

ANALYSIS OF THE EFFECT OF WORK STRESS, WORK LOAD AND WORK ENVIRONMENT TURNOVER INTENTION

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Abstract: *This study aims to determine the effect of work stress, workload and the environment on employee turnover intention of non civil servants. This study uses survey research methods and data collection techniques used are observation, interviews, literature studies and questionnaires. The sample in the study were 100 employees whose sample size was determined through the Slovin formula. The analytical method used is simple regression and multiple regression. From the results of the study, it is known that variable X1 (work stress) partially influences the variable Y (turnover intention). Variable X2 (workload) partially influences the variable Y (turnover intentions). Variable X3 (work environment) partially influences the variable Y (turnover intention). And it is known that variables X1 (work stress), X2 (work load) and X3 (work environment) simultaneously affect variable Y (turnover intention)*

Keywords: *work stress, work load, work environment, turnover intention*

1. Preliminary

Humans are question beings who basically have the drive to interact with each other and cannot escape from other human influences. Based on that, humans will never be separated from organizational and social life. This can be seen in everyday life such as the home environment, social organizations, educational organizations or even workplace organizations. To achieve these goals, every organization needs resources. Resource is a potential value that is owned by a certain material or element in life. These resources include natural resources, financial resources, scientific and technological resources, and human resources.

Human resource management is a process for dealing with various kinds of problems in the scope of work to be able to support the activities of the organization or company in order to achieve the goals that were originally determined. Humans are one very important element in an organization, because humans are the driving force and determining the course of an organization. The element of human resource management is the individual who is a workforce at the company. Thus, focusing on what is learned by human resources is a problem that influences human labor.

One problem that affects the workforce in a company is a high turnover rate. Turnover or labor turnover is a real fact of turnover intention that can be a serious problem for companies or organizations, especially if the workforce is skilled, capable, skilled and experienced or can be called as occupying a vital position within the company, so that can interfere with the effectiveness in running a company.

(Mylene Perez 2008) describes turnover intention is a subjective possibility where an individual will change his work within a certain period of time and is a basic pioneer to the actual turnover. Work stress, workload and work environment are important variables that affect employee turnover intention. In its development, work stress, workload and work environment must be considered by the company to make employees who work within the company feel comfortable at work.

Based on the background that has been written above, the formulation of the problem that will be discussed in this study is whether there is a partial and simultaneous influence between work stress, workload and work environment regarding employee turnover intention on non civil servants employees.

2. Theoretical Basis

Work stress is symbolized as a person's strength, pressure, tendency or effort in mental strength at work (Salleh et al. 2008). In general, a person experiencing stress at work will display symptoms covering three general categories namely (Robbins and Judge 2008): (1) Physiological Symptoms. Physiological symptoms are the initial symptoms that can be observed, especially in medical research and health sciences. Stress tends to result in changes in the body's metabolism, increased heart rate and breathing, increased blood pressure, headaches, and even more severe heart attacks. (2) Psychological Symptoms. Psychologically, stress can cause dissatisfaction. That is the simplest and most obvious psychological effect. But other psychological conditions can arise, such as tension, anxiety, irritability, boredom and procrastination. Evidence shows that when people are placed in jobs with many and conflicting demands or where there is unclear duties, authority and responsibilities of office holders, stress or dissatisfaction will increase. (3) Behavioral Symptoms. Symptoms of stress related to behavior include changes in the level of productivity, absenteeism, and employee discharge, as well as changes in eating habits, smoking and alcohol consumption, fast talking, anxiety, and sleep disorders.

Indicators of work stress according to (Salleh et al. 2008) are divided into 5 rating scales, namely: (1) The intrinsic factor of work divided into task demands, time pressure due to work deadlines and too much decision making. (2) Roles in organizations that are divided into uncertainty and lack of information on the role of work, expectations in work and responsibilities in work. (3) Relationships in the workplace that are divided into relationships with superiors and relationships with coworkers. (4) Career development that is divided into lack of job security (fear of not being used again or early retirement) and status mismatches such as excessive promotion, lack of promotion and frustration because of having to pursue a high career. (5) Organizational structure and climate is a greater opportunity to participate in decision making.

