

## THE EFFECT OF WORKLOAD AND ROLE CONFLICT ON TURNOVER INTENTION MEDIATED BY JOB STRESS OF EXTERNAL EMPLOYEES OF PT. BALE CITRA LESTARI

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**ABSTRACT:** This study aims to understand how the effect of workload and role conflict on turnover intention by involving job stress as a mediating variable in external employees of PT Bale Citra Lestari which is one of the leading building materials supermarket companies in West Nusa Tenggara Indonesia. This study uses an associative quantitative method that examines causal relationships. The test was conducted with a sample of 72 external employees with the characteristics of married respondents. Data was collected using questionnaires distributed directly to respondents with a Likert scale. The data analysis method was carried out using the structural equation model (SEM) method using the SmartPLS 3.0 application. The results showed that workload has a significant positive effect on turnover intention. However, role conflict has no significant effect on turnover intention. In addition, workload and role conflict have a positive and significant effect on job stress. Job has a positive and significant effect on turnover intention. In the mediation test, job stress is able to mediate the effect of workload and role conflict on turnover intention.

**Keywords:** *Workload, role conflict, job stress, turnover intention, external employees.*

### I. INTRODUCTION

Human resource management acts as a process of utilising all human physical and psychological potential in a humane way [24]. The purpose of human resource management is to provide an effective workforce for the organisation to achieve its predetermined goals. Because every organisation is interested in obtaining skilled human resources who can work effectively and efficiently so that the organisation is required to be able to provide and maintain quality employees to achieve goals [32].

Because there is a pattern of mutual-benefit relationship between the organisation as a job provider and employees as a driver of the organisation's productivity system, human resources have a key role in the successful achievement of organisational goals. According to [11] it is important for every organisation to maintain the human resources they have and avoid *turnover* because it is a valuable asset for the organisation. *turnover* is a condition where an employee quits from where they work voluntarily or makes a workplace transfer [12].

*The turnover* phenomenon occurs at PT Bale Citra Lestari, which is one of the leading building materials supermarket companies in West Nusa Tenggara, Indonesia. PT Bale Citra Lestari is the parent of three companies engaged in the supply of building materials, namely Depo Jaya Bangunan, Depo Jaya Metal, and Paint Shop. The average data per year starting from the period February 2022 to February 2023 shows that the average percentage of *turnover* in 2022 tends to be high at 11.6%.

Intention is a human psychological factor that drives individual behaviour. Therefore, in the context of *turnover*, understanding the intentions that are the source of *turnover* actions or behaviour and the predictors that drive the emergence of these intentions is important to understand. *Turnover intention* is a situation where workers have a conscious intention or tendency to look for another job as an alternative in a different organisation [1]. [8] calls *turnover intention* as a motivation and tendency of an employee who is working to leave his job that arises based on subjective factors of employees towards situations and conditions in the organisation both concerning roles, work environment and so on.

Several predictors such as workload, role conflict and psychological conditions such as job stress play a key role in generating *turnover intention*. Examination of some previous literature related to the causal relationship of the above predictors to the emergence of *turnover intention*. However, there are research gaps

that remain unexplored, especially in the context of external employees in the building materials industry. In addition, inconsistencies in the findings of previous research conducted by [37] and [2], which show that the workload felt by employees encourages their interest in finding another job with a lower load intensity than where they currently work. Although these two studies examine the effect of workload variables on *turnover intention* on different objects, the findings shown are relatively the same, namely workload has a positive and significant effect on *turnover intention*. However, in a different study conducted by [25] there was no significance in the results of the effect of workload on *turnover intention* due to employees' positive perceptions of the workload they have.

Furthermore, the effect of role conflict on *turnover intention*. [33] states that the existence of role conflict can have an impact on employee *turnover intention*. Some previous literature shows that there are still inconsistencies in the findings regarding the significant effect of role conflict on *turnover intention* in employees such as research conducted by [15], [3], and [22] showing the results that the existence of role conflict felt by employees results in the emergence of their desire to quit or move from their previous workplace and look for jobs that have certainty of a better type of work than before. These findings indicate that role conflict has a positive and significant effect on turnover intention. However, in a different study [34] stated that role conflict has no significant effect on *turnover intention*, meaning that the assignment of roles to employees is based on the abilities and competencies of employees even though sometimes multiple roles must be given to employees.

