

Influence of Work-Stress on Turnover Intention in the context of Organizational Change

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Abstract

Changes often create a certain pressure for the individual, as well as organizational changes such as mergers and acquisitions which tend to increase employee work-stress. Acquisition experienced by PT. X produces a large number of changes, primarily related to systems and procedures. Considering the turnover issue at PT. X, this study aims to determine the role of social support, self-efficacy, and opportunity to move in the association between high work- stress and low turnover intention in the Marketing employees who experienced this period of organizational change. Work-stress is an unpleasant situation which disrupts the performance of duties and individual performance, which is created by any and all claims, changes, and load inherent in the work and company. Meanwhile the turnover intention is the employee's desire to quit from the organization. The subjects in this study were 6 (six) employees in Marketing area. The data obtained in this study is using qualitative research methods. Based on the results of the study, subjects experienced low turnover intention due to factors of social support from superiors and/or coworkers. Moving on from the perceived work-stress, a Stress Management is designed as an intervention program to assist employees in dealing with daily stressors at work. Based on the evaluation results obtained, Stress Management can reduce work-stress.

Keywords: work-stress, turnover intention, organizational change