Workload is the amount of work that must be borne by a position or organizational unit and is the product of work volume and time norms (Soleman 2011). (Soleman 2011) develops workloads in 2 rating scales, namely: (1) External factors which are divided into tasks assigned, job complexity, page time for work and rest. (2) Internal factors which are divided into motivation, perception, desire and satisfaction. (Qureshi 2012) found that there was a significant relationship between workload and work stress, as well as work stress and turnover intention. The research assumes that work stress plays a middle role between workload and turnover intention. The work environment is all that exists around the workplace that can affect employees both directly and indirectly (Sedarmayanti 2017).

(Sedarmayanti 2018), (Makmuri 2012) states that there are several factors that can influence the formation of a work environment condition related to the ability of humans / employees, including lighting / light at work, temperature at work, humidity at work, circulation air at work, noise at work, mechanical vibrations at work, odors at work, color management at work, decoration at work, and music at work.

Lighting/light at Work

Light or lighting is very beneficial for employees to get safety and smooth work. Therefore it should be noted that there is light (light) that is bright but not blinding. The light that is not clear (insufficient) causes the vision to become less clear, so the work will run slowly, many errors,

and ultimately lead to less efficient in carrying out the work, so that organizational goals are difficult to achieve.

Temperature at Work

Under normal circumstances, each member of the human body has a different temperature. The human body always tries to maintain a normal state, with a perfect body system so that it can adjust to changes that occur outside the body. But the ability to adapt is limited, namely that the human body can still adjust itself to external temperatures if the change in external body temperature is no more than 20% for hot conditions and 35% for cold conditions, from normal conditions of the body.

Humidity at Work

Humidity is the amount of water contained in the air, usually expressed in percentage. This humidity affects or is affected by air temperature, and together the temperature, humidity, velocity of moving air, and heat radiation from the air will affect the state of the human body when receiving or releasing heat from the body. A situation with very hot air temperatures and high humidity, will cause a reduction in heat from the body on a large scale because of the evaporation system. Another effect is the faster heart rate due to the more active circulation of blood to meet the needs of oxygen, and the human body is always trying to achieve a balance between body heat with the surrounding temperature.

Air Circulation at Work

Oxygen is a gas needed by living things to maintain survival, that is for metabolic processes. The surrounding air is said to be dirty if the oxygen content in the air has been reduced and has been mixed with gases or odors that are harmful to body health. Dirty air can be felt with shortness of breath, and this should not be allowed to last too long, because it will affect the health of the body and will speed up the process of fatigue. The main source of fresh air is the presence of plants around the workplace. Plants are producing oxygen needed by humans. With enough oxygen around the workplace, coupled with psychological effects due to the presence of plants around the workplace, both will provide coolness and freshness to the body. Feeling cool and fresh during work will help speed up the recovery of the body due to fatigue after work.

Noise at Work

One of the pollution that is quite busy with experts to overcome it is noise, the sound that is not desired by the ear. Unwanted, because especially in the long run these sounds can disturb work calm, damage hearing, and cause communication errors, even according to research, serious noise can cause death. Because work requires concentration, noise should be avoided so that work can be carried out efficiently so that work productivity increases. There are three aspects that determine the quality of a sound, which can determine the level of disturbance to humans, namely: duration of noise, intensity of noise, and frequency of noise.

Mechanical Vibration at Work

Mechanical vibration means vibrations caused by mechanical devices, some of which vibrations reach the employee's body and can cause undesired effects. Mechanical vibrations are generally very disturbing to the body because of their irregularities, both irregular in intensity and frequency. In general, mechanical vibrations can interfere with the body in terms of concentration of work, the arrival of fatigue, the emergence of several diseases including because of interference with: eyes, nerves, blood circulation, muscles, bones, and others.

Smells at Work

The smell around the workplace can be considered as pollution, because it can interfere with the concentration of work, and odors that occur continuously can affect the sensitivity of smell. The proper use of air conditions is one way that can be used to eliminate odors that interfere around the workplace.

Color Management at Work

Organizing colors at work needs to be well studied and planned. In fact, the color arrangement cannot be separated from the decoration arrangement. This is understandable because color has a big influence on feelings. The nature and influence of colors sometimes lead to feelings of pleasure, sadness, and others, because in the nature of color can be prey

Decoration at Work

Decoration has its influence with good color management, because that decoration is not only related to the decoration of the workspace, but also relates to how to set the layout, color, equipment and others to work.

