



RECOGNIZING HOW THE BURNOUTS AND ACUTED STRESS AFFECTS TURNOVER INTENTION IN THE STATIONARY INDUSTRY

Mochamad Soelton 

Management Department, Faculty of Economics and Business,
Universitas Mercu Buana, Indonesia
soelton@mercubuana.ac.id

Irfan Noviandy Aulia

Management Department, Faculty of Economics and Business,
Universitas Mercu Buana, Indonesia
aulcbb@gmail.com

Inge Hutagalung

Communication Department, Faculty of Communication Studies,
Universitas Mercu Buana, Indonesia
inge.hutagalung@mercubuana.ac.id

Tantri Yanuar Rahmat Syah

Management Department, Faculty of Economics and Business,
Universitas Esa Unggul, Indonesia
tantrianuar@gmail.com

Silvi Kurniasari

Management Department, Faculty of Economics and Business,
Universitas Mercu Buana, Indonesia
silvikurniasari345@gmail.com

Abstract

This study aims to determine the significance of the influence of Burnout, Job stress, Workload and Job Satisfaction Employee Turnover Intention at PT. Indo Stationary Retail Utama. The population in this study was 134 employees. The sampling technique uses the Slovin method and the selected sample is 100 respondents. Data collection techniques used in this study were using interview techniques and by distributing questionnaires. The analytical method used in this study is the Component or Variance Based Structural Equation Model where the data processing uses the Partial Least Square (Smart-PLS) version 3.2.8 PLS program. The results showed that Burnout, Job stress, Workload and Job Satisfaction had a positive and significant effect on turnover intention, and Job Satisfaction had a negative and significant effect on Turnover Intention.

Keywords: Burnout, Job stress, Workload, Job Satisfaction, Turnover Intention

INTRODUCTION

One of the most important management in a company in addition to marketing management is the management of human resources. This is because human resources are the backbone in running the wheels operational activities of a company. Human resources are an important factor in the company that determines the success or absence of a company in achieving the objectives.

Basically, the company should be able to consider the quality of human resources, human resources are important factor of the company, so it is necessary to engage employees in conducting all company activities. If the employee is not managed properly there will be a movement of employees who entry the organization in general is called turnover. As happened to PT. Indo Stationary Retail Utama which is engaged in retail stationery which has several branches in Gramedia bookstore. The company has a high turnover this is based on entry employee data from the year 2015-2018 turnover amount in PT. Indo Stationary Retail Utama for three years increasingly increased, namely from 2.13% in 2016 to 7.22% in 2018. When this turnover occurs and the relative increase will have a negative impact on the company because the company has to spend the cost of finding a substitute employee and training for the newly signed employee. Employee exit means that the position is empty and must be filled in, so long as the position has not been replaced there will be no work in accordance with the proper task. This situation suggests that there is a good human resource management technique in an organization or a company to achieve this goal (Mugiono *et al*, 2020; Saratian *et al*, 2019; Soelton and Atnani, 2018; Soelton *et al*, 2018). Behaviors that can trigger increased employee

turnover are like evaluating the possibility of employees to get better jobs elsewhere, as well as the desire for employees to find job openings for other companies.

Therefore, it is important to know the factors that cause turnover intention in the employees so that the tendency to arise turnover in the company can be suppressed. On a number of studies and literature that suggests intention turnover can be tied to, burnout, occupational stress, workload and job satisfaction. Burnout is one factor that is indicated to affect turnover intention. In Suzabar *et al*, 2020; Dinda, et. al (2018), burnout was positive and significant to the turnover of intention. This situation indicates that the higher the level of burnout in the employee will increase the turnover intention. The impact of prolonged burnout will be embodied in the form of absenteeism (not working), work productivity becomes low, lack of loyalty responsibilities towards the company and of course will leave the company.

Then PT. Indo Stationary Retail Utama in the last 2 years did not succeed to reach the desired target. This indicates the cause of stress work occurred at PT. Indo Stationary Retail Utama. At the research of Lu *et al*, (2017), found that work stress has a positive effect on turnover intention. In the study of (Jumadi *et al*, 2018; Ssoelton dan Nugrahati, 2018; Suwandi D.V.S. & Perere, 2016), also found that working stress positively affects intention turnover. In the short term if work stress is left and not getting any handling from the company will lead to decreased performance of employees and employees are not able to work optimally. While in the long run, employees who cannot control the stress level of their work will make employees sick or even resign from their turnover. In addition to work stress factors affecting intention turnover are workloads. Workloads are one of the

Leading factors for the high level of sense of turnover, a group workload or a number of activities that employees must work on for a certain period of time and an aspect that companies should look out for, as workloads affect employees in improving productivity and experiencing comfort in working.