Finally, the research tries to involve mediating variables in the form of job stress in the relationship between workload variables and role conflict on turnover intention. Stress is an individual's internal stimulus to certain situations in his daily life. Job stress is described as an employee's reaction to perceived risks in his job that can have an impact on the physical and mental health of employees which in turn can have a negative impact, one of which is the desire to leave his job or what is called *turnover intention* [7]. The involvement of job stress as a mediating variable in this study departs from the relationship pattern of the independent and dependent variables in this study with the job stress variable. As in research [38] there is a relationship between workload to job stress and job stress to *turnover intention*. Then research [16] found a relationship between role conflict and job stress. Through the involvement of the mediating variable of job stress, the effect of workload and role conflict on turnover intention aims to clarify the findings of previous research which still show inconsistencies in results.

## II. LITERATURE REVIEW

### Turnover Intention

According to [12] mentioned *turnover* is the cessation of an employee from the workplace voluntarily or move from work to another workplace. Furthermore, [4] suggests *turnover intention* is a cognitive process of thinking about quitting a job, planning to leave, or feeling the desire to leave. [8] calls *turnover intention* as a motivation and tendency of an employee who is working to leave his job which arises based on subjective factors of employees towards situations and conditions in the organisation both regarding roles, work environment and so on. [6] *Turnover* intention is defined as a member's intention to voluntarily leave the organisation.

### Workload

According to [35], workload is a situation where workers are faced with tasks that must be completed at a certain time. Another category of workload is a combination of quantitative and qualitative workload. Quantitative workload arises because of too many or few tasks, while qualitative workload if the worker feels unable to carry out a task or the task does not use the skills or potential of the worker.

Workload can be in the form of task or job demands, organisation and work environment [21]. [31] states workload as a condition where employees do too much work in the time available or do work that is too difficult. Workload is a series of obligations of an individual in his role as an employee which includes the physical and mental burden felt over the role in the organisation [5].

### Role Conflict

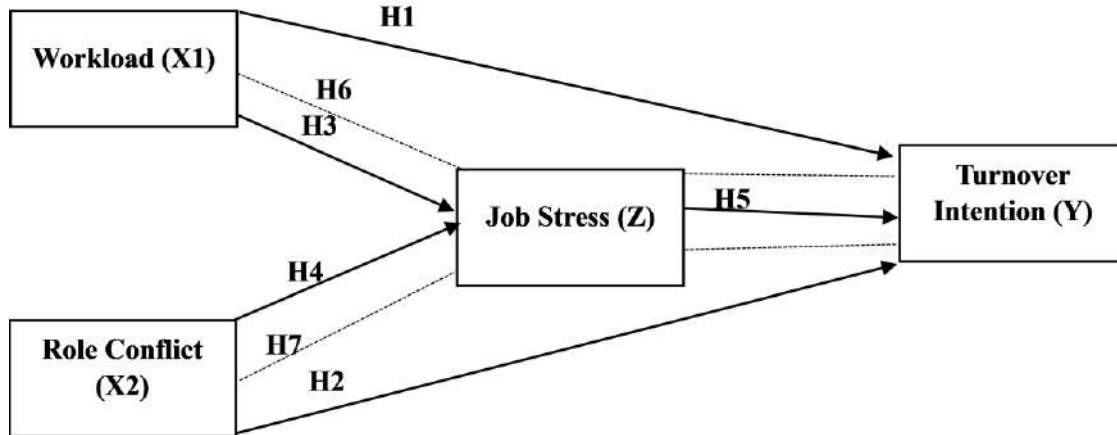
Conflict is a process that begins when one party has the perception that the other party is negatively affecting or will negatively affect something that is of concern and interest to the first party [28]. Role conflict is specifically seen as a form of mismatch between the roles that must be performed and the demands of the job that should be done based on a certain professional standard believed and embraced by employees [29].

Role conflict is defined as the simultaneous occurrence of two (or more) role outputs or requirements that are such that the performance of one of them makes the performance of the other more difficult [16]. When individuals feel conflicting demands from people around them, the individual is experiencing role conflict [14].