Music at Work

According to music experts whose tone is gentle according to the atmosphere, time and place can arouse and stimulate employees to work. Therefore songs need to be chosen selectively to be echoed at work. Not suitable music that is played at work will interfere with work concentration.

Indicators of the work environment according to (Prof. Dr. Manahan P., Tambolon 2004), (Robbins 2006), (Sedarmayanti 2017), (Rozalena 2018) are divided into 2 measurement scales, namely: (1) Physical work environment which is divided into lighting / light at work, temperature / temperature at work, humidity, air circulation, noise, mechanical vibration, odor, color, decoration, music and security. (2) Non-physical work environment which is divided into the effect of work on employees with superiors, the effect of work on fellow employees and the effect of work on superiors with employees.

A work environment that does not make employees comfortable is the reason for high turnover intention among employees. The quality of supervision in the work environment is a significant influence on employee turnover intention. Lack of supervision and support from superiors in carrying out tasks will lead to the level of turnover intention (Qureshi 2012), (Jackson 2001) Turnover intention is the desire of employees to move from one workplace to another (Widjaja, Fulbertus, and Kusuma DW 2012), (Wiratmadja, Govindaraju, and Rahyuda 2008), (TETT and MEYER 1993).

According to (Qureshi et al. 2013), (Widjaja et al. 2012) exit intention is the most related variable and more explains turnover behavior, where the desire to leave can be measured by the following 3 components: (1) The desire to find a new job in the same field at another company. Seeing that there are other companies that are felt to be able to provide more benefits than where he currently works, can be a major reason for individuals to trigger his desire to leave the company. But that will be limited when he will only accept if it matches his current expertise. (2) The desire to find new jobs in different fields in other companies. An individual who feels that he has not made much progress at work will try to switch to a different field. Without having to learn new skills, the individual is looking for work in a new field with the same expertise that he currently has. (3) The desire to find a new profession. By having enough expertise, it will be easy for someone to arise the desire to find a new job that he had never done. (Salleh, Nair, and Harun 2012), (Wells and Welty Peachey 2011), (Cohen, Blake, and Goodman 2016)

Based on the results of research conducted by (Qureshi et al. 2013) shows that turnover intention is positively related to work stress. With increasing work stress, employee turnover intention also increases. If the company is willing to maintain intellectual capital, then the company must reduce work stress which can cause work stress and ultimately can cause employee turnover. Another major factor is workload that is positively related to employee turnover desires. Rational workload is a win-win situation for the company. The study results provide empirical evidence, employees are thinking of leaving work because they feel an excessive burden. Likewise the work environment is also a key factor for retaining employees. Studies also prove that a good work environment and health will cause low employee turnover desires

Previously the hypothesis was formulated as follows:

H1: Job stress has a positive and significant effect on turnover intention

According to (Qureshi 2012), found that workload has a positive effect on turnover intention

H2: Workload has a positive and significant effect on turnover intention

According to (Irvianti and Verina 2015), found that the work environment partially negatively affects employee turnover intention. The higher the work environment comfort felt by employees, the employee turnover intention will decrease.

H3: Non-physical work environment has a negative and significant effect on turnover intention

