

THE INFLUENCE OF JOB SATISFACTION, JOB STRESS AND CAREER DEVELOPMENT ON BARISTA TURNOVER INTENTION

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ABSTRACT

Turnover intention is a form of employee assessment that has not been achieved in real terms towards the continuity of his relationship with the current employer or company. Then, the intention to move employees can be influenced by factors such as job satisfaction, job stress and career development. The purpose of this study was to determine the effect of job satisfaction, job stress and career development on turnover intention. The sampling technique in this study uses a non-probability method with a saturated sampling technique that refers to sampling as a whole. The sample in this study were 50 baristas. The results of this study indicate that job satisfaction has a positive effect on turnover intention, job stress has a positive effect on turnover intention and career development has a positive effect on turnover intention. The implication of this research for the company in general is that the company can manage the turnover intention level of baristas through increasing job satisfaction, including by fulfilling employee rights, especially regarding better compensation.

Keyword: *job satisfaction, job stress, career development, turnover intention.*

1. INTRODUCTION

The most important aspect of a company is human resources. All potential resources owned by humans that can be utilized as an effort to achieve success in achieving goals both individually and within the organization. It is important that provides a work environment condition that makes employees feel comfortable when they are working so that they can create a good work group and have satisfaction at work and have high morale. Dewi and Nuryahati (2021) suggest that turnover intention is a form of employee assessment that has not been achieved in reality towards the continuity of his relationship with the current employer or company. [1]

The high turnover rate will affect the effectiveness and efficiency of the company, such as workload, decreased work quality, improvisation, work stress and career development of these employees. To maintain employees' interest in staying in a company, we must pay attention to the job satisfaction obtained by these employees, which according to Priansa (2019) job satisfaction is a form of employee feelings towards his job, whether he is happy or likes it then satisfied or dissatisfied with the employee's intention towards his environment at work and also as a result of the employee's evaluation of his job. [2] A person's job satisfaction can be hampered if job stress occurs, which according to Manda (2020) job stress can be defined as a response to physical or mental injury that occurs when work does not match the skills, resources, or needs of employees. [3]

In other words, stress is a serious problem, both physically and mentally that can affect the condition of the employee himself. Apart from work stress, the factor that influences the turnover intention of an employee in a company is career development. Career development is a condition of an employee that shows an increase in status in an organization or company

with a predetermined career path (Busro 2018). [4] According to previous researchers Putra et al., (2020) the results of previous research state that there is a significant influence between career development and turnover intention which was studied on employees at PT Jayakarta Balindo. [5]

Then, according to the results of Haholongan (2018), there is a significant negative influence between job stress and turnover intention carried out on random company employees. [6] Then on the last variable according to the results of previous research conducted by Dewi (2019) said that employee job satisfaction has a significant negative effect on turnover conducted research at PT Control Systems Arena Para Nusa. Therefore, in this study, researchers want to prove whether it is true that the results of previous researchers are in accordance with this research. [7]

2. RESEARCH METHOD

According to Ang, H.B (2018) job satisfaction is reviewing and evaluating employee performance is arguably one of the most important tasks for any manager, because important decisions (promotions, leadership behavior, rewards) depend on an accurate assessment of employee behavior. [8] Then according to Utomo & Ie (2020) job satisfaction is influenced by the presence of resilience, a person (employee) can carry out his duties and work more lightly, think positively, and not always focus on thinking about the difficulties he faces. [9] Thus, the employee can achieve higher job satisfaction The dimensions of job satisfaction in research according to Khomaryah (2020) are: work itself, salary, promotion, coworkers. [10]

According to Goni and Ollo (2023) the definition of stress is an internal state caused by physical (body) demands, the environment, and social situations that are potentially detrimental and uncontrollable. [11] Then Nurhidayat (2022) explains that work stress is a dynamic state in which a person faces opportunities, needs, or resources related to opportunities. environment, organization and people. [12] The dimensions of work stress in this study according to Buulolo (2021) are: workload, leadership attitude and work environment conditions. [13]

According to Lee and Lee (2018) is a process used to meet the present and future needs of an organization and continues to increase. It can be said that career development is a process of evaluating self-concept and engaging in lifelong personal development. For now it continues to develop, a *hybrid* career development theory that emphasizes a balanced view between organizations and individuals. [14] Then Fatmala *et al.*, (2020) say career development is a way to change one's behavior to realize a career plan. [15] The dimensions of career development according to Khuzaimah (2017) are: promotion, training and education. [16]

According to Ansory and Indrasari (2018) *turnover* intention is a person's intention to leave the company and move to another company based on personal and normative beliefs or it can also be interpreted as the possibility that an employee will leave his current job in the near future. [17] And according to Santry *et al.*, (2023) suggests that *turnover intention* is an idea that arises within employees to leave the company voluntarily and without coercion. [18] The dimensions of *turnover intention* according to Khomariyah (2020) are: thoughts of leaving, the desire to find a new job and the desire to leave the company in the near future. [19]