### Job Stress

Job stress is a feeling of pressure or feeling depressed experienced by employees in dealing with work. This job stress can cause unstable emotions, feelings of unease, solitude, difficulty sleeping, excessive smoking, unable to relax, anxiety, tension, nervousness, increased blood pressure and indigestion [18]. According to [27] stress is an unpleasant psychological process that occurs in response to environmental pressure and a response in adjusting that is influenced by individual differences and psychological processes, as a consequence of environmental actions, situations or events that make too many psychological and physical demands on a person.

**Conceptual Framework**



**Figure 1. Conceptual Framework**

**Hypothesis**

- H1: Workload has a positive and significant effect on turnover intention in external employees of PT Bale Citra Lestari. The higher the workload, the higher the turnover intention.
- H2: Role conflict has a positive and significant effect on turnover intention in external employees of PT Bale Citra Lestari. The higher the role conflict, the higher the turnover intention.
- H3: Workload has a positive and significant effect on job stress in external employees of PT Bale Citra Lestari. The higher the workload, the higher the job stress
- H4: Role Conflict has a significant positive effect on Job Stress in external employees of PT Bale Citra Lestari. The higher the role conflict, the higher the job stress.
- H5: Job Stress has a significant positive effect on Turnover intention in external employees of PT Bale Citra Lestari. The higher the job stress, the higher the turnover intention.
- H6: Workload has a significant positive effect on Turnover intention through Job Stress on external employees of PT Bale Citra Lestari. The higher the workload, the higher the work stress which causes the higher turnover intention.
- H7: role conflict has a significant positive effect on turnover intention through job stress in external employees of PT Bale Citra Lestari. The higher the role conflict, the higher the job stress which results in higher turnover intention.

**III. RESEARCH METHODS**

Research using a quantitative approach that is associative in nature. [17]. The location of this research is at PT, Bale Citra Lestari. In this study using the census method. Respondents in this study were external employees who were married as many as 72 people. The data collection tool in this study used a closed questionnaire. The scale used is a 1-5 Likert scale which is analysed using the SEM (Structural Equation Model) method processed by the Smart PLS Version 3.0 application. The test stages carried out are outer model and inner model tests. The following are the outer model test stages:

**Table 1. Dominance of Respondent Characteristics**

Characteristics	Description	Frequency	Percentage
Gender	Male	52	72%
Length of Service	1-2 Years	47	65,3%
Age	25-35 Years	51	71%
Education	Bachelor	32	44,4%
Revenue	IDR. 2.000.000-5.000.000	62	86%

Based on the table above, it can be seen that of the 72 respondents, it is dominated by men aged 25-35 years. In addition, the majority of respondents' tenure is 1-2 years at 65.3%. The highest level of education is undergraduate (Strata 1 / Diploma IV) at 44.4% with an average income of IDR. 2.000.000-5.000.000.

#### IV. RESULTS AND DISCUSSION

The results of validity testing in this study were carried out involving 30 respondents to ensure the validity level of each item of the questionnaire statement.