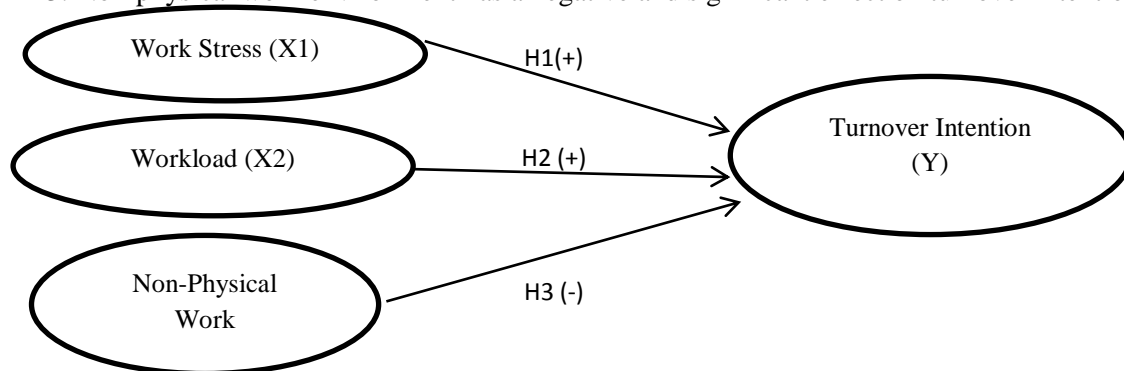


Figure 1. Conceptual Model

3. Relationship Between Variables

Relationship between Work Stress and Turnover Intention

Several studies examining the relationship between stress and turnover intention have been conducted by several researchers in various countries. As revealed by (Qureshi 2012) in the textile industry in Pakistan it also shows that work stress and turnover intention have a positive significance. (Sewwandi, D.V.S. and Perere 2016) conducted a study of the apparel industry in Sri Lanka and the results obtained from his research showed that there was a positive significance between work stress and turnover intention.

Relationship between Workload and Turnover Intention

Turnover intention is an intention to withdraw from the organization where the individual works. Discharge of employees from an organization is the end result of employees from various factors that make employees intend to leave the organization. Based on research (Qureshi et al. 2013) high workload positively and significantly influences employee turnover intention.

The high workload can directly affect an employee's intention to leave an organization. Research (Xiaoming et al. 2014) conducting a study of the relationship between workload and turnover intention shows that high workload affects the high level of employee turnover.

Workload is a work demand that must be completed by employees in an organization, high workload will increase the intention of employees to leave the organization (Andrew J. Wefald, Michael R. Smith, Tony C. Savastano 2008).

Relationship of Work Environment to Turnover Intention

According to (Sedarmayanti 2017) the work environment is divided into physical environment and non-physical environment. This physical environment can be in the form of work conditions and facilities obtained by employees to support their work. Employees who work in good working conditions will feel enthusiastic at work, while employees who do not get adequate facilities when working will find it difficult to carry out their work. Things like lighting, air temperature, and noise are some of the factors that can affect employee mood when working. These factors will have a psychological impact on the employee, so that it can trigger feelings of suspicion and irritability. The psychological impact can also affect the non-conducive non-physical environment in the company. Non-physical environment in the company are things in the form of relationships between employees and the relationship of employees and their superiors. A good working relationship will bring comfort to employees, otherwise a bad work relationship will trigger disputes that cause employees to be uncomfortable at work.

4. Previous research

Analysis of Effect of Work Stress, Work Load and Work Environment to Employee Intention Turnover Pt XI Axiata Tbk Jakarta, Research (Irvianti and Verina 2015) The results showed that the three independent variables, namely work stress, work load, and work environment, were partially and simultaneously. has an influence on turnover intention, which partially work stress variables have the most influence compared to other independent variables. From the correlation test it is known that the variable of work stress and work load has a very strong and direct relationship with the variable turnover intention, which means that if the stress of work and workload gets higher then the employee's desire to leave (turnover intention) will also increase and vice versa. While the work environment variable also has a very strong relationship, but not in the same direction, with the variable turnover intention which means that if the work environment perceived by employees is getting better or comfortable, then the employee's desire to leave (turnover intention) will decrease

Effect of Work Stress, Work Load and Non Physical Work Environment to Employee Intention Turnover, Research (Riani and Made Surya Putra 2017) The results obtained in this study indicate that all hypotheses are accepted. Job stress has a positive effect on turnover intention with the Sig. 0,000 <0.05. Workload has a positive effect on turnover intention with the Sig. 0.016 <0.05. Non-physical work environment has a negative effect on turnover intention with Sig. 0.007 <0.05.

Analysis of Effect of Work Stress on Turnover Intention of Employees of Hotel X Surabaya, Research (Setyanto and Hermawan 2018) The results showed that the dimensions of work stress included (work overload, role conflict, role ambiguity, job demands, and social support) found that only the role ambiguity dimension had a positive and significant effect on turnover intention, while the other four factors were found to have no effect on turnover intention .

Work Overload and Turnover Intention of Junior Auditors in Greater Jakarta, Indonesia, Penelitian (Pradana and Salehudin 2015) The results showed a significant positive effect between excess workload on resignation intentions mediated by job satisfaction and work-related stress. Conversely, work and life conflicts do not mediate the effect of excessive

workload on resignation intentions. This might be explained by the characteristics of the sample in this study with the majority of respondents being junior auditors who were single.