Research conducted by Wei (2022) says there is a negative influence between job satisfaction and turnover intention where these studies have shown that job satisfaction affects the extent

to which employees are willing to stay in their organization or the extent to which employees want to move away from their organization. [20] And according to Amelia (2018) it was found that job satisfaction has no negative effect on turnover intention partially. [21]

According to research conducted by Dewi & Sriathi (2019) which states that if employee work stress is high, employee satisfaction will decrease and will increase employee *turnover intention*. [22] Then according to research by Ie & Jessica (2022) job stress has a significant and positive impact on turnover intention. The results of this study indicate that employees experience job stress in their workplace that should not be and see alternative opportunities from outside, their desire to leave the company increases. [23]

Previous research found according to Putra *et al.*, (2020) which states that there is a negative effect of career development on *turnover intention*. This means that the fewer career development opportunities, the higher the risk of *turnover*, and vice versa. [24]

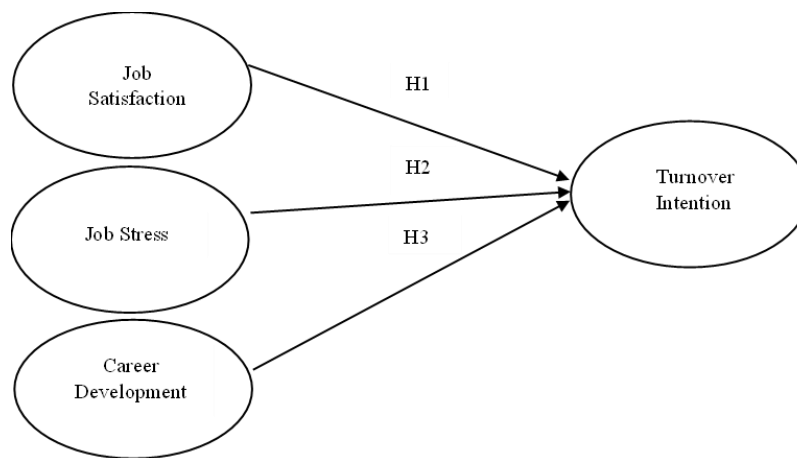


Figure 1. Research Model

Based on the formulation of the problem and the relationship between the variables that have been made, the hypothesis formed is:

H1: Job satisfaction negatively affects barista *turnover intention*

H2: Job stress has a positive effect on barista *turnover intention*

H3: Career development has a negative effect on barista *turnover intention*

This study used a saturated sampling selection technique. The data collection technique used a questionnaire. The questionnaire was distributed via Google Form. The sample obtained was 50 respondents. The results of questionnaire data processing show that the characteristics of the majority of respondents are female respondents (56%) with an age range between 18-25 years (80%) with the last education being S1 or equivalent (80%).

3. RESULTS AND DISCUSSIONS

Table 1. Outer Loadings

Indikator	Kepuasan Kerja (X1)	Stres Kerja (X2)	Pengembangan Karir (X3)	Turnover Intention (Y)	Keterangan
KK1	0.859				Valid
KK2	0.725				Valid
KK3	0.837				Valid
KK4	0.883				Valid
KK5	0.876				Valid
KK6	0.798				Valid
KK7	0.841				Valid
KK8	0.826				Valid
KK9	0.890				Valid
KK10	0.790				Valid
KK11	0.863				Valid
KK12	0.885				Valid
SK1		0.795			Valid
SK2		0.819			Valid
SK3		0.804			Valid
SK4		0.707			Valid
SK5		0.637			Valid
SK6		0.696			Valid
SK7		0.790			Valid
SK9		0.685			Valid
PK2			0.738		Valid
PK3			0.859		Valid
PK4			0.814		Valid
PK5			0.846		Valid
PK7			0.738		Valid
PK8			0.834		Valid
PK9			0.909		Valid
T11				0.835	Valid
T11				0.835	Valid
T12				0.833	Valid
T13				0.913	Valid
T14				0.855	Valid
T15				0.797	Valid
T16				0.839	Valid
T17				0.835	Valid
T18				0.868	Valid
T19				0.843	Valid

It can be seen that all indicators used to measure job satisfaction, job stress, career development and *turnover intention* variables have *outer loadings* values greater than 0.5, so it can be stated that they are valid in convergent validity which refers to the value of *outer loadings*.

Table 2. Convergent Validity

Variables	AVE	Critical Value	Description
Job Satisfaction (X1)	0,707	> 0.5	Valid
Job Stress (X2)	0,554	> 0.5	Valid
Career Development (X3)	0,675	> 0.5	Valid
Turnover Intention (Y)	0,717	> 0.5	Valid
Average AVE		0,663	

It can be seen that the Average Variance Extracted (AVE) results show a value > 0.5 which means it is declared valid.

Table 3. Composite Reability

Variables	Composite Reability
Job Satisfaction	0,964
Work Stress	0,901
Career Development	0,922
Turnover Intention	0,951

It can be seen that all results on composite reliability reach greater than 0.7. This means the value is reliable/valid.

