



JOURNAL

THE INFLUENCE OF PERCEPTIONS OF ORGANIZATIONAL SUPPORT AND WORKLOAD ON TURNOVER INTENTION AT PT. OHGISHI INDONESIA

FATHURRAHMAN ALFARIZI

E-mail

State University of Jakarta

Abstract:

Revolution Industry 4.0 is rolling out in the present , in fact slowly give development fast technology . That matter Of course just make technology , as option main in various sectors in Indonesia , starting from sector health , transportation , up to agriculture . don't miss it either sector where is the manufacturer ? moment This currently intensively his do transition from system conventional become all round automation

Keywords :

Perceptions Of Organizational Support, Workload, Turnover Intention

BACKGROUND

Employee as source Power humans have company hold role important in operate A company. This matter because source Power man can become factor decider is A company can reach something success or No in reach objective (Neksen et al., 2021) . So from that's it , employees as source Power man If No pay attention , then big possibility will own impact bad so that employee will get pressure in work that ends to intention For leave his job or turnover (Rahmawati & Wahyuningsih , 2018).

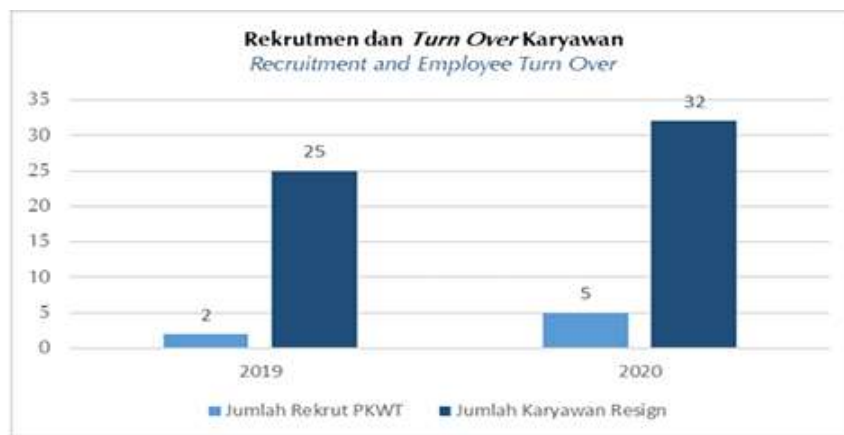


Figure 1.1 shows the turnover data that occurred in one of them The company in Indonesia is PT Indo Telekomunikasi Indonesia, where of the data in brackets when 2019-2020 occurred increased turnover in the company these , as well it is also known that during period the amount more employees resign much more than recruiting employees carried out by the company . Company say they do recruitment employee contract time certain For implementing a negative growth strategy that creates rotation employees are very considerate factor productivity and position keys required by employees . Based on research data , in 2021 the level percentage of



turnover experienced by PT. Ohgishi Indonesia namely amounting to 10.3% of the total employee . According to Harris & Cameron (2005) if inside turnover percentage company is at 10 % , then Can said that turnover occurs in the company the classified tall . results This is also confirmed by the interviews conducted directly by researchers with one PT employees . Ohgishi Indonesia related turnover phenomenon .

From the results survey conducted by CNN Indonesia, can is known that exists enhancement burden work felt by employees especially in implementation work from home system during COVID-19. Naturally matter This will influence condition physique as well as the mentality experienced by employees , so would be very possible for employee For decide For go out from work his . Tham & Meagher (2009) stated that burden Work will cause excessive stress in the future work give impact bad to health employees , ultimately will cause Lots annoying employees self from place it works . Based on description background behind problem above , along with the data provided attached , then writer decide For stage study with title " The Influence of Perceived Organizational Support and Workload. " Regarding Turnover Intention at PT. Ohgishi Indonesia”.

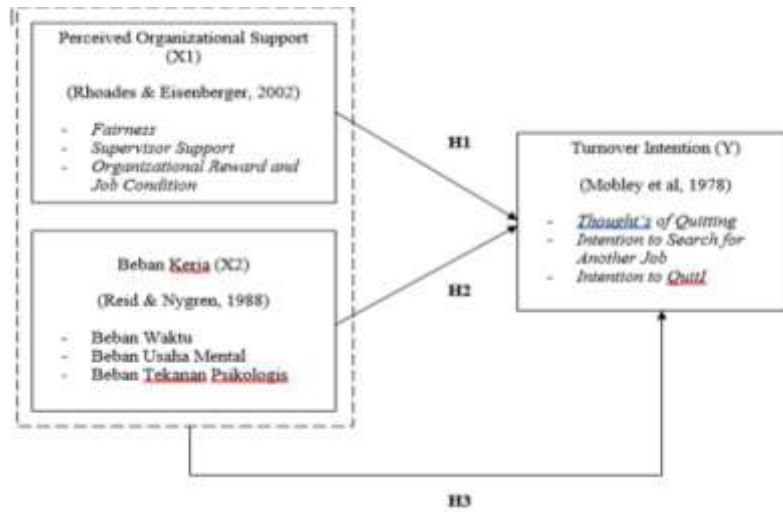
THEORETICAL FRAMEWORK

Robbins & Judge stated that turnover intention is A stages Where a employee own possibility For For go from company his with reason No Again own interest in work his or has find more work interesting elsewhere (Robbins & Judge, 2017) . Turnover intention can also be done interpreted as A tendency a employee Where He capable stay with the company in time certain (Alam & Asim, 2019).