Turnover intention is very related to job satisfaction. This is because employees in a company whose job satisfaction will tend to be more productive, contribute to the objectives and objectives of the Organization and have a low desire to exit the company (Soelton and Pratama, 2017; Soelton and Yuliana, 2018; Harter *et al*, 2002). Research started by researchers by interviewing 15 employees, resulting in data turnover causes intention employees are influenced by the problem of low level of work satisfaction felt by employees. Employees feel the workload provided does not match the rewards received. So that employees feel the dissatisfaction where employees should get motivation, cooperation between employees so as to produce good feedback for employees.

RESEARCH OBJECTIVES

1. Analyze the impact of burnout on turnover intention employees at PT. Indo Stationary Retail Utama.
2. Analyzing the impact of work stress on turnover intention employees at PT. Indo Stationary Retail Utama.
3. Analyzing workload influence on turnover intention employees at PT. Indo Stationary Retail Utama.
4. Analyze the impact of job satisfaction on turnover intention employees at PT. Indo Stationary Retail Utama

LITERATURE REVIEW

Burnout

Freudenberger (Priansa 2017:259) stated that burnout is a form of fatigue caused by a person working too intense, dedicated and high-commitment, working too much and too long, looking at their needs and desires as a second thing. Griffin (Priansa 2017:260) stated that burnout is a feeling of fatigue (physically and mentally) that may arise when a person experiences too severe stress over a long period of time. Indicators of burnout According to Priansa (2017) are as follows:

- **Physical fatigue**, such as constipation, headache attacks, lack of appetite and individuals feel sick limbs.
- **Emotional fatigue**, such as depression, irritability, fast offense.
- **Mental fatigue**, such as being cynical towards others.
- **The lack of appreciation for oneself**, as individuals have never been satisfied with the results of self-work.
- **Depersonalization**, such as a distant individual from the social environment, apathy, and do not care about the environment and people around it.

Work Stress

According to Robbins and Judge (2013:597), declaring work stress is a dynamic condition in which an individual is faced with an opportunity, a claim or a resource related to environmental conditions, an organizational condition, and one's self. According to Hasibuan (2016:76) it reveals that working stress is a condition of tension affecting the emotion, thought process, and condition of a person.

According to Robbins (2014), presents a working stress indicator, namely:

- **Duty demands** It is a factor attributed to a person's work such as working conditions and physical layout
- **Role demands** It relates to the pressure given to a person as a function of a particular role played in an organization.
- **Organizational Structure** If the form and structure of the organization is less obvious and occurs for a long period of time, it can be a source of stress. Individual positions in an organizational structure can also illustrate how stress levels are experienced.
- **Leadership Attitude**, The leadership attitude towards employees can be a source of stress for their employees. When a supervisor does not give good attention to its employees, the employees will feel depressed and feel unnoticed.

Workload

According to Munandar (2013:383), the workload is a condition of work with a description of its task to be completed at a certain time limit. According to Hart and Staveland, in Tarwaka (2013:106) It is said that the workload is an emerging interaction between the demands of work environment tasks that are used as a workplace. Workloads are sometimes defined operationally on factors such as the demands of the task and the efforts undertaken to do the work. According to Tarwaka (2015) The dimensions of the workload are as follows:

- **Load time** (time load) indicates the amount of time available in planning, implementation and monitoring of tasks include: Too much time overtime and Hardly ever spare time.
- **The burden of mental** (mental effort load), which means a lot of mental effort in carrying out a job, indicators include: Very little effort is needed mentally with the awareness or very little need of concentration, it is necessary to mentally attempt with awareness or need sufficient concentration and very necessary mental effort and high concentration of activity is very complex so it takes full attention.

Job Satisfaction

Siagian (2013:295) says that work satisfaction is a person's point of view of both positive and negative about his work. Job satisfaction refers to the general attitude of an individual to his work. A person with a high level of job satisfaction shows a positive attitude towards his work and conversely when an employee is unhappy with his or her work, the employee will show a negative attitude towards his job. Edi Sutrisno (2014:75) suggests that job satisfaction is a pleasurable or unpleasant emotional state for employees to view their work.