**Table 2. Validity and Reliability Results**

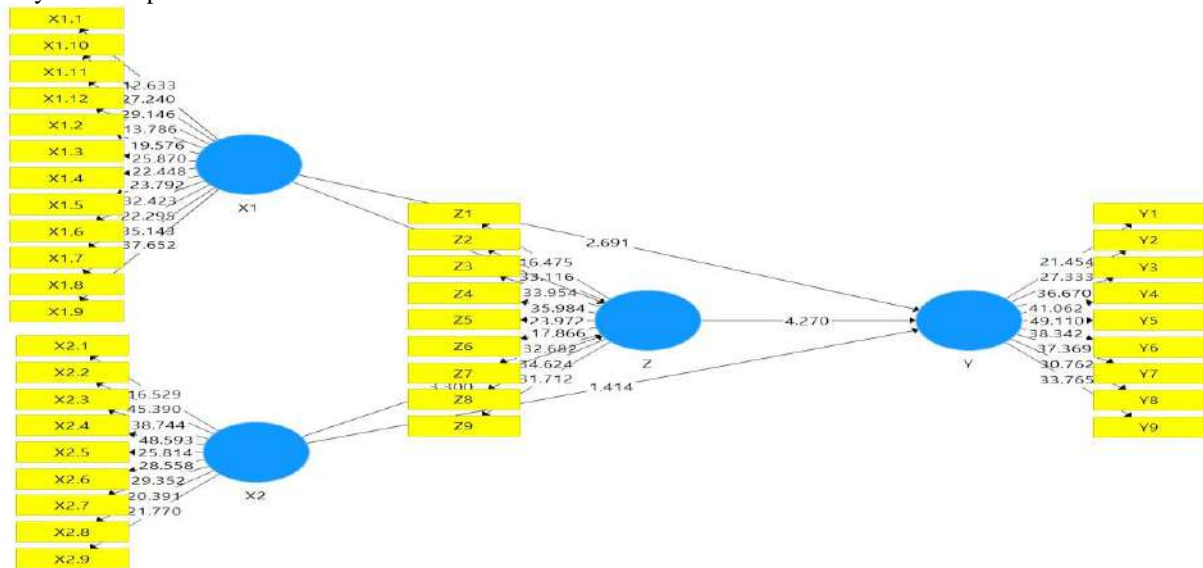
Symbol	Indicators	Outer Loading	Average Variance Extracted (AVE)	Cronbach's Alpha	Composite Reliability
Workload (X1)					
X1.1	Often have to do a lot of work every day	0.832	0.755	0.970	0.974
X1.2	Doing work beyond ability or capacity	0.762			
X1.3	Having to do more than one job	0.897			
X1.4	Must do the work perfectly and neatly according to the supervisor's criteria	0.828			
X1.5	The work targets given are too high	0.827			
X1.6	Finding it difficult to achieve different targets from suppliers and the company	0.864			
X1.7	Tasks given are sometimes impromptu with a short timeframe	0.843			
X1.8	Often have to do a lot of work outside office hours	0.941			
X1.9	Often lacks time to complete given targets	0.931			
X1.10	Shift work results in a lack of rest time	0.928			
X1.11	Frequently received warning letters for not achieving monthly targets	0.884			
X1.12	Often neglect safety on the road because they have to find and deliver goods to consumers with various travelling	0.873			
Role Conflict (X2)					
X2.1	I have to complete different jobs in one go	0.844	0.714	0.950	0.957
X2.2	I am not able to do a lot of work with a certain time limit	0.841			
X2.3	Often have to do the work of friends who are absent at short notice	0.855			
X2.4	I often feel dizzy when I have to do work beyond my capacity.	0.861			
X2.5	I often feel guilty about losing time with my family.	0.775			
X2.6	Often feel very tired because you have to do the work of	0.798			

	colleagues or other employees				
X2.7	I often have to do my work even during holidays	0.912			
X2.8	I am ready to take calls and orders outside working hours	0.843			
X2.9	Make frequent mistakes while working	0.866			
Job Stress (Z)					
Z1	I get headaches when I have to work constantly	0.877	0.756	0.959	0.965
Z2	I am often tired and lacking at work but still given diverse tasks	0.855			
Z3	Feeling back pain when you have to work to find customers to various places	0.872			
Z4	I feel stressed because of the amount of work I have to complete	0.938			
Z5	I feel irritable because I think about work all the time	0.865			
Z6	Feeling anxious if the given target cannot be fulfilled	0.844			
Z7	I became sleep deprived due to working late into the night	0.903			
Z8	My diet has become irregular because I have to prioritise and focus on work.	0.752			
Z9	Frequent daydreaming and lack of focus on work	0.907			
Turnover Intention (Y)					
Y1	I feel like quitting my job	0.913	0.847	0.959	0.965
Y2	I want to leave the company because the work environment is not suitable.	0.932			
Y3	Thinking about quitting my job because I don't fulfil my rights and obligations.	0.897			
Y4	I actively seek information or job vacancies elsewhere	0.953			
Y5	I tried to apply for a better job elsewhere	0.962			
Y6	Actively asking friends or relatives about jobs that have better career opportunities	0.841			
Y7	I intend to leave my workplace as soon as possible	0.935			
Y8	If I had another job offer that paid the same as the one I have, I would prefer the new job.	0.913			
Y9	Intending to quit your job even if you get a pay rise	0.930			

Based on the table above, it can be seen that all variables have convergent validity and AVE values > 0.7 so that they are declared valid. In addition, the value of Cronbach's alpha and composite reliability is also > 0.7 so that it is declared reliable. In addition, the r-square value in this study is 89.1%, meaning that the workload and role conflict variables in the high category can affect turnover intention.