Besides So , the term turnover intention can also be used refers to A situation Where attitude a employees who have desire For stop become employees in their company (Pauline E. Ngo-Henha , 2017). Memon also stated the same thing regarding turnover intention, which is A trend or attitude employees who have possibility For leave place it works with do resignation self in a way voluntary (Memon et al., 2016).

In research conducted by Masta & Riyanto explains that turnover intention occurs on aware a employee For disconnect connection Work his with A organization in a way volunteer . And if a employee feel that He No Again feel comfortable with work and organization , then probability employee turnover occurs will the more large (Masta & Riyanto, 2020). Whereas Rukhiyanti and Susanti explained turnover intention is attitude a employee For stop from organization his in a way permanent , fine That in a way voluntary (Rukhiyanti & Susanti, 2020).

With conclusion from framework existing theories and hypotheses made before , then can made framework think as already shown in Figure 2.1, namely as following :



Source : Data processed by researchers , 2021

Figure 2.1 Framework Think

METHOD

Based on formulation problems that have been described in chapter before , then approach used in research This is approach quantitative For test as well as prove A hypothesis from the data collection process carried out . Method quantitative is A method research based on a philosophy positive , which is used For do research on populations and samples , which is then analyzed with use technique statistics (Sugiyono , 2019). Whereas according to Arikunto study quantitative is method used For needs lots of research using data in the form of numbers , both at the time data collection and at the time data processing (Arikunto , 2019).

Study use study quantitative descriptive with explanatory approach , where study This useful For know mark from A variable independent , fine One variable or more without make A comparison or connect with variable other , with method describe or give description of the data that has been collected without dictionaryd make A applicable conclusions in a way general (Sugiyono , 2019). Approach explanatory is A approach that has objective For test A hypothesis something theory For strengthen theory or hypothesis from study previous (Sugiyono , 2019).

RESULT

Table 4.15 Analysis Multiple linear regression

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		



1 (Constant)	17,917	4,532	3,953	,000
PERCEIVED ORGANIZATIONAL SUPPORT	,193	,090	,138	2,149 ,033
WORKLOAD	,261	,072	,233	3,637 ,000

Based on table on once the data is ready processed with use SPSS version 2.4 then can We get it problem his that is :

$$Y = 17.917 + 0.193X_1 + 0.261X_2$$

Equality from regression on show connection between independent variable with variable dependent . From Eq the can withdrawn conclusion as following :

1. Constanta value ie amounting to 17,917 which means No happen change variable perception support organization and burden work (Variable value $X=0$) then the Turnover Intention that occurs at PT. Ohgishi Indonesia is 30,805.
2. Coefficient value regression perception support organization is 0.193 and is influential positive , which means If variable perception support organization (X_1) increases by 1% then variable dependent namely Turnover Intention will increase by 0.193 on the contrary . This matter show that perception support organization own positive influence on Turnover Intention at PT. Ohgishi Indonesia.

Model	Q	Sig	T Table n = 229	Information
Perception Support	2,149	0.033	1,970	Influence Positive
Organization				
Workload	3,637	0,000	1,970	Influential Positive

Based on table above shows t test results , then can is known that t count > t table which means can stated that exists influence positive . In study this is $n=229$ and it is known that t table = $nk-1$ and it is known the result amounted to 1,970. On variables perception support organization looks like $2,149 > 1,970$ which means variable the own positive influence in a way Partial on Turnover Intention. Then For variable burden Work looks $3,637 > 1,970$ which shows that variable it also has positive influence in a way Partial on Turnover Intention

DISCUSSION

Influence perception support organization on turnover intention was researched by Fahrizal & Utama (2017), who stated that If perception support increased organization can make employee feel own obligation For contribute and care will well-being organization as well as help organization in achievement the goal . So that pressure will high level of concern make employee the more No feel at home and want to go out from company . This matter in



accordance with Putra & Dewi (2019), that perception support organization considered by some employee as one of the form business from company for employees feel at home For Work in a long time , however a number of consider that form support This rather burdensome employee with demands promotion positions , awards that are not in accordance with desire employees , and tend to more profitable company . So that automatic perception support organization make employee the more wish to resign/ leave from company . Connection between perception support organization with turnover intention explained through social exchange theory (Aselage and Eisenberger, 2003). From the perspective of social exchange theory, where employee believe in companies that have committed with them and vice versa will increase attachment emotional employee to company . Perception support high organization will create strong affective when form support That in accordance with hope employees , so motivating employee For more loyal to the company.