Issa. Al (2013), suggests there are 5 (five) work satisfaction indicators, namely:

- **Satisfaction of the work itself**, how much work it gives a person an interesting task, an opportunity to learn and a chance to accept responsibility.
- **Satisfaction of salary**, how much financial rewards are received and how much it is considered appropriate/fair compared to the rewards in other organisations.
- **Satisfaction on promotion**, opportunity to advance in the organization.
- **Satisfaction of supervision (supervision)**, the provider's capabilities provide technical assistance and behavioral support.
- **Satisfaction with co-workers**, how large a colleague is technically skilled and socially provide support.

Turnover Intention

Mathis and Jackson (2011:159) stated the turnover intention was a process when employees left an organization and left a job position and where the position had to be replaced by others.

Robbins and Judge Diana Angelica (2015) stated that: "Turnover intention is a tendency or level in which an employee has the possibility to leave the company both voluntarily and unwillingly due to the lack of attractive work present and other alternative jobs. According to Mobley (2011) that there are two dimensions that are closely related to turnover intention mentioned as follows:

- **External Factors** – higher salary, self-potential development and better offer
- **Internal Factors** - working environment, worker's relationship, compensation, work load.

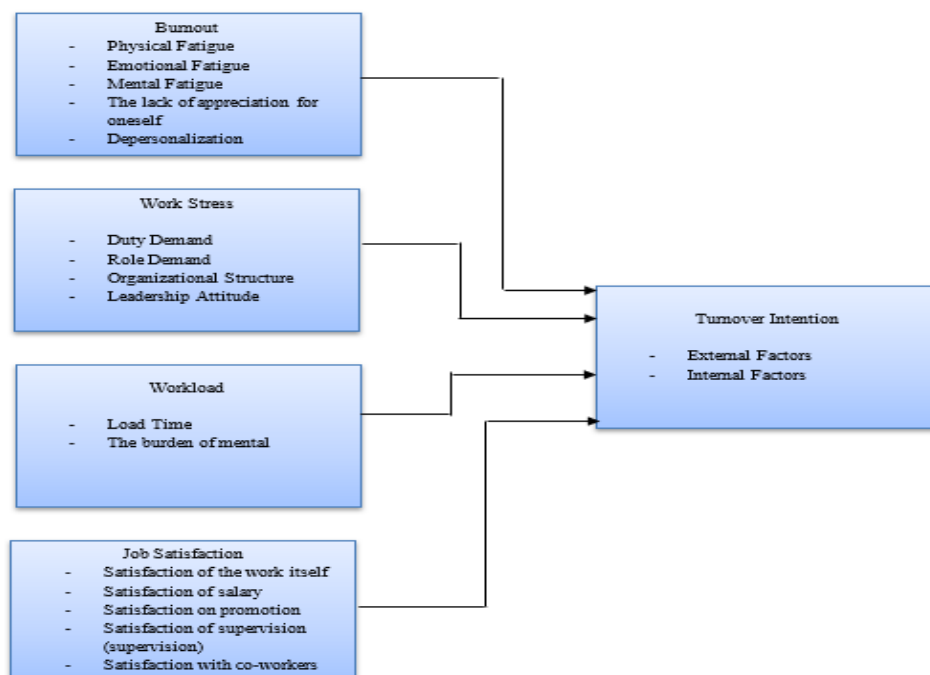


Figure 1 Research Framework

METHODOLOGY

The research adopted a descriptive research design. This research begins with the preliminary research and follow by formulating the construct variables.

The formulation and purpose of this study is to describe and reveal the interrelationship between the research variables explained above. This research is using descriptive and verification method with the type of causal research on the relationship and influence between the exogenous and endogenous variables.

The process of observation in this research is using time horizon with cross section/one shot, the collective data is obtained from the research done in 2019, the unit of analysis are the employee of the IT provider products and services company in Jakarta, Indonesia. The design of analysis is using Partial Least Square (PLS) as the alternative method from Structural Equation Modeling (SEM).