**Hypothesis Test Results**

After conducting validity and reliability tests, then conduct an inner model test with stages, namely the pls algorithm test and bootstrapping to test the influence of each research variable. The results of this hypothesis analysis are expressed in the model below:



**Figure 2. Bootstrapping results**

**Table 3. Bootstrapping Results**

Hypothesis	Effect between variables	Original Sample	t-Statistics	P Values	Description
H1	The effect of workload on turnover intention	0.335	2.691	0.007	Accepted
H2	The effect of role conflict on turnover intention	0.228	1.414	0.158	Not accepted
H3	The effect of workload on job stress	0.414	2.722	0.007	Accepted
H4	The effect of role conflict on job stress	0.509	3.300	0.001	Accepted
H5	The effect of job stress on turnover intention	0.416	4.270	0.000	Accepted
H6	Job stress mediates the effect of workload on turnover intention	0.172	2.736	0.006	Accepted
H7	Job stress mediates the effect of role conflict on turnover intention	0.212	2.052	0.041	Accepted

Based on the table above, it can be seen that H1, H3, H4, H5, H6 and H7 have a p-value <0.05 so that the hypothesis can be accepted. In contrast, H2 has a value >0.05 so that the hypothesis cannot be accepted.

**Discussion**

**The Effect of Workload on Turnover Intention**

Based on the results of the first hypothesis test (H1), there is a positive and significant effect between workload on turnover intention. The findings in this study indicate that the level of difficulty of the work at PT Bale Citra Lestari is high. In addition, employees also feel unable to meet the sales target every month in each division because the sales target and the time given do not match. In line with the respondent's opinion, it is stated that it is difficult to achieve different targets from suppliers and companies. So that this results in employees having the desire to find another better job and stop working.

[31] states workload as a condition where employees do too much work in the time available or do work that is too difficult. According to [28] the demands or workload that are too high make employees want to leave the environment, this situation makes employees disloyal to the company which results in high turnover



intention. The findings in this study are in line with research conducted by [37] showing that workload has a positive and significant effect both directly and indirectly on employee turnover intention.

### **The Effect of Role Conflict on Turnover Intention**

Based on the results of the second hypothesis test (H2), it shows a positive and insignificant effect between workload on turnover intention. The findings in this study state that the average respondent states that he is quite capable of doing a lot of work with a certain time limit. Although the role conflict experienced by employees is high and quite diverse, it does not directly trigger employees' desire to have a desire to leave their jobs. Conflict is a process that begins when one party has the perception that the other party is negatively affecting or will negatively affect something that is of concern and interest to the first party [27].

This happens because the respondents in this study are male where men tend to get lower role conflicts than women. The findings of this study are in line with the findings of research conducted by [41] which states that men tend to override role conflicts that occur in their work because they choose to remain dedicated and committed to their work. So that men tend to be more able to overcome role conflicts that occur both at home and work than women. The findings conducted by [39] state that role conflict experienced by employees does not affect the high turnover rate in a company.

### **The Effect of Workload on Job Stress**

Based on the results of the third hypothesis test (H3), it shows that there is a positive and significant effect between workload on job stress. The findings in this study show that the majority of respondents stated that the workload given was in the high category. In addition, the tasks given are sometimes sudden with a short period of time, meaning that each employee is burdened with different targets. In addition, employees feel that their work is quite risky because they have to mobilise from one place to another in selling these products. So that the high burden leads to the mental health of employees or employees tend to experience job stress.

Workload is defined as the pressure that arises when there are too many work demands and must be completed in a short time [10]. [26] defines workload as a common factor triggering work stress that occurs when the work requires speed, results, and a high level of concentration (excess). Workload is divided into two types, namely quantity, referring to the number of tasks or work that must be done, and also quality workload, referring to the amount of ability required to do the task. Both of these need to be adjusted and balanced so as not to trigger the onset of job stress [11]. In line with several previous studies, many have examined the effect of workload on employee job stress as conducted by [38] showing the results of research stating that job stress has a significant positive effect on job stress in employees.

