	.651	4.035

Source: Primary data, 2024

The table above indicated that the coefficient of determination value is 0.644, which means that the independent variables including work stress and work fatigue have a contribution to employee turnover intention of 66.4%, while the remaining 33.6% is influenced by other variables not included in this research.

The results of the analysis using the t-test showed that partial work stress did not have a significant effect on turnover intentions with a p-value of 0.607, which means > 0.05 . This research was in line with the findings of Dewinta (2023) entitled "The Effect of Work Stress and Work Fatigue on Turnover Intentions" which shows that Work Stress has no positive and insignificant effect on Turnover Intentions in Millennial Employees in Surabaya. The absence of the effect of work stress on turnover intentions is because although the average worker feels stress at work, the stress they experience was mostly due to issues of obligations and responsibilities as employees in the company. So even though some experience symptoms of work-related stress, it does not reach the stage where workers want to leave their jobs.

The results of the analysis using the t-test showed that work fatigue partially had a significant effect on turnover intentions with a p-value of 0.000 which means < 0.05 . This study was consistent with Dewinta (2023) in his study entitled "The Effect of Work Stress and Work Fatigue on Turnover Intentions" which describes that work fatigue has positive and significant effect on Turnover Intentions. This is also in line with previous research that work fatigue has a significant and positive effect on turnover intentions (Alblihe & Alzghaibi, 2022) and is also in accordance with the results of Aksu et.al (2020) which states that fatigue could turn into a high turnover rate. With work fatigue, employees will become indifferent and cold towards work, coworkers, and the organization so that employees feel a decrease in work competence and feel undeveloped so that they have the intention to leave their jobs (Maslach & Leiter, 2016).

The results of this study showed that work stress and work fatigue simultaneously influenced turnover intention at PT Pegadaian (Persero) Regional Office VI Makassar with a P-value of 0.000, which means < 0.05 . In the determination coefficient test, the R square value was obtained at 0.664, it implied that work stress and work fatigue had a contribution to employee turnover intention of 66.4%, while the remaining 33.6% was influenced by other variables not included in this study. The data above indicated that work stress and work fatigue were one of the factors that influenced turnover intention at PT Pegadaian (Persero) Regional Office VI Makassar. This needs special attention for organizations to create a dynamic and comfortable work environment for employees.

4. Conclusion

Based on the research and discussion that has been conducted regarding the influence of work stress and work fatigue on turnover intention at PT Pegadaian (Persero) Regional Office VI Makassar. The following conclusions can be drawn in this study:

1. Work stress had a partial positive and insignificant effect on turnover intention among employees of PT Pegadaian (Persero) Regional Office VI Makassar with a p-value of 0.607 or > 0.05 .

2. Work fatigue partially had a positive and significant effect on turnover intention among employees of PT Pegadaian (Persero) Regional Office VI Makassar with a p-value of 0.000 or <0.05 .
3. Work stress and work fatigue simultaneously had a significant effect on turnover intentions among employees of PT Pegadaian (Persero) Regional Office VI Makassar with a p-value of 0.000 or > 0.05 .

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