The population in this study was 134 employees. The sampling technique uses the Slovin method and the selected sample is 100 respondents. The attempt of this validity testing is to find out the eligible of the selected items including the overall data collection process. The result of the validity test are as follows:

Table 1 Validity Test Results

Variable	Item	Correlation	Description
Burnout	B1	0,581	Valid
	B3	0,510	Valid
	B4	0,681	Valid
	B7	0,573	Valid
Work Stress	S1	0,617	Valid
	S2	0,560	Valid
	S4	0,893	Valid
	S6	0,519	Valid
	S8	0,649	Valid
	S10	0,704	Valid
Workload	BK1	0,522	Valid
	BK2	0,608	Valid
	BK5	0,637	Valid
	BK7	0,743	Valid

				Table 1...
Job Satisfaction	K2	0,743	Valid	
	K4	0,71	Valid	
	K5	0,655	Valid	
Turnover Intention	TO1	0,822	Valid	
	TO2	0,716	Valid	
	TO4	0,590	Valid	
	TO7	0,608	Valid	

Based on table 1 above, the calculation of the item score correlation with the total score show that the validity coefficient is greater than 0.300, so all the items used to measure the said variables are considered as valid.

The reliability test of this research data is using Cronbach's Alpha coefficient method. The Cronbach's Alpha coefficient is the reliability coefficient that are most commonly used because the coefficient will indicate the variance of items with either correct or incorrect format such as Likert scale format.

Table 2 Standard Criteria of Validity and Reliability Research

Description	Reliability	Validity
Good	0.8	0.5
Acceptable	0.7	0.3
Marginal	0.6	0.2
Poor	0.5	0.1

Source: Barker, Pistrang dan, Elliot (2002:70)

Table 3 Reliable Test Result

Variable	Cornbach's Alpha	Description
Burnout	0,782	Reliable
Work Stress	0,811	Reliable
Workload	0,728	Reliable
Job Satisfaction	0,770	Reliable
Turnover Intention	0,767	Reliable

The result of the above calculation of the score items with the total based on the table above has a reliability coefficient Cronbach Alpha's value which is greater 0,7 which means that all instruments can be classified as reliable.

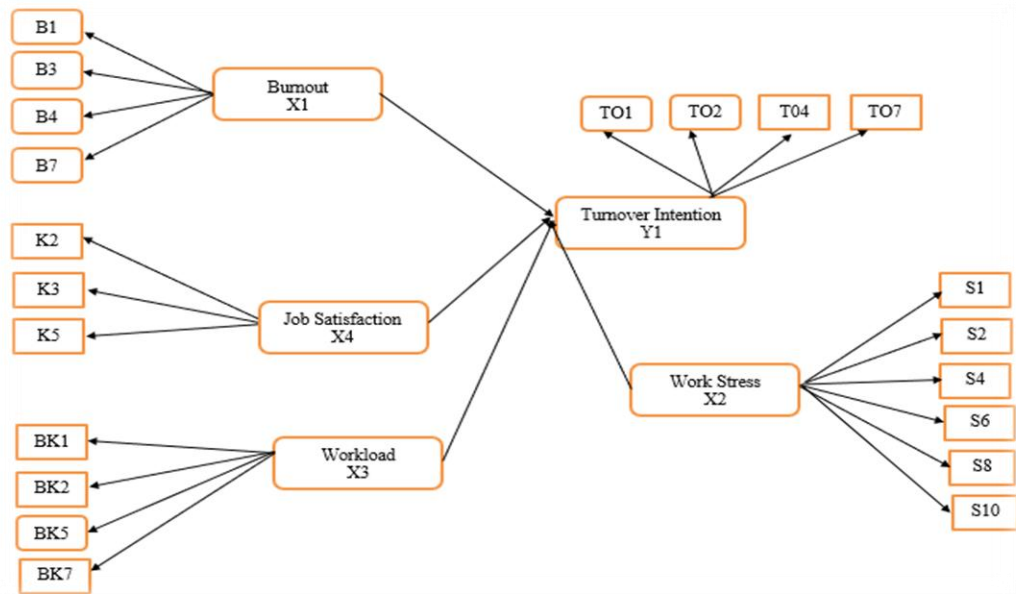


Figure 2 The Correlation of Variables

RESULTS AND DISCUSSION

The measurement model of analysis above shows the link between manifest variables (indicators) and each of the latent variables. The analysis of the measurement model is to test the validity and reliability of each of the dimensions and the indicators utilized to measure the variables constructed earlier. The analysis of the measurement model describe that the value of discriminant validity is by looking at the value of square root of Average Variance Extracted (AVE) with the suggestion value above 0,5, loading factor (>0.5), and constructed Composite Validity and Reliability (Cronbach's Alpha >0.70). Therefore, the conclusion of the dimensions and indicators which are classified as reliable earlier are showed below:

Table 4 Goodness of Fit Model (GoF)

Variable	Cronbach Alpha	Composite Realibility	AVE	R Square
Burnout	0,782	0,791	0,608	-
Work Stress	0,811	0,708	0,617	-
Workload	0,728	0,813	0,551	-
Job Satifaction	0,770	0,804	0,597	-
Turnover Intention	0,767	0,730	0,711	0,877

Predictive relevance value is obtained by the formula:

$$Q^2 = 1 - (1 - R1)$$

$$Q^2 = 1 - (1 - 0,877)$$

$$Q^2 = 1 - (0,123)$$

$$Q^2 = 0.877$$

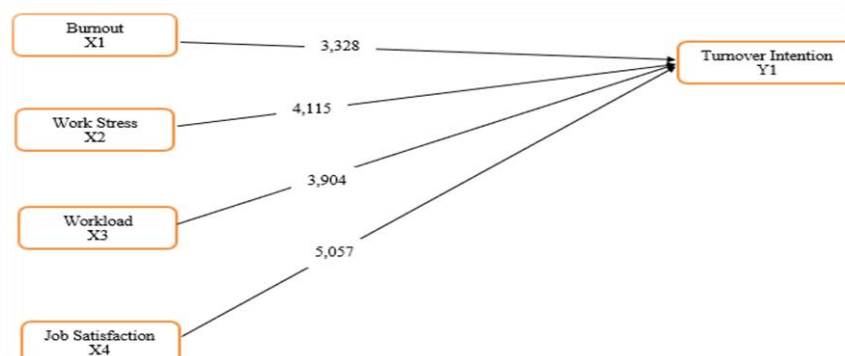
From the above Goodness of Fit table it pointed out that the value of R2 shows that the criteria are strong, with a large Q value, it can be concluded that the proposed model is supported by empirical research which is quite suitable. Likewise, the AVE values are > 0.5, indicating that all variables in the model are estimated to meet the discriminant validity criteria. The value of Composite Reliability and Cronbach's Alpha for each variable is > 0.70 (above 0.70) meaning that all variables studied are classified as reliable.

Table 5 Hypothesis Testing Results

Variable	Original Sample	Standard Deviation	T Statistic	P Values	Conclusion
Burnout -> Turnover Intention	0,371	0,227	3,328	0,001	Positive - Significant
Work Stress -> Turnover Intention	0,505	0,316	4,115	0,001	Positive - Significant
Workload -> Turnover Intention	0,394	0,338	3,904	0	Positive - Significant
Job Satisfaction -> Turnover Intention	-0,294	0,274	5,057	0,001	Negative - Significant

From the hypothesis testing results, it was revealed that variable burnout, occupational stress, workload and job satisfaction had an influence on turnover intention. Job satisfaction has considerable influence on employees in turnover intention.

Figure 3 The Testing Result



Based on the results of the above testing, the research variables show that job satisfaction has the most significant influence on turnover intention as a variable intervention, with a value of 5.057 compared to the 4.225 work stress variables, 3.904 workloads and burnout with a value of 3.328.

CONCLUSION

The result of the hypothesis testing concluded that the work satisfaction that employees can make a significant difference in burnout, occupational stress and workload of the workforce and prevents them from taking action leaves the company to find a better job offer outside the company.

The purpose of this research is to know the basic problems faced by PT. Indo Stationary Retail Utama Company. This research has built that five variables of research in order to know the main cause of the problem. The results of the hypothesis testing concluded some findings as follows:

- 1) Burnout significantly positive and significant to the Turnover of PT. Indo Stationary Retail Utama. This means that if the level of burnout in one company is high, it will cause the employee's desire to exit the company.
- 2) Stress work positively and significantly against Turnover Intention PT. Indo Stationary Retail Utama. This means that if the level of work stress in one company is high, it will cause a sense of desire out of the company.
- 3) Workload positive and significant impact on Turnover Intention PT. Indo Stationary Retail Utama. This means that if the level of workload in one company is high, then there is a desire for employees to leave the company.
- 4) Job satisfaction negatively and significantly affect the Turnover of Intention PT. Indo Stationary Retail Utama. This means that if the level of work satisfaction in one company is bad, then there will be a desire for employees to exit the company.