Occupational Stress and Turnover Intention: Implications for Nursing Management, Research (Mosadeghrad 2013) The results showed a third of hospital nurses rated work stress highly. The main sources of stress are inadequate salary, inequality at work, overwork, lack of staff, lack of promotion, job insecurity and lack of management support. More than 35% of nurses stated that they were considering leaving the hospital, if they could find other employment opportunities. Job stress is positively related to nurse turn over intentions.

Impact of Work Overload on Stress, Job Satisfaction, and Turnover Intentions with Moderating Role of Islamic Work Ethics, Research (Abbas 2015) The results of this study indicate that overwork has a negative effect on stress, turnover, and job satisfaction, whereas, Islamic Work Ethics plays a moderate role here which indicates that if an organization has an Islamic work environment then these factors can be reduced to some extent by applying rules established by the Prophet Muhammad (PBUH).

The relationship between job stress and turnover intentions in the sector of Pakistan: An employee behavior perspective, Research (Sania Zahra et al. 2018) The findings of this study indicate that there is a significant and positive relationship between job stressors and employee turnover intentions. Job factors, relationships at work, and career development opportunities also impact employee turnover intentions. Job stress has a positive and significant impact on employee turnover intentions. Considering the importance of employee turnover intentions and work pressure in the Pesticides sector, researchers and administrators and policy makers must take the steps necessary to increase supervisory support at work, minimize overwork and ambiguity of work, and increase other work factors to reduce employee intentions to leave the organization Job Stress, Workload, Environment and Employees Turnover Intentions: Destiny or Choice, Research (Qureshi 2012) The results revealed that employee turnover intentions were positively related to work stressors and workload. While a negative relationship with the workplace environment was reported

THE EFFECT OF JOB STRESS, WORK ENVIRONMENT AND WORKLOAD ON EMPLOYEE TURNOVER INTENTION (CASE STUDY AT PT. WIKA REALTY MANADO), Research (Tulangow, Saerang, and Rumokoy 2018) The results of this study indicate that there is a significant influence of work stress, work environment and workload on employee turnover intentions. PT. Wika Realty should pay attention and manage the good amount of work that they provide to their employees.

5. Method

This study uses multiple linear regression analysis methods to explain the effect of independent or independent variables with the dependent or dependent variable. The independent variable or independent variable which is the influencing variable in this study is the work stress variable (X1), work load (X2) and non-physical work environment (X3), while the dependent variable or dependent variable which is the variable that is influenced in the study this is turnover intention (Y).

The multiple linear regression model that can be described using the following equation:

$$Y = a + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e \dots \dots \dots (1)$$

Information:

a = constant

$\beta_1 \beta_2 \beta_3$ = Regression coefficient

Y = Turnover intention

X1 = Work stress

X2 = workload

X3 = non physical work environment

e = Error

The influence of the dependent variable on the independent variable was tested with a confidence level (95% confidence interval) or $\alpha = 5\%$.

Operational variables are the translation of the variables studied, dimensions and indicators used to measure these variables. In this study there are four variables used, namely work stress, workload, work environment, and turnover intention. Work stress variables have five dimensions, namely intrinsic factors, roles in organizations, relationships at work, career development, organizational structure and climate. While the dimensions of the workload variable are external and internal factors, like the workload variable, the work environment variable also has two dimensions, namely the physical and non-physical work environment. For turnover intention variables. The dimensions are the desire to find a new job in the same field, the desire to find a new job in another field, and the desire to find a new profession.

Total population is not known with certainty. Population samples are taken that meet the following criteria.

1. Respondents aged approximately 17 to 50 years and 100 respondents
2. In Samarinda and Tenggarong areas
3. Non-PNS Employees

There are two types of data sources, namely primary data and secondary data. According to (Sekaran 2006) primary data and secondary data are information that can be obtained from conversations with other people, observation of events, people, objects; or giving questionnaires to people. From the questionnaire that we distributed there were 100 respondents with a simple random sampling technique. The data obtained were then tested for validity, reliability and classic assumption tests which were then analyzed using simple and multiple regression methods

6. Results and Discussion

General Description

Respondent data was collected by distributing questionnaires to 100 respondents including male and female, most respondents aged between 17-21 years by 40% (40 people), respondents aged 22-26 years by 30% (30 people), and respondents 27-35 years by 30% (30 people), the majority of respondents work are private employees by 70% (70 people), honorary teachers by 10% (10 people) and others 20 by 20% (20 people)

