

The Influence of Work Stress on Turnover Intention In PT Meadjohnson Indonesia Employees: a Scoping Review

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ABSTRACT

Previous evaluations of the literature have looked into the connection between work-related stress and intention to leave. This scoping review aims to map out previous research that evaluate the impact of work-related stress on turnover intention. A scoping review goes through the following steps in order: (1) formulate research questions; (2) find pertinent studies; (3) choose studies; (4) plot data; and (5) compile, summarize, and report findings. The scoping review's findings over a ten-year period (2013–2022) indicate that the majority of research acknowledge the impact of work stress on turnover intention. But according to Tarigan (2021) and Agustina (2013), turnover intention is unaffected by work stress.

INTRODUCTION

For both public and commercial enterprises, human resources are a highly valuable asset and the key to accomplishing corporate goals (Sedarmayanti, 2017). If a company's supporting systems and management are functioning properly, it may operate successfully and efficiently. A crucial component in accomplishing business objectives is human resources (Mangkunegara, 2015). It is typically simpler for workers to leave an organization if they are under pressure at work, are ignored, or have their demands not met. The first step in an employee's exit from the organization is their intention to do so; this is known as their turnover intention (Mahrofi et al., 2019).

Employees with turnover intention are those that intend to leave the organization even though they haven't received the desired outcome (Chen et al., 2014). Kasmir (2016) defines turnover intention as the entry and departure of workers within a specific time frame. This implies that there are workers who join through recruitment and who leave for a variety of reasons, resulting in changes to the workforce's size. If turnover is significant, businesses will also have to spend more on hiring new hires who are prepared to work right away (Putri and Prasetio, 2017). Jehanzebet al. (2013) state that there are three indicators to gauge the intention of turnover. The first is thoughts of leaving, which occurs when an employee feels uncomfortable at work and considers leaving. The company PT MeadJohnson Indonesia is involved in the growing milk industry. It is crucial for businesses that have been in operation for a while to pay attention to the intention of employee turnover. The following table shows the reasons why employees file their resignations or quit the organization, based on data received from HRD PT MeadJohnson for the years 2000 to 2022:

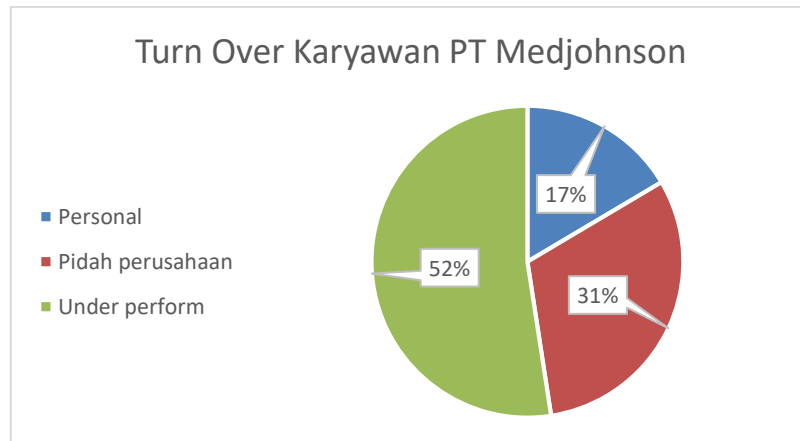


Figure.1 PT MeadJohnson Employee Turnover Table 2000 - 2022

According to the PT Mead Johnson staff turnover table from 2000 to 2022, 31% of turnover is attributable to shifting firms, 31% to underperformance, and 17% is related to personal reasons. Based on the results of interviews with company personnel, it is stated that one of the reasons for underperformance is the high level of stress towards the target, which causes the employee to fall into the underperformance category and decide to leave the company. This analysis of the above table reveals that underperformance is the main reason why employees leave the company. Naturally, a variety of factors, including work stress, contribute to individuals' internal intentions to leave (Sutanto and Gunawan, 2013).