### **The Effect of Role Conflict on Job Stress**

Based on the results of the fourth hypothesis test (H4), it shows that there is a positive and significant effect between role conflict on job stress. The findings in this study state that external employees at PT Bale Citra Lestari on average feel that the role conflict that occurs in their work is in the high category. The role conflicts that are most often experienced include having to do work even on holidays. These things can increase symptoms and high levels of stress at work. Employees stated that they often experience headaches, back pain and other symptoms of physical fatigue due to the high amount of work that must be done.

Role conflict is specifically seen as a form of mismatch between the roles that must be performed and the demands of the job that should be done based on a certain professional standard believed and embraced by employees [29]. The high role conflict experienced by employees can trigger job stress. Job stress is a feeling of pressure experienced by employees in dealing with work [18]. Job stress is described as an employee's reaction to perceived risks in his job that can have an impact on the physical and mental health of employees [7]. In line with several previous studies, many have examined the effect of role conflict on job stress, one of which is [36] in his research found that role conflict has a significant positive effect on job stress, further explaining that the existence of dual roles experienced by employees in an organisation can have an impact on the emergence of feelings of job stress because they feel responsible for the dual roles they carry out.

### **The Effect of Job Stress on Turnover Intention**

Based on the results of the fifth hypothesis test (H5), it shows a positive and significant effect between job stress on turnover intention. So that the higher the job stress experienced by employees, the higher the turnover intention in external employees of PT Bale Citra Lestari. The findings in this study state that the average respondent states that they often experience physiological symptoms including feeling headaches, fatigue and back pain while working. In addition, employees often experience psychological symptoms such as stress when they have to complete a lot of work, feel easily carried away by emotions when thinking about work and feel anxious if the targets given by suppliers and companies are not achieved at the end of the month. Things or

symptoms of stress like that are weighing on the minds of employees so as to increase the intention of employees to quit and quit their jobs.

The majority of respondents' education is at Strata 1 (S1). According to [20] argues that the level of education affects the urge to turnover. In this case [19] discusses the effect of intelligence on turnover. With high education and appropriate positions, it affects employee retention. Stress is an unpleasant psychological process that occurs in response to environmental pressure and a response in adjusting that is influenced by individual differences and psychological processes, as a consequence of environmental actions situations or events that place too many psychological and physical demands on a person [27]. Job stress felt by an employee in the organisation can cause feelings of wanting to leave work or called turnover intention. Turnover intention is an employee's desire to leave his job [23]. In line with previous research, many have examined the effect of job stress on turnover intention as conducted by [13] which states that job stress has a significant positive effect on turnover intention.

### **Job Stress Mediates the Effect of Workload on Turnover Intention**

Based on the results of the sixth hypothesis test (H6), it shows that job stress has a positive and significant effect on mediating the effect between workload on turnover intention. So that when employees get a workload that tends to be high, employees first feel stress and experience symptoms related to physiological, psychological and behaviour after that when the stress that employees have is high, it certainly increases turnover intention in employees. So that stress becomes a mediator or intermediary for employees between high workload and the intensity of their desire to leave the company. The findings in this study state that employees feel the burden given in the high category. The majority of employees stated that the targets given by both the company and suppliers were very high which made it difficult for employees to meet these targets. When employees already experience high stress, the desire to quit work or turnover intention arises. This can be seen from the majority of employees stating that quitting work is a solution to overcome existing problems.

Workload is the amount of work that is the responsibility of a person in the organisation. A person's workload has been determined in the form of company work standards according to the type of work [9]. Excess workload on employees can have a negative impact, especially on employee psychology such as the emergence of work stress in employees [30]. Job stress is described as an employee's reaction to perceived risks in their work that can have an impact on the physical and mental health of employees [7]. In addition to causing job stress in employees, workload can also have an impact on the emergence of turnover intention in employees [33]. In line with some previous studies have examined the relationship of the three variables above as conducted by [37] stated that workload has a significant positive effect on turnover intention in employees. Similar results are also shown in research [2] which states that workload has a significant positive effect on turnover intention. Furthermore, the relationship between the effect of workload on job stress. [40] states that workload has a positive effect on job stress. The same results are shown in research [38]. Finally, the effect of job stress on turnover intention is shown in research conducted by [13] which states that job stress has a significant positive effect on turnover intention.