Table 1. Character of Respondents

| No. | Respondent Character | Frequency | Percentage |
|-----|----------------------|-----------|------------|
| 1. | Male | 65 | 65 % |
| | Girl | 35 | 35 % |
| | Total | 100 | 100% |
| 2. | Age | | |
| | 17-21 | 40 | 40 % |
| | 22-26 | 30 | 30 % |
| | 27-35 | 30 | 30 % |
| | Total | 100 | 100% |
| 3. | Profession | | |
| | General employees | 70 | 70 % |
| | Honorary teacher | 10 | 10 % |
| | Others | 20 | 20 % |
| | Total | 100 | 100% |

Source: Primary data processed by the author

The instrument is said to be reliable if the instrument has a Cronbach Alpha value of more than 0.60. The results of the reliability test can be shown in Table 2.

Table 2
Reliability Test Results

| Variabel | Cronbach's Alpha | Keterangan |
|------------------------------------|------------------|------------|
| Work Stress (X1) | 0,734 | Reliabel |
| Workload (X2) | 0,924 | Reliabel |
| Non-Physical Work Environment (X3) | 0,867 | Reliabel |
| Turnover Intention (Y) | 0,905 | Reliabel |
| | | |

Source: Secondary data processed, 2017

The reliability test results presented in Table 2 show that the three research instruments namely work stress, workload, non-physical work environment and turnover intention have a Cronbach Alpha coefficient of more than 0.60. It can be said that all instruments are reliable so that they can be used to conduct research.

The multiple linear regression analysis model is used to find the regression coefficients that will determine whether the hypothesis made will be accepted or rejected. The results of the multiple linear regression analysis are presented in Table 3.

Table 3
Results of Multiple Linear Regression Analysis

| Model | B | Unstandardized Coefficients | Standardized Coefficients Beta | T | Sig. |
|-------------------------------|--------|-----------------------------|--------------------------------|--------|-------|
| | | <i>Std. Error</i> | | | |
| Constant | 0,000 | 0,064 | | 0,000 | 1,000 |
| Job Stress | 0,524 | 0,100 | 0,524 | 5,250 | 0,000 |
| Workload | 0,239 | 0,096 | 0,239 | 2,491 | 0,016 |
| Non-Physical Work Environment | -0,224 | 0,080 | -0,224 | -2,795 | 0,007 |

Source: Secondary data processed, 2017

$$Y = a + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e \dots \dots \dots (1)$$

$$Y = 0,000 + 0,524 + 0,239 + -0,224 + e$$

Note:

Y = Turnover intention

X1 = Work stress

X2 = workload

X3 = non physical work environment

X1 = 0.524, indicating that work stress has a positive influence on turnover intention by 0.524, meaning that if work stress increases, turnover intention will increase.

$X_2 = 0.239$, indicating that workload has a positive influence on turnover intention at 0.239, meaning that if the workload increases, the turnover intention will increase.

$X_3 = -0.224$, shows that the non-physical work environment has a negative influence on turnover intention -0.224, meaning that if the non-physical work environment deteriorates, the turnover intention will increase.

Table 4
Determination Coefficient Test Results (R²)

| Model | R | R Square | Adjust R Square | Std. Error of the Estimate | Durbin-Watson |
|-------|--------|----------|-----------------|----------------------------|---------------|
| 1 | 0,867a | 0,752 | 0,740 | 0,510029 | 2,290 |

Source: Secondary data processed, 2017

Table 4 can be seen that the coefficient of determination (R²) obtained by 0.752. This means that 75.2 percent of the variation in the variable Turnover Intention can be explained by work stress variables (X₁), workload (X₂) and non-physical work environment (X₃) while the remaining 24.8 percent is explained by other variables not included in the model this research.

Normality test aims to test the residuals of the regression models that are made in normal distribution or not. This study uses the normality test with Kolmogorov-Smirnov. Asymp Coefficient. Sig. (2-tailed) greater than 0.05 means that the data can be said to be normally distributed.