Study with same result discovered by Ahuja (2017) who stated exists connection positive between burden work and employee turnover ratec . Workload according to Nisa et al (2019) it is request work assigned to an individual who exceeds his abilities For can what he does , includes lack time and ability source Power . In matter This is a burden Work give addition time and feelings are not comfortable in Work . This matter expressed by Maulidah et al et al (2022) that burden high work will increase the incidence of turnover intention in employees . Based on results description characteristics respondent , length of service relate with experience a worker in face problem in place work (Manabung et al , 2018). Years of service can influence power Work Good positive nor negative . Will give influence positive when with forever somebody Work so he will the more experienced in do his task . On the contrary will give influence negative if the more forever somebody Work so will give rise to boredom and desire For go out from company . Besides that , some company sometimes give burden excess work for existing employees have a long service life , p This considered Because employee the has control the work assigned and capable last a long time in condition whatever , so company always give burden more on employees the

CONCLUSION

Perception support organization PT employees . Ohgishi Indonesia belongs to the category OK , p This show that employee obtain guarantee health from company , acquire appropriate salary However No get expected promotion . On the side others , employees get help moment experience difficulties , as well they Certain himself No will replaced by employees other . However there is also perception that they No get due appreciation . For problem employee salaries and incentives get in accordance hope However For training they No get it . Perception support organization own influence on employee turnover intention at PT. Ohgishi Indonesia. Workload PT employees . Ohgishi Indonesia belongs to the category belongs to category bad , p This show that burden work given agency to employee Enough heavy . In terms of burden time , employees confess that they use up more Lots time at the company , meanwhile from mental burden , employees confess that work they need concentration tall as well as more effort , and load psychological employee confess they often Confused with task new given company and feel stressed with Assigned job . This matter show that burden Work employee Enough high at PT. Ohgishi Indonesia. Workload employee own influence on employee turnover intention at PT. Ohgishi Indonesia.. Turnover intention of PT employees . Ohgishi Indonesia is also included Enough high , considering from facet desire For go out from company employee state that they No get what to expect moment do work , besides That they often do too feel fed up in undergo work . In terms of desire look for work otherwise , the average



employee thinks For try look for profession new and looking company new ones want to accept they . Whereas from facet desire For go out from company , average employee consider work whatever from other companies , and round up determination For go out from company in the future come . This matter can concluded that majority PT employees . Ohgishi Indonesia has wish tall For go out from company , or employee turnover intention is at in category bad / high very

BIBLIOGRAPHY

- A. Altahtoh, U. (2018). The Effect Of Job Satisfaction And Workload On It Project Employee Turnover Intention In The Madinah Government Of Saudi Arabia. *International Journal Of Business And Social Science*, 9(8), 107–115. <https://Doi.Org/10.30845/Ijbs.V9n8p12>
- Achievers Workforce Institute. (2021). *Archievers Engagement And Retention Report*. 1–14.
- Adan Gok, O., Akgunduz, Y., & Alkan, C. (2017). The Effects Of Job Stress And Perceived Organizational Support On Turnover Intentions Of Hotel Employees. *Journal Of Tourismology*, 3(2), 23–32. <https://Doi.Org/10.26650/Jot.2017.3.2.0003>
- Afsar, B., & Badir, Y. (2017). Workplace Spirituality, Perceived Organizational Support And Innovative Work Behavior: The Mediating Effects Of Person- Organization Fit. *Journal Of Workplace Learning*, 29(2), 95–105. <https://Doi.Org/https://Doi.Org/10.1108/Jwl-11-2015-0086>
- Agarwal, P., & Sajid, S. (2017). A Study Of Job Satisfaction, Organizational Commitment And Turnover Intention Among Public And Private Sector Employees. *Journal Of Management And Research*, 17, 123–136.
- Ahmad, Y., Tewel, B., Taroreh, RN, Economy, F., Management, J., & Ratulangi, US (2019). The Influence of Work Stress, Workload, and Work Environment on Employee Performance at Pt. Fif Group Manado. *Emba Journal: Journal of Economic, Management, Business and Accounting Research*, 7(3), 2811–2820. <https://Doi.Org/10.35794/Emba.V7i3.23747>
- Alam, A., & Asim, M. (2019). Relationship Between Job Satisfaction And Turnover Intention. *International Journal Of Human Resource Studies*, 9(2), 163. <https://Doi.Org/10.5296/Ijhrs.V9i2.14618>
- Allen, M. W., & Brady, R. M. (1997). Total Quality Management, Organizational Commitment, Perceived Organizational Support, And Intraorganizational Communication. *Management Communicatin Quality*, 10, 316–341.
- Anees, R.T., Heidler, P., Cavaliere, L.P.L., & Nordin, N.A. (2021). Brain Drain In Higher Education. The Impact Of Job Stress And Workload On Turnover Intention And The Mediating Role Of Job Satisfaction At Universities. *European Journal Of Business And Management Research*, 6(3), 1–8. <https://Doi.Org/10.24018/Ejbmr.2021.6.3.849>
- Ansori. (2021). The Influence of Job Satisfaction and Organizational Commitment on Turnover Intention of Bandar Lampung City Communications and Information Service Employees. *Solma Journal*, 10(01), 12–21. <https://Journal.Uhamka.Ac.Id/Index.Php/Solma>