Stress is an unpleasant, worried, and anxious feeling that can lead to undesirable feelings, thoughts, and physical ailments. Another way to think about stress is as a readily adjustable reaction to outside events that can cause behavioral, psychological, and physical abnormalities in individuals within an organization (Badeni, 2017; Luthans, 2011). Task demands, physical demands, role demands, and, finally, interpersonal demands, as well as an individual's perception of the situation, prior experiences, the presence or absence of social support for the individual, and variations in how each person responds to stress itself, can all contribute to work-related stress (Griffin and Moorhead, 2014; Hellriegel and Slocum, 2011). Task demands, role expectations, organizational structure, and other factors are some of the aspects and indications of work stress, according to Robbins & Judge (2014).

According to some earlier studies, there is a positive correlation between work stress and turnover intention. These studies were conducted by Qureshi et al. (2013), Waspodo et al. (2013), Sewwandi and Perere (2016), Hidayati (2016), and Raza et al. (2017). These findings, however, diverge from those of studies by Tarigan (2021) and Agustina (2013), who found no connection between work stress and the intention to leave. A research void exists. It is necessary to conduct more research on the relationship between work stress and intention to leave. Researchers expect that this study will help PT Mead Johnson Indonesia manage its people resources by providing information about work stress and turnover intention. It is envisaged that the findings of this study will serve as a reference and further knowledge of human resource theory, particularly with regard to the connection between job stress and turnover intention, both from an academic and practical standpoint.

LITERATURE REVIEW

A. Job Stress

Work stress is put forward (Mangkunegara 2017) Work stress is feelings of pressure experienced by employees in facing work. Stress This work can be seen from the symptoms, including unstable emotions, feelings of lack calm, likes to be alone, has trouble sleeping, smokes excessively, can't relax, anxious, tense, nervous, increased blood pressure, and experiencing disorders digestion. According to (Hamali 2016), stress is the demands external demands regarding a person, for example internal objects environment or a stimulus that is objectively dangerous. Stress can happen too defined as pressure, tension or unpleasant disturbance that comes from outside a person.

B. Turnover Intention

Turnover intention is a situation where workers have the intention or a conscious tendency to look for another job as alternatives in different organizations and turnover is a driver of employee turnover work from where they work (Abdillah, 2012). Kasmir (2016) defines turnover intention as the entry and departure of workers within a specific time frame. This implies that there are workers who join through recruitment and who leave for a variety of reasons, resulting in changes to the workforce's size.

METHODOLOGY

This study is a library research or literature review, with the aim of locating, assessing, and interpreting research findings on certain subjects or phenomena that researchers find interesting (Kitchenham, 2007). In literature review research, scholars conduct a thematic synthesis derived from prior findings in order to provide readers with an overview of ideas and empirical findings pertaining to the subject of study (Cisco, 2014). According to Daudt et al. (2013), a scoping review is a literature review used to summarize study findings. A scoping review's objective is to map the body of research in an area of interest in terms of the quantity, kind, and features of the primary study examined. The process involves gathering, analyzing, and reporting the.

Identifying Research Questions

Establish research questions at the outset of the research review so that the researcher can design a plan for a literature search that will guarantee relevant areas related to the research issue. What is the body of literature on the relationship between work stress and intention to leave? is the research question.

Identifying Relevant Studies

The information used in this study is secondary data that was found online by searching worldwide scientific journals for findings from earlier studies on work stress and intention to leave. Research journal papers with corporate issues that look at job stress and turnover intention in different nations meet the requirements for journals to be evaluated. Table 1 shows the criteria that were applied during the literature search procedure. The search was conducted over a ten-year period, from 2013 to 2023. This ten-year span is seen to be adequate to investigate the applicability of research on turnover intention. An English-language empirical article is the publishing type that was selected. Geographical areas do not belong to certain nations. Every empirical study from every nation.