Table 5
Normality Test Results

| | Unstandardized Residual |
|----------------------|-------------------------|
| N | 65 |
| Kolmogorov-Smirnov Z | 0,690 |
| Asymp.Sig.(2-tailed) | 0,727 |

Source: Secondary data processed, 2017

Based on Table 5, it can be seen that the value of Kolmogorov-Smirnov Z is 0.690 while the Asymp.Sig. (2-tailed) value is 0.727. These results indicate that the regression equation model is normally distributed because the Asymp.Sig. (2-tailed) value of 0.727 is greater than the alpha value of 0.05

Multicollinearity test aims to test whether the regression model found a correlation between independent variables. The existence of multicollinearity can be seen from the value of tolerance or variance inflation factor (VIF). If the tolerance value is more than 10 percent or VIF is less than 10, then it says there is no multicollinearity.

Table 6
Multicollinearity Test Results

| Variabel | Tolerance | VIF |
|---|-----------|-------|
| Work Stress (X ₁) | 0,421 | 2,376 |
| Workload (X ₂) | 0,457 | 2,190 |
| Non-Physical Work Environment (X ₃) | 0,654 | 1,529 |

Source: Secondary data processed, 2017

Table 6 can be seen that the tolerance and VIF values of work stress, workload and non-physical work environment variables. This value indicates that the tolerance value for each variable is greater than 10 percent and the VIF value is less than 10 which means that the variables of work stress, workload and non-physical work environment are free from multicollinearity tests.

Heteroskedacity test aims to determine whether in the regression model there is an inequality of variance from one observation to another residual. If there is no independent variable that significantly influences the absolute residual value or the significance value is above 0.05 then it does not contain symptoms of heteroscedasticity

Table 7
Heteroscedasticity Test Results

| Model | | <i>Unstandardized Coefficients</i> | <i>Standardized Coefficients</i> | T | Sig. |
|------------------------------------|--------|------------------------------------|----------------------------------|-------------|-------|
| B | | <i>Std. Error</i> | | <i>Beta</i> | |
| <i>Constant</i> | 0,376 | 0,040 | | 9,373 | 0,000 |
| Work Stress | 0,087 | 0,062 | 0,270 | 1,394 | 0,169 |
| Workload | -0,109 | 0,060 | -0,338 | -1,817 | 0,074 |
| Non-Physical Work Environment (X3) | 0,033 | 0,050 | 0,104 | 0,668 | 0,507 |

Source: Secondary data processed, 2017

Table 7 can be seen that the value of Sig. of work stress, workload and non-physical work environment variables of 0.169, 0.074 and 0.507, respectively. This value is greater than 0.05 which means there is no influence between the independent variables on absolute residuals. Thus, the model created does not contain symptoms of heteroscedasticity.

The results of the F test can be explained by the significant value of anova $\alpha = 0.05$ then this model is said to be feasible or the independent variable is able to explain the dependent variable, the F test can be seen in Table 8.

Table 8
Model F Test Results

| Model | Sum of Squire | Df | Mean Square | F | Sig |
|-------------------|---------------|----|-------------|--------|--------|
| <i>Regression</i> | 46,652 | 3 | 15,551 | 59,781 | 0,000a |
| <i>Residual</i> | 15,348 | 59 | 0,260 | | |
| Total | 62,000 | 62 | | | |

Source: Secondary data processed, 2017

Table 8 shows a significant value of 0,000 which is smaller than the value of $\alpha = 0.05$, so the multiple linear regression model is feasible as an analysis tool to test the effect of independent variables on the dependent variable.

Hypothesis testing using the T test to test the effect of each independent variable, namely work stress, workload and non-physical work environment on the dependent variable, namely turnover intention. Based on Table 3, the t test significance value of 0,000. The results of the analysis of the influence of Job Stress on Turnover Intention are obtained

Sig value. t of 0,000 with a beta coefficient of 0.524. Sig. Value t 0,000 < 0.05 indicates that H0 is rejected and H1 is accepted. This result means that Job Stress has a positive and significant effect on Turnover Intention.

Based on Table 3, the t test significant value of 0.016. The results of the analysis of the influence of the Workload on Turnover Intention obtained Sig. t of 0.016 with a beta coefficient of 0.239. Sig. Value t 0.016 <0.05 indicates that H0 is rejected and H1 is accepted. This result means that Workload has a positive and significant effect on Turnover Intention.

Based on Table 2, the t test significant value of 0.007. The results of the analysis of the influence of Non-Physical Work Environment on Turnover Intention obtained Sig. t of 0.007 with a beta coefficient of -0.224. Sig. Value t 0.007 <0.05 indicates that H0 is rejected and H1 is accepted. This result means that the Non-Physical Work Environment has a significant negative effect on Turnover Intention.