### **Job Stress Mediates the Effect of Role Conflict on Turnover Intention**

Based on the results of the seventh hypothesis test (H7), it shows that job stress has a positive and significant effect on mediating the influence between role conflict on turnover intention. The findings in this study indicate that employees feel that they often experience role conflicts at work such as having to do a lot of work suddenly. The majority of respondents in this study are married so that employees may experience role conflict in high categories such as having to lose time with family, having to take calls and orders during holidays and outside working hours, so that it will trigger high stress owned by employees. Employees tend to become less rested, have irregular eating patterns and feel anxious and afraid if they do not reach the specified sales value per month, which in turn forms the desire of employees to find a better job.

The existence of role conflict experienced by an employee in the organisation can have an impact on the emergence of job stress in employees. Job stress is described as an employee's reaction to perceived risks in his job that can have an impact on the physical and mental health of employees [7]. The existence of role conflict can have an impact on the emergence of turnover intention in employees [33] calls turnover intention as a motivation and tendency of an employee who is working to leave his job that arises based on subjective factors of employees against situations and conditions in the organisation both concerning roles, work environment and so on. In addition, the existence of role conflict felt by an employee can have an impact on the emergence of job stress. In line with some previous research, many have examined the relationship of the three variables above, such as those conducted by [36], role conflict has a significant positive effect on job stress. Regarding the effect of role conflict on turnover intention [33] states that role conflict has a significant positive effect on turnover intention.



## V. CONCLUSIONS AND SUGGESTIONS

From the results of the research and discussion above, the conclusions of the research that can be drawn include workload has a positive and significant effect on turnover intention in external employees of PT Bale Citra Lestari. The majority of respondents stated that the workload provided by the company was high so that it led to a high turnover rate. Role conflict has a positive and insignificant effect on turnover intention. This happens because the majority of respondents are male where men may have more consideration in dedication to their work and also tend to be more concerned with their work than women. Workload has a positive and significant effect on job stress in external employees. On average, respondents stated that the targets given were in the high category where every month they had to be able to meet two different targets so that this triggered stress both physiologically, psychologically and behaviourally from employees which ultimately disrupted their work. Role conflict has a positive and significant effect on job stress. On average, respondents stated that they had to be willing to lose time with their families and often received calls and orders outside of working hours so that this triggered high stress in employees. Job stress has a positive and significant effect on turnover intention. The majority of employees feel that they often experience headaches, back pain fatigue. In addition, they also experience psychological symptoms such as easy emotions and stress when remembering work so that it increases their intensity to stop working. Job stress mediates the effect of workload on turnover intention in employees. The majority of respondents stated that the workload provided by the company was high and had an impact on high job stress as well and in the end it triggered a high turnover rate from employees. Job stress mediates the effect of role conflict on turnover intention in employees. The majority of respondents stated that the role conflict that occurred in the high category and triggered job stress in the form of mental and physical fatigue so that it encouraged employees to turnover intention.

Suggestions in this study include the workload provided by the company is high so that how the company is able to adjust properly between the workload and the capacity of each employee means that employees no longer work on excessive workloads such as not reaching targets and not being able to complete their work properly, this can be done by increasing personnel in each division or evaluating sales target targets. The role conflict experienced is high although it does not directly trigger turnover intention, but often this role conflict triggers stress first and ultimately chooses turnover, so it is necessary how the company is able to implement work operational standards to minimise the occurrence of role conflict that occurs. Job stress is in the high category so to manage high job stress the company can provide counselling to employees. With the aim that employees have resistance to stress and are able to cope with stress better. The company should evaluate what factors can trigger a high employee turnover rate, this is done by balancing the tasks assigned with the rights given to employees in the form of fulfilling the appropriate salary to employees.

The limitations and direction of further research are that respondents are external employees only and are married so that future research should be expected to use a wider range of respondents not only at pt bale citralestari but using more similar companies on a national scale. Workload variables, role conflict and job stress are only able to explain the turnover rate by 89.1% so that the rest can still be explained by other factors such as education level, gender and age. This research can be developed by adding open-ended questions to each question item on the questionnaire. This aims to get more accurate information with honest filling and will enrich research data on Workload, Role Conflict, Job Stress and Turnover intention.

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