The result of this research is to bring into attention that this phenomenon that may also occurred in the rest of the country. It would be worthwhile to study further the leadership style and development of human resource capabilities in the company.

RECOMMENDATIONS

Based on the conclusion above, the results of this study has pointed out that the company pays more attention to the level of failure of the employee rather employees can feel happy when in the attention and so that the work performed can run smoothly.

The company to be able to consider the level of work stress that is received by employees so that employees do not quickly feel the stress in the work that could cause the process of a company can not walk with the appropriate plan applied. The company pays more attention to the level of workload that employees receive in order to work employees can feel comfortable. The company further enhances the work satisfaction that each employee receives in order for the performance of employees to work can result in good results.

FURTHER RESEARCH SUGGESTIONS

This study aims to determine the significance of the effect of burnout, work stress, workload and job satisfaction on employee turnover intentions. The results showed that Burnout, Job stress, Workload and Job Satisfaction had a positive and significant effect on turnover intentions, and Job Satisfaction had a negative and significant effect on Turnover Intention. According to the hypothesis we developed, we can look for it in the future with a variety of variables and more population

REFERENCES

- A Nanda, M Soelton, S Luiza, ETP Saratian. 2020. The Effect of Psychological Work Environment and Work Loads on Turnover Interest, Work Stress as an Intervening Variable. 4th International Conference on Management, Economics and Business (ICMEB 2019). 2020/2 (225-231). atlantis-press.com.
- Adi, A. Z., dan Ratnasari, S. R. 2015. Pengaruh Komitmen Organisasi, Penghargaan dan Kepuasan Kerja terhadap Perputaran Karyawan pada Perbankan Syariah di Kota Batam. *Etikonomi*, 14 (1): 35-50.
- Ardiansyah, Y., & Sulistiyowati, L. H. (2018). Pengaruh Kompetensi dan Kecerdasan Emosional Terhadap Kinerja Pegawai. *Jurnal Inspirasi Bisnis dan Manajemen*, 2(1), 91-100.
- Dessler, Gary. (2015). *Manajemen Sumber Daya Manusia*. Jakarta: Salemba Empat.
- DF Suzabar, M Soelton, M Umar, J Triwulan. 2020. Recognizing How the Time Demands of Work Influences the Turnover Intention in Banking Industry. 4th International Conference on Management, Economics and Business (ICMEB 2019). 2020/2 (40-45). atlantis-press.com.
- F Rohman, YB Abadi, M Soelton, N Prasetyo, ET Saratian. 2020. The Effect of Environmentally Friendly Paper Toward Purchasing Intention. 4th International Conference on Management, Economics and Business (ICMEB 2019). 2020/2 (120-126). atlantis-press.com.
- Fisher et al., (2009). Beyond work and family: A measure of work/nonwork interference and enhancement. *Journal of Occupational Health Psychology*. American Psychological Association. Vol 14, No.4, 441-456.
- Goleman, Daniel (2015). *Emotional Intelligence : Kecerdasan emosional mengapa EI lebih penting daripada IQ*, Jakarta: PT. Gramedia Pustaka Utama.
- Hafid, M., & Prasetyo, A. P. (2017). Pengaruh Work-Life Balance Terhadap Turnover Intention (Studi pada Karyawan Divisi Food & Beverage Hotel Indonesia Kempinski Jakarta). *SMART-Study & Management Research*, 14(3), 54.
- Handayani, Arri. (2015). Studi Ekplorasi makna keseimbangan kerja keluarga pada ibu bekerja. *Jurnal seminar dan Kemanusiaan*. ISBN: 978- 979-796-324-8.
- Hendrayani, D. (2013). Pengaruh Komitmen Dan Job Insecurity Terhadap Intensi Turnover Pada Operator Garuda Call Center. *MIX: Jurnal Ilmiah Manajemen*, 3(1).
- Kim, H.K.. (2014). Work-Life Balance and Employees Performance: The Mediating Role of Affective Commitment. *Global Business and Management Research: An International Journal*, 6, 37-51.
- Luthans, Fred. *Organizational Behavior*. New York: McGraw-Hill, 2011.

