

THE EFFECT OF JOB SATISFACTION ON EMPLOYEE TURNOVER INTENTION IN COMPANIES PT. HADJI KALLA BRANCH OF URIP SUMOHARJO

¹Andi Muh Fadhil Wahyudi, ²Siti Hasbiah, ³Romansyah Sahabuddin

¹²³Faculty of Economics and Business, Makassar State University

E-mail: fadilsodil18@gmail.com

ABSTRACT

This study aims to analyze the effect of job satisfaction on turnover intention. The population in this study are employees who are at PT. Hadji Kalla Makassar, Urip Sumoharjo Branch, with a total sample of 51 employees. This research is a quantitative study and quantitative analysis, using a simple regression test model using the SPSS version 25 software. The results of this study indicate that job satisfaction has a negative and significant effect on turnover intention with a correlation coefficient value of 32.5%.

Keywords: *Job Satisfaction, Turnover Intention*

1. INTRODUCTION

Human Resources have an important role in an organization, both government and private. Human Resources referred to in a company or organization are employees/employees. Employees are planners, modifiers, and controllers of other resources in an organization.

A company in its development process will face competition, so that Human Resources are required to be more creative, competent and innovative in carrying out their duties. Especially in this era of globalization, companies are required to be able to maximize the performance of their employees. Therefore, companies need to analyze the factors that can affect employee performance, so that later they can make good Human Resources and can help maximize the performance of a company.

If the employee's performance is low, it will become an obstacle for the company to achieve its goals. So companies should pay attention to their employees so they can make a good contribution to the company. Employees who do not get attention and whose needs are not met will tend to have a desire to leave their job or company, which is called turnover intention.

turnover intention is the desire of employees to voluntarily stop working from their company, or the tendency to want to move from one company to another. Rivai (2009) explains that in the world

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of work, turnover is a common thing due to intense competition in the current organizational era. However, this can be a problem for the company, if the employee turnover rate is high, because it can have a negative impact on the company, one of which is having to pay quite high costs in carrying out the process of recruiting, selecting and training new employees. The occurrence of turnover begins with the emergence of a desire to change jobs (turnover intention) by employees. This desire arises because it is influenced by several factors, one of which is employee job satisfaction.

Job satisfaction is a positive or negative attitude that individuals have towards their work. Greenberg & Baron (2016) explained that job satisfaction is an employee's emotional attitude towards his job. Job satisfaction can be interpreted as a feeling of pleasure or displeasure from an employee with the work they do. These feelings can affect individuals at work, such as discipline at work, and achievements during work. When employees feel satisfied in their jobs, they will be more productive so the potential for the number of dismissals will be reduced. In addition, employees who are also satisfied have a longer desire to work for the company than employees who are dissatisfied with their jobs.

The more perspectives in his work that are in accordance with the wishes of employees, the higher the satisfaction obtained. Vice versa, the more perspectives that are not appropriate, the lower the level of satisfaction achieved. So it can be said that employee job satisfaction greatly affects work performance and productivity at work.

As for supporting this research, the researcher collected initial data consisting of four question items that refer to job satisfaction, turnover intention. The results of the data show that 37.5% are satisfied with their work and 25% are dissatisfied with their work for various reasons such as because there are many jobs that are outside the jobdesk, and are not very satisfied because the work is not in accordance with the discipline. Meanwhile, there are 25% of employees who often think about resigning, 37.5% sometimes think about resigning for various reasons such as the benefits they get are not comparable to what they work for, because the work environment is not efficient, while they want to try a new atmosphere and a lower salary. higher than before. Based on the results of previous research and the initial data received. researchers want to know how much influence job satisfaction has on turnover intensity, especially for employees in a company X in Makassar city.

2. RESEARCH METHODS

This research uses quantitative research which aims to test the hypothesis from the data that has been collected in accordance with previous theories and concepts. The research was conducted at the

company PT. Hadji Kalla Toyota branch of urip sumoharjo which is located at JL. Urip Sumoharjo No. 227. When this research was conducted in 2023 for 2 months, namely March to May.