Table 1. Inclusion criteria

Criteria	Inclusion	
Period	2013-2023	10 years of observation
Language Type	English	Most articles are published in English
Publication Type	Journal article	Empirical article
Geographic Area	All	Findings from all Countries

Study Selection

Search outcomes from three electronic databases using Scopus and Google Scholar. After that, these papers were scrutinized to make sure they answered the research questions. Additionally, papers were examined for potential duplication in other databases. The majority of studies that do not address the relationship between job stress and turnover intention are the reason they do not correspond with the study questions.

Mapping Data

Selected articles are extracted to provide an overview of the most important data during the data charting step. Data concerning the author, title, study year, research site, design/method, and findings are all recorded.

Organizing, Summarizing and Reporting Results

The gathering, analyzing, and reporting of the study findings constitutes the scoping review's last phase. A table with the article extraction from the data mapping stage is produced by the compilation. A report format is created by summarizing, identifying the key themes or patterns from the primary findings, and reporting; in this case, the report is intended for publishing.

Table 2. Data collection results.

No	Author	Title	Year	Location	Design/Method	Research result
1	Qureshi, M. I., Iftikhar, M., Abbas, S. G., Hassan, U., Khan, K., dan Zaman, K. (2013)	Relationship Between Job Stress, Workload, Environment and Employees Turnover Intentions: What We Know, What We Should Know	2013	Pakistan	250 employees of the textile industry in Pakistan. Structural modeling is used for empirical analysis of data using AMOS 18 software	The research results show that work stress and turnover intention have a positive significance
2	Agung AWS Waspodo,	The Influence of Job Satisfaction and Job Stress on	2013	Bogor	98 PT Unitex employees in Bogor, SPSS	The research results

	et al (2013)	Turnover Intention among PT Unitex Employees in Bogor			analysis tool version 16.0	show that work stress and turnover intention have positive significanc e
3	Augustine (2013)	The influence of work stress on employee turnover intention, study in the production section of PT. Longvin Indonesia Sukabumi	2013	Sukabu mi	4459 production employees of PT Longvin Sukabumi. analysis using the linear regression analysis method	The research results show that stress work experience does not have a significant effect on turnover intentione mployee
4	Sewwand i, D. V. S., dan Perere, G. D. N. (2016)	The Impact of Job Stress on Turnover Intention: A Study of Reputation Apparel Firm in Sri Lanka	2016	Sri Lanka	90 Employees of Apparel Firm machine operators in Sri Lanka. This data collected were analyzed using SPSS computer package having the univariatean d bivariate analyses	The research results show that work stress and turnover intention have a positive significanc e on the apparel industry in Sri Lanka
5	Nurul Hidayati Dewi Trisnawat i (2016)	The influence of satisfaction work and work stress on turnover intention. Study	2016	Jomban g	35 employees in the marketing department. Analysis of multiple linear	The research results show that work stress and turnover

		on section employees Marketing PT. Jombang's Main Friends Ride			regression methods	intention have positive significance
6	Raza, S., Azeem, M., Humayon, A. A., dan Ansari, N. (2017)	The Impact Of Pay Satisfaction, Job Stress, And Abusive Supervision On Turnover Intention Amog Banking Employees	2017	Pakistan	100 employees of both public and private banks in Vehari Pakistan. The analysis tool used is SPSS version 22.0	The research results show that work stress and turnover intention have positive significance
7	Tarigan, P. S. (2021)	Effect of Job Stress and Organizational Climate on Turnover Intention with Job Satisfaction as an Intervening Variable for Employees of STMIK STIE Mikroskil	2021	Medan, North Sumatra	95 employees of STMIK STIE Mikroskil using the path analysis method (path analysis) with the help of SPSS software	The research results show that work stress has no effect on turnover intention