- M Mugiono, BH Purwoko, M Soelton, R Yuvitasari. 2020. Recognizing How the Job Involvement, Burnout, and Self-Efficacy Work Influences the Work Stress at International Hospitals. 4th International Conference on Management, Economics and Business (ICMEB 2019). 2020/2 (264-270). atlantis-press.com.
- M Nurhayati, A Thoyib, DW Irawanto, 2019. Impersonal Trust and Perceived Organizational Politics on Organizational Commitment. *European Research Studies Journal* 21 (3), 391-403 | vol: | issue : | 2018
- M Nurhayatia, A Thoyib, N Noermijati, 2017. The Role of Political Skills for Organizational Commitment . *International Journal of Economic Perspectives* 11 (4), 493-498 | vol: | issue : | 2017
- M Soelton, D Amalia, N Noermijati, B Wahyudiono. 2020. Self-Esteem: The Levels of Religiosity in Job Insecurity and Stress in Government Company. 4th International Conference on Management, Economics and Business (ICMEB 2019). 2020/2 (302-310). atlantis-press.com.
- M Soelton, D Hardianti, S Kuncoro, J Jumadi. 2020. Factors Affecting Burnout in Manufacturing Industries. 4th International Conference on Management, Economics and Business (ICMEB 2019). 2020/2 (46-52). atlantis-press.com.
- M Soelton, D Yasintha. 2018. Pengaruh Kepemimpinan Transformasional, Lingkungan Kerja Fisik dan Stres kerja terhadap Kinerja Pegawai Kantor Kelurahan Kecamatan Penjarangan Jakarta Utara. *Jurnal Ekonomi*. 23 (Maret 2018), 20-32
- M Soelton, F Ahadiansyah. 2018. Toward The Best Model in Recruitment Process and Employee Competence in Outsourcing Industries. *Jurnal Ekonomi*. 23 (Juli 2018), 240-250
- M Soelton, P Amaelia, H Prasetyo. 2020. Dealing with Job Insecurity, Work Stress, and Family Conflict of Employees. 4th International Conference on Management, Economics and Business (ICMEB 2019). 2020/2 (167-174). atlantis-press.com
- M Soelton, PA Lestari, H Arief, RL Putra. 2020. The Effect of Role Conflict and Burnout Toward Turnover Intention at Software Industries, Work Stress as Moderating Variables. 4th International Conference on Management, Economics and Business (ICMEB 2019). 2020/2 (185-190). atlantis-press.com.
- M Soelton, R Pratama. 2018. Effect of Recruitment Process, Selection, and Compensation on Frontliner Performance in Bank Industry. *Proceeding International Conference on Management Economics and Business of Universitas Mercu Buana (ICMEB 2018)*. Jilid 2018. ISBN 978-979-99488-3-0
- M Soelton, S Himawan, L Fazriyanti, S Ria, I Gustiawan. 2018. Visionary Leadership Structure: Stress Levels On Performance In Technology and Communications Industry. *Forum Manajemen Indonesia 10-Palembang*. 10 (November 2018), 508
- M Soelton, S Ria, F Arifin. 2018. Effect of Organizational Culture, Job Satisfaction, and Engagement on Employee Performance in Government Company. *Proceeding International Conference on Management Economics and Business of Universitas Mercu Buana (ICMEB 2018)*. Jilid 2018. ISBN 978-979-99488-3-0
- Mahiri, E. A. (2016). Pengaruh Pendelegasian Wewenang dan Komitmen Organisasi Terhadap Prestasi Kerja Pegawai Dinas Pendidikan Kabupaten Majalengka. *MAKSI*, 3(1).
- Majdalani, J. F., & Maamari, B. E. (2016). Emotional intelligence, a tool for customer satisfaction. *Journal for Global Business Advancement*, 9(3), 275-283.
- Mangkunegara, Anwar Prabu. (2016). *Manajemen Sumber Daya Manusia Perusahaan*. Cetakan Kesebelas. Remaja Rosdakarya. Bandung.
- McShane, Steven L. and Mary Ann Von Glinow. *Organizational Behavior*. New York: McGraw-Hill, 2010.
- Mobley, W. H. (2011). *Pergantian Karyawan : Sebab, Akibat dan Pengendaliannya (Terjemahan)*. Jakarta: PT Pustaka Binaman Pressindo.
- Moorhead, G., & Griffin, R. (2013). *Organizational Behavior: Managing People and Organization (9th ed.)*. Mason: SouthWestern Cengage Learning.
- Nasution, M. I. (2017). Pengaruh Stres Kerja, Kepuasan Kerja Dan Komitmen Organisasi Terhadap Turnover Intention Medical Representative. *MIX: Jurnal Ilmiah Manajemen*, 7(3).
- Prajuanturi, Mardiki (2017). Pengaruh Kualitas Kehidupan Kerja dan Komitmen Organisasi terhadap Kinerja Karyawan di PT Agung Automall Cabang Soekarno Hatta Pekanbaru. *JOM Fekon*, Vol.4 No.2, Hal (2252-2263).
- Rene, R., & Wahyuni, S. (2018). Pengaruh work-life balance terhadap komitmen organisasi, kepuasan kerja, dan motivasi kerja terhadap kinerja individu pada karyawan perusahaan asuransi di jakarta. *Jurnal Manajemen dan Bisnis Sriwijaya*, 16(1), 53-63.