This research is a quantitative research, namely research that uses data in the form of questionnaires which are analyzed using statistical analysis. This study aims to determine whether or not there is an effect of job satisfaction on employee turnover intention at PT.Hadji Kalla, Urip Sumoharjo Branch. The population referred to in this study were 51 sales employees of PT. Hadji Kalla Urip Sumoharjo Branch. The sample used in this study was 51 employees of PT Hadji Kalla Urip Sumoharjo Branch. The variables in this study are the independent and dependent variables. The data collection technique used in this research is a questionnaire/questionnaire. Based on the research title taken, namely the effect of job satisfaction compensation on employee turnover intention at the company PT Hadji Kalla Urip Sumoharjo Branch.

3. RESULTS AND DISCUSSION

RESULTS

Characteristics of respondents based on gender

PT employees Hadji kalla of the Urip Sumoharjo branch who became respondents in the study consisted of men and women, the following are the characteristics of respondents based on gender

Table 1 Respondents Based on Gender

Gender	Amount	Percentage
Man	32	62.7%
Woman	19	37.3%
Amount	51	100%

Respondent characteristics based on age

In this study employees of PT. Hadji Kalla of the Urip Sumoharjo Branch who were the respondents had different ages, the following are the characteristics of the respondents based on age.

Table 2 Respondents Based on Age

Age	Amount	Percentage
25 years	20	39%
30 years	17	33%
35 years old	13	26%
40 years	1	2%
amount	51	100%

Characteristics of respondents based on length of work

In this study employees of PT. Hadji Kalla of the Urip Sumoharjo Branch who was the respondent had different lengths of service. The following are the characteristics of the respondents based on length of service.

Table 3 Respondents Based on Length of Work

Length of work	Amount	Percentage
< 1 year	21 people	42%
> 1 year	30 people	58%
Amount	51 people	100%

Validity test

This study uses the technique of testing the validity of items with Pearson correlation, namely by correlating the item scores with the total score. As for $df = n-2$ ($51-2 = 49$) then r table is 0.2759. Table 4 below presents the results of the validity test in detail.

Table 4 Validity Test Results

Variable	Items	R count	R Table	Information
Job satisfaction	X.1	0.915	0.2759	Valid
	X.2	0.836	0.2759	Valid
	X.3	0.855	0.2759	Valid
	X.4	0.811	0.2759	Valid
	X.5	0.907	0.2759	Valid
	X.6	0.837	0.2759	Valid
	X.7	0.685	0.2759	Valid
turnover intention	Y. 1	0.820	0.2759	Valid
	Y.2	0.906	0.2759	Valid
	Y.3	0.819	0.2759	Valid
	Y.4	0.912	0.2759	Valid
	Y.5	0.890	0.2759	Valid
	Y.6	0.893	0.2759	Valid
	Y.7	0.724	0.2759	Valid

Based on the results of the validity test in Table 4, it can be seen that all items in the variables of job satisfaction and turnover intention have met the requirements. This is because the r count (Pearson correlation value) is greater than the r table 0.2759. So that all items in the variables of job satisfaction and turnover intention are valid and meet the goodness of data criteria.

Reliability Test

The following are the results of the reliability test for the job satisfaction variable and the turnover intention variable using the SPSS application

Table 5 Job Satisfaction Reliability Test Results

Cronbach's Alpha	N of Items
,928	7

Based on the results of the reliability test in table 5, it can be seen that the reliability results for the variable job satisfaction Cronbach's Alpha value is 0.928. So that the results of the reliability of the variable job satisfaction $0.928 > 0.6$, it can be said to have very good reliability.

Table 6 Job Satisfaction Reliability Test Results

Cronbach's Alpha	N of Items
,928	7

Based on the results of the reliability test in table 6, it can be seen that the reliability result for the turnover intention variable is the Cronbach's Alpha value of 0.928. So the results of the reliability of the variable turnover intention $0.928 > 0.6$, it can be said to have very good reliability.