The results of the analysis of the influence of Job Stress on Turnover Intention obtained Sig. t of 0,000 with a beta coefficient of 0.524. Sig. Value t 0,000 <0.05 indicates that H0 is rejected and H1 is accepted. This result means that Job Stress has a positive and significant effect on Turnover Intention.

The results of the study prove that work stress has a positive influence on turnover intention. These results are in accordance with hypothesis one (H1) which states that work stress has a positive and significant effect on turnover intention. A positive effect means that work stress is the employee's perception of the demands of the job compared to the perception of control of the job and the employee's perception of the support of coworkers and their superiors. and employees find it difficult to perceive their work so that the work becomes unattractive and boring.

The results of research conducted by (Qureshi 2012) suggest that work stress is a symptom or feeling that can arise in a worker and can have an impact in an organization or company, which will affect employee satisfaction and will affect employee performance.

The results of the analysis of the influence of the Workload on Turnover Intention obtained Sig. t of 0.016 with a beta coefficient of 0.239. Sig. Value t 0.016 <0.05 indicates that H0 is rejected and H1 is accepted. This result means that Workload has a positive and significant effect on Turnover Intention.

The results of the study prove that the workload environment has a positive influence on turnover intention. These results are in accordance with hypothesis one (H2) which states that work stress has a positive and significant effect on turnover intention if the company provides excessive work and is not in accordance with the ability of employees, turnover intention will increase. It is said to be significant because employees always do their work with enthusiasm, the tasks given are in accordance with their expertise, the organization has provided health insurance and the organization has provided motivation in doing work.

The results of research conducted by (Qureshi 2012) found that workload has a positive effect on turnover intention. The results of subsequent studies conducted by (Irvianti and Verina 2015) show the results that workload has a very strong and direct (positive) effect on turnover intention.

The results of the analysis of the influence of Non-Physical Work Environment on Turnover Intention obtained Sig. t of 0.007 with a beta coefficient of -0.224. Sig. Value t 0.007 <0.05 indicates that H0 is rejected and H1 is accepted. This result means that the Non-Physical Work Environment has a significant negative effect on Turnover Intention.

The results of the study prove that the non-physical work environment has a negative and significant influence on turnover intention. These results are in accordance with hypothesis one (H3) which states that the non-physical work environment has a negative and significant effect on turnover intention. It is said to be significant because it is able to carry out work based on instructions from superiors and the relationship between employees must proceed harmoniously. Rahmawanti, et al. (2014) states that in order to achieve goals, companies must create a work environment that is both physical and non-physical. The results of research conducted by

(Irvianti and Verina 2015) found that the work environment partially negatively affects employee turnover intention.

7. Conclusion

Based on the results of the discussion, it can be concluded that turnover intention is positively and significantly related to work stress. With increasing work stress, employee turnover intention also increases. Workload has a positive and significant effect on turnover intention. The results of the study provide empirical evidence, employees who think of leaving work because they feel an excessive burden. Non-physical work environment has a negative and significant effect on turnover intention. This means that the non-physical work environment which is not good and not comfortable causes the employee to not stay and want to leave the company.

Future studies are expected to add other variables because this research only views turnover intention as influenced by work stress, workload and non-physical work environment, but does not rule out the possibility of turnover intention can be influenced by other factors such as perceived organizational support, organizational commitment and other factors that can affect turnover intention. Future researchers are also expected to be able to take samples outside the non-civil servants' industrial environment and use other models as a means of analysis.

Attachment

Google Form Questionnaire.

1. Name
2. Gender
3. Age
4. Work
5. How is the lighting / light at your place of work?
6. What is the temperature like where you work?
7. What is the humidity like at work?
8. How is the air circulation in your place of work?
9. Does noise affect your work productivity?
10. Can the mechanical vibrations caused by mechanical devices interfere with your concentration at work?
11. Does the use of air conditioners or air freshener affect when you work?
12. How is the color arrangement in the room where you work?
13. Is the room where you work filled with wall or other decoration?
14. Do the decorations affect your comfort in working?
15. Can music improve your morale?
16. How is your communication with your boss?
17. Has your boss been fair to you and your fellow employees?
18. Can conflicts between employees affect work productivity?
19. When you have difficulty working, does your boss help you?
20. Have you ever thought about moving to another place of work? tell!

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