RESEARCH RESULT

Study was conducted using data from seven empirical studies, covering a ten-year period and the study topics. Of the data, (57.14%) came from Indonesia and (42.86%) from outside the country. Research by Quresi et al. (2013), Wasposito et al. (2013), Agustina (2013), Sewwandi and Perere (2016), Hidayati (2016), Raza et al. (2017), and Tarigan (2021) is examined in this study to determine the impact of work stress on turnover intention. Quresi et al. (2013) studied 109 Pakistani workers in the textile industry. This study aims to investigate the association between workload, work-related stress, working environment, and intention to leave. Studies indicate that work-related stress positively impacts the intention to leave a job. Employee desire to leave rises in tandem with rising levels of work-related stress. Advice: If establishments

Wasposito (2013) studied 98 Bogor-based PT Unitex employees. The purpose of this study is to examine how work-related stress affects PT. Unitex employees who intend to leave the company. Extensive research indicates that work-related stress positively impacts the intention to leave a job. It is suggested that in order to lower the level of stress that arises at PT. Unitex, managers should give their staff members more guidance. In order to provide employees renewed vitality after engaging in these activities, the firm itself must be able to show attention by bestowing rewards or inviting them to participate in out-of-company events. Agustina (2013) studied 4459 workers at PT. Longvin Indonesia Sukabumi's production division. The results of the research indicate that: (1) Workplace stress among PT Longvin Indonesia Sukabumi's production department personnel is at low to moderate levels. (2) There is a moderate amount of employee turnover in PT Longvin Indonesia Sukabumi's production division. Employee health is negatively impacted by the long shift work schedule, which is the main cause of turnover tendencies. (3) At PT Longvin Indonesia, job stress has little effect on the turnover of production workers. This demonstrates that work stress has no discernible impact on employee characteristics, indicating that factors like age, gender, length of employment, education, and marital status do

In 2016, Sewwandi and Perere studied ninety-nine machine operators in Sri Lanka. The purpose of this research is to determine how work-related stress affects machine operators' intentions to leave reputable apparel enterprises in Sri Lanka. The garment sector in Sri Lanka is currently experiencing more challenges as a result of the high turnover rate among machine operators, and it is observed that not much study has been done to link job stress with turnover intention in Sri Lanka. According to research, machine operators in respectable clothing companies in Sri Lanka have a favorable intention to leave their jobs when faced with work-related stress. It was determined that work stress positively affects the intention to leave, meaning that

Hidayati (2016) studied thirty-five workers in PT Wahana Sahabat Utama Jombang's marketing division. The association between stress and turnover intention is positively correlated, according to research findings. Based on the analysis of the relationship between work stress and turnover intention, it can be said that employees of PT Wahana Sahabat Utama may be more likely to consider leaving their jobs if they experience work stress. Based on respondents' responses regarding work stress, including a) task demands, b) role conflict, c) role ambiguity, d) career development, e) work relationships, and f) demands outside of work, it can be concluded that PT. Wahana Sahabat Utama intends to increase employee turnover if employees experience higher levels of stress at work. It is recommended that the corporation focus on its workforce.

In Vehari, Pakistan, Raza et al. (2017) conducted research on 100 bank personnel from state and commercial banks. This study looks at the variables that affect bank employees' propensity to leave, including work stress, arbitrary supervision, and salary satisfaction. According to research, there is a positive correlation between work stress and the intention to leave. Advice for businesses on how to keep workplaces peaceful and free of violence. Because a company that loses staff also loses skilled workers with expertise. This study has limitations because it used a small sample size and was done at banks in a single city, making it impossible to generalize. In order to generalize the findings and take into account additional variables that can affect turnover intention, future research might be conducted in more cities. Tarigan (2021) studied ninety-five STMIK STIE Mikroskil Medan personnel. The aim of this study is to ascertain how organizational climate and work stress affect the intention to leave an organization. The results of research indicate that turnover intention is unaffected by work stress. Recommendations for the Mikroskil School of Economics (STIE) at Medan City School of Information and Computer Management (STMIK): Instruction in work stress management protocols and awareness should be given.