Normality test

Table 7 Normality Test Results

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		51
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	3,28152300
Most Extreme Differences	Absolute	,117
	Positive	,117
	Negative	-,082
Test Statistic		,117
Asymp. Sig. (2-tailed)		,081 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Based on the results of the normality test using the One-Sample Kolmogorov-Smirnov Test, it is known that the significant value of Asymp. Sig (2 Tailed) of 0.081 is greater than 0.05 so that the

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data used is normally distributed. Thus, the data is feasible to use and can be continued with further analysis.

- T test

Table 8T test results

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1	(Constant)	29,850	1,537	19,419	,000
	Turnover	-,484	,100	-,570	,000

a. Dependent Variable: KepuasanKerja

Based on the SPSS test results, it shows that the significant value of the correlation coefficient value for job satisfaction (X) shows a coefficient value of 0.000 which is positive and the probability value > 0.005 means that the independent variable X (Job Satisfaction) has a significant effect on Turnover.

- Determination Coefficient Test

Table 9Determination Coefficient Test Results

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,570 ^a	,325	,312	3,31484

a. Predictors: (Constant), Turnover
b. Dependent Variable: KepuasanKerja

Based on the SPSS test results, it is known that the R Square value is 0.325, which means 32.5%. This shows that the variable job satisfaction has an influence of 32.5% on turnover. The remaining 67.5% is influenced by variables or other factors.

DISCUSSION

Based on the results of the t test, the t-count value is -4.862 > t-table (2.00) and a significance of 0.000 < 0.05. This shows that the variable job satisfaction has a negative and significant effect on turnover intention. So according to the H1 hypothesis, namely job satisfaction has an influence on employee turnover intention at PT. Hadji Kalla, Urip Sumoharjo Branch, thus H1 was accepted. This is consistent with research conducted by Wulandari (2017) that job satisfaction has a negative and significant effect on turnover intention. So it can be concluded that the higher the job satisfaction in a company, the lower the level of turnover intention and vice versa the lower the job satisfaction in a company, the higher the level of turnover intention.

Based on the test results of the coefficient of determination obtained R Square of 0.325. This shows that the variable job satisfaction affects turnover intention by 32.5% while the remaining 67.5% is influenced by other variables or factors not examined in this study. The other factors can be job insecurity, organizational commitment, and trust in the organization and organizational culture.

The results of this study prove that there is an effect of job satisfaction on turnover intention. This is in accordance with Mobley's model that turnover intention is predicted by job satisfaction, where when employees have low job satisfaction it can stimulate employees' minds to consider quitting their jobs (B Saputra, 2016). So that employees will evaluate their current job and look for alternative jobs. If the job search is successful, employees will compare their current job with other job alternatives. Meanwhile, if the comparison is supportive, employees may choose to resign and leave their current job to get alternative jobs that can provide satisfaction in their work (Mobley., Griffeth & Sellaro, 1984).

In line with the explanation above, previous research was explained by Rismayanti., et al (2018) that job satisfaction can retain employees who have good quality, so that employee loyalty can be established and reduce the level of turnover intention. So in other words, job satisfaction is something that can convince employees to work for a long time. If employees are satisfied with their work, they will have the intention to work for a long time, so that turnover intention or intention to stop working can be minimized.

4. CONCLUSION

The results of the study show that job satisfaction has a negative and significant effect on employee turnover intention, which can be proven by the results of the study showing that the average employee of PT. Hadji Kalla Urip Sumoharjo Branch has high job satisfaction and the variable turnover intention has a low average. This indicates that the higher the job satisfaction of employees, the lower the turnover intention or desire to leave the company. And vice versa, that the lower the job satisfaction of employees, the higher the turnover intention or desire to leave the company. The big effect of job satisfaction on turnover intention is 32.5%.

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