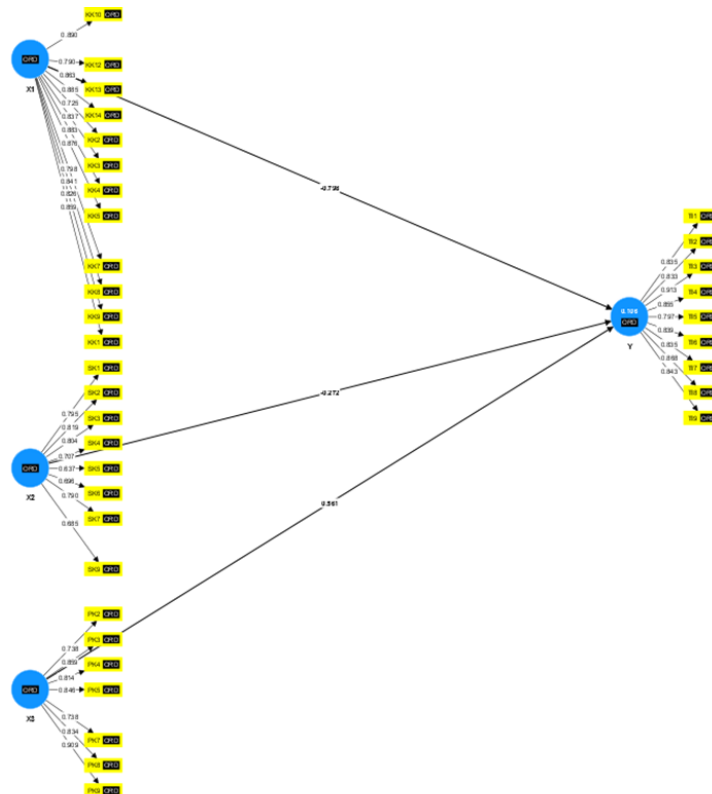


Figure 1 Research Model
 Table 3. Hypothesis Test

Code	Hypothesis	Original Sample	T statistic	P values	Description
H1	Job Satisfaction X Turnover Intention	0,798	3,429	0,017	H1 Not Accepted
H2	Work Stress X Turnover Intention	0,272	4,425	0,009	H2 Accepted
H3	Career Development X Turnover Intention	0,561	2,616	0,023	H3 Not Accepted

Based on the results of *bootstrapping* calculations in the table above, three conclusions are obtained on the results of statistical hypothesis testing, which are as follows:

H1 which states "Job satisfaction has a significant positive effect on *turnover intention* barista. The *t-statistic* value is 3.429 or greater than 1.96 and the *p-value* is 0.017 or smaller than 0.5 statistically the result is not accepted.

H2 which states "Job stress has a positive effect on barista *turnover intention*. The *t*-statistic value of 4.425 is greater than 1.96 and the *p*-value of 0.009 is smaller than 0.5 statistically the result is accepted.

H3 which states "Career development has a positive effect on barista *turnover intention*. The *t*-statistic value of 2.616 is greater than 1.96 and the *p*-value of 0.023 is smaller than 0.5 statistically the result is not accepted.

The secondary data is the type of data used in this study which is obtained from the financial statements and annual reports of the samples from the company's official website and with the help of website www.idx.co.id. The data is collected and processed using Microsoft Excel 2018 and further tested using EViews version 12. Moderated Regression Analysis is the research method used in this study. Test the analysis that applied consists of research model test, descriptive statistical analysis, outlier test using SPSS, classical assumption test with multicollinearity test and test heteroscedasticity using E-views version 12, multiple determination coefficient test, test simultaneous (F test), and partial test (t-test). Research model testing in this study is done using the Chow (Likelihood) test to compare the CEM and FEM, then Hausman test to compare between FEM and REM, and finally the Lagrange test Multiplier to compare between CEM and REM.

4. CONCLUSIONS AND SUGGESTIONS

Based on the results of research that has been carried out in this study, the authors can conclude as follows: Job satisfaction has a positive and significant influence on barista turnover intention; Job stress has a positive influence on barista turnover intention; Career development has a positive influence on barista turnover intention.

The research conducted still has a less broad scope due to the limited respondents so that the research results are not too accurate. This study examined turnover intention in a population of only one branch. Therefore generalization has the potential to affect the results of the study. The sample used for the study was limited to baristas working at one branch.

The implication of this research for companies in general is that companies can manage the turnover intention level of baristas through increasing job satisfaction, including by fulfilling employee rights, especially regarding better compensation.

It is expected that the company conducts evaluation meetings every week, meetings between superiors and subordinates to discuss existing problems so that problems can be resolved properly. It is hoped that the company can do new things by improving employee skills by providing training or workshops on how to make coffee that is tailored to the machine used and then selecting the coffee beans used. It is expected that the company provides internal promotions to baristas who have worked well so that baristas remain motivated to develop their careers in the company.

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