- Robbins, Stephen P, and Judge, Timothy, A. 2015, *Perilaku Organisasi*, Edisi 16, Edisi Bahasa Indonesia, Terjemahan Ratna Saraswati dan Febriella Sirait. Salemba Empat, Jakarta.
- Sebayang, S., & Sembiring, J. (2017). Pengaruh Self Esteem Dan Self Efficacy Terhadap Kinerja Karyawan Studi Kasus Di Pt. Finnet Indonesia. *eProceedings of Management*, 4(1).
- Sidharta, N., & Margaretha, M. (2011). Dampak komitmen organisasi dan kepuasan kerja terhadap turnover intention: studi empiris pada karyawan bagian operator di salah satu perusahaan garment di Cimahi. *Jurnal Manajemen*, 10(2), 129-142.
- Soelton, M. (2018). How Culture, Training Standard and Discipline on the Employee Performance Affect Hotel Management. *European Research Studies Journal*, 21(4), 378-385.
- Soelton, M., & Atnani, M. (2018). How Work Environment, Work Satisfaction, Work Stress On The Turnover Intention Affect University Management. *Jurnal Manajemen dan Bisnis Indonesia*, 5(3), 439-448.
- Soelton, M., & Nugrahati, T. (2018). How Complaining Behaviors Effect on Coping Stress and Anxiety. *International Journal of Saudi Journal of Business and Management Studies (SJBMS)*, 3(6), 623-628.
- Soelton, M., & Oktapriatna, N. (2018). How Complaining Behaviors Effect on Performance in Government Industries?. *International Journal of Saudi Journal of Business and Management Studies (SJBMS)*, 3(6), 623-628.
- Soelton, M., & Rakasidhi, J. (2018). How to Implementation Organization Citizenship Behaviors with performance on Accident insurance service. *European Journal of Business and Management (EJBM)*, 10(15), 10-16.
- Soelton, M., Nugrahati, T., Setiawan, M., Rochman, F., & Pratama, A. (2019). Gender: Stress Levels on Performance in Modern Industry. *Archives of Business Research*, 7 (2), 72-81, DOI: 10.14738/abr.72.6131.
- Soelton, M., Pebriani, P., Umar, M., Triwulan, J., & Wilantara, J. How transformational leadership, communication, and workload on the employee performance affect shoes industries. *South East Asia Journal of Contemporary Business, Economics and Law*, Vol. 17, Issue 5(December) ISSN 2289-1560.
- Soelton, M., Umar, M. (2018). Recognizing How The Time Demands of Work Influences the Turn Over Intention in Banking Industry. *European Journal of Business and Management (EJBM)*, 12 (19).
- Wibowo. (2017). *Perilaku dalam Organisasi*. Jakarta: Raja Grafindo Persada.
- Wirawan. (2015). *Manajemen Sumber Daya Manusia Indonesia : Teori, Psikologi, Hukum, Ketenagakerjaan, Aplikasi dan Penulisan : Aplikasi dalam Organisasi Bisnis, Pemerintahan dan Pendidikan*. PT. RAJAGRAFINDO PERSADA. Jakarta.
- Y Ramli, M Soelton, Paijan. 2019. The Influence of Innovation Management Toward The Business Performance of Garment Industries in Indonesia. *International Journal od Business, Economics and Law*. 16 (Issue 5), 249-258