DISCUSSION

The primary goal of the survey that is part of this scoping review is to map research that looks at how job stress affects PT Mead Johnson Indonesia employees' intentions to leave. PT Mead Johnson Indonesia is a multinational corporation operating in the expanding dairy industry. Human resources are a crucial component of a business, especially for established ones. To meet the company's goals, PT Mead Johnson Indonesia staff need to work efficiently and competitively. Of course, PT Mead Johnson East Indonesia is unable to ignore issues that stand in the way of the organization's objectives. The primary issue is the weight of goals and demanding workloads, which lead to work stress and the subsequent Stress is an unpleasant, worried, and anxious feeling that can lead to undesirable feelings, thoughts, and physical ailments. Another way to think about stress is as a readily adjustable reaction to outside events that can cause behavioral, psychological, and physical abnormalities in individuals within an organization (Badeni, 2017; Luthans, 2011). Task demands, physical demands, role demands, and, finally, interpersonal demands, as well as an individual's perception of the situation, prior experiences, the presence or absence of social support for the individual, and variations in how each person responds to stress itself, can all contribute to work-related stress (Griffin and Moorhead, 2014; Hellriegel and Slocum, 2011).

Researchers from a variety of nations have carried out a number of studies investigating the connection between turnover intention and stress, including Qureshi et al. (2013), Wasposito et al. (2013), Sewwandi and Perere (2016), Hidayati (2016), and Raza et al. (2017). The study's findings indicate that there is a positive association between work stress and the intention to leave one's job. This implies that stressed-out workers will want to quit their jobs; hence, the more stressed out workers want to quit, the more likely it is that they will do so. High levels of work stress within the company are among the many elements

that influence employees' desire to leave the organization (turnover intention) (Siagian, 2004).

Additional research by Agustina (2013) and Tarigan (2021) demonstrates that there is a substantial negative association between work stress and the turnover intention variable, meaning that an increase in work stress does not affect an employee's willingness to move jobs. In light of the research's findings, work stress is a factor that needs to be taken into account. Employee stress and the desire to leave the company will both decline in proportion to the attention a company gives to its workforce. Similarly, when workers experience extreme stress, their inclination to relocate increases, thus employers need to come up with effective ways to assist in resolving their workers' stress-related issues.

Management needs to lower the degree of turnover intention by paying attention to the level of work stress, according to numerous hypothesis tests of work stress variables on turnover intention conducted by researchers from various nations, as previously said. The management of PT Mead Johnson should be able to lessen the pressure that its employees feel by keeping an eye on the amount of time and work assigned. This will help them later on when it comes to lowering the stress level of employees in properly completing their tasks. This is one way that the company can try to control the problem of turnover intention. The management of PT Mead Johnson should stop its workers from desiring to quit because doing so could lead to workers actually leaving the company, which could have disastrous long-term effects. Companies may alter employees' perspectives so they do not feel the need to hunt for other employment by managing stress levels, inspiring staff, and offering support.

CONCLUSIONS AND RECOMMENDATIONS

The relationship between work stress and intention to leave has evolved significantly as a result of different study findings. A research gap that either mediates or modifies the relationship between job stress and turnover intention is presented by the inconsistent findings of studies on these two topics. The extant literature evaluating the relationship between job stress and turnover intention has been mapped out in this scoping review. In addition to searching using the researcher's desired keywords, the electronic databases Google Scholar and Scopus.com may contain a number of constraints about the breadth of the evaluated papers. "What is known from the existing literature about the relevance of job stress to turnover intention?" was the only research question that could be used in this study. A number of standards in the hunt for the extent of Only the relationship between work stress and intention to leave is examined in this study. Because this study only looks at turnover intention, which is influenced by job stress, it is anticipated that future research will be able to add more variables. This is because it does not rule out the possibility that other factors outside the scope of this study may arise

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