

IMPACT OF JOB STRESS ON TURNOVER INTENTION AMONG THE EMPLOYEES IN IT INDUSTRY

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KEYWORDS

Job Stress, Turnover Intention, Job Satisfaction, and IT Industry.

ABSTRACT

An employee's decision to remain with or quit the organization may be influenced by their feelings of job instability, work stress, and less job satisfaction. The research attempts to identify the impact of job stress on turnover intention among employees in IT industry. The data has been collected from 130 employees of IT industry in Chennai. Hence, it is concluded that job stress significantly and negatively influences job satisfaction among the employees in IT industry. It is found that job stress significantly and positively influences turnover intention among the employees in IT industry. It is revealed demonstrated that job satisfaction significantly and negatively influences turnover intention among the employees in IT industry. Reducing changes in the organization, particularly those that are detrimental, can help employees feel less insecure about their jobs, which will lessen their sense of insecurity and desire to leave the company. In a more succinct and straightforward manner, this study offers guidance for future recommendations regarding the relationship between job stress and organizational performance. It should also be advantageous to lower employee turnover.

INTRODUCTION

According to Mangkunegara (2012), work stress is a feeling of pressure or feeling depressed experienced by employees in the face of work. Unstable emotions, a sense of unease and distance, trouble sleeping, excessive smoking, difficulty relaxing, anxiety, tension, nervousness, elevated blood pressure, and indigestion are all consequences of work-related stress. Numerous factors, such as an overly high workload, an urgent work schedule, poor supervision, an uncomfortable work environment, a lack of authority over duties, conflicts at work, and a disparity in the worth of leaders and employees, can be used to quantify work stress.

Job satisfaction, according to Lestari & Mujiati (2018), is focused on each employee's unique approach toward their responsibilities. Employees with high job satisfaction have a positive attitude toward their responsibilities, whereas those who are dissatisfied will have a negative attitude toward their duties. Employees' high level of satisfaction with the value system that governs their high assessment of their activities and desires influences their high level of job satisfaction, which is an indicator of job satisfaction. Additionally, according to Triraharjo, et al. (2020), Colquitt and Rodell define employee satisfaction as the degree of exceptional emotions derived from an assessment of one's task or involvement in the workplace.

According to Utami & Aima (2021), turnover intentions are the propensity or desire of workers to leave their positions willingly or relocate to another employer in accordance with their own desires. According to the opinion, the desire to change jobs is the motive behind turnover; leaving one's current job is not a realization stage. According to Audina & Kusmayadi (2018), an employee's emotional attitude determines whether they want to leave the organization. Turnover intention is influenced by several varied and interrelated elements. Age, tenure, dedication to the company, job happiness, and ethical climate are a few of these.

REVIEW OF LITERATURE

Job Stress and Turnover Intention

Job stress has a positive and significant impact on employee turnover intention, according to Nainggolan & Gunawan (2021). Workload had a significant and positive influence on employee turnover intention, whereas job satisfaction had no negative effect. Per Bina Hardi, et al. (2018), workplace stress and workload positively affect turnover intention. Tziner, et al. (2015) found that job satisfaction and work stress have a detrimental effect on turnover intention.

These results are in line with those of Amri, et al. (2017), who discovered that the job stress variable had a strong beneficial impact on employee turnover intention. Anastasia, et al. (2022) found that workplace stress has a negative and significant impact on turnover intentions. Stress at work has a good and significant impact on job satisfaction. Job satisfaction has a negative and insignificant effect on turnover intentions.

Job Stress and Job Satisfaction

Job insecurity has a favourable and negligible impact on turnover intentions, according to Anastasia, et al. (2022). Job satisfaction is significantly and negatively impacted by job uncertainty. Workplace stress has a detrimental and substantial impact on intentions to leave. Job happiness is positively and significantly impacted by work stress. Turnover intentions are negatively and negligibly impacted by job satisfaction.

According to Gunawan and Ulfa'I (2018), job happiness is adversely and considerably impacted by work stress. This implies that job satisfaction will decline as work-related stress rises. However, in accordance with Alkhateri, et al. (2018) research, job satisfaction is positively impacted by work stress. According to the study's findings, there is a research gap that may be the focus of future investigations.

Job Satisfaction and Turnover Intention

Employee turnover intention was found to be significantly impacted negatively by the job satisfaction variable, according to the findings of a study on the subject by Khaidir, et al. (2016). The study's findings are consistent with those of Rahyuda, et al. (2016), who found that employee turnover intention is significantly impacted negatively by the work satisfaction variable. These two studies, however, diverge from a study by Syahronica, et al. (2015) that found a substantial positive relationship between employee turnover intention and the work satisfaction variable.

According to the study's findings, work satisfaction has a negative but not statistically significant impact on the intention to leave. This finding is consistent with Chen, et al. (2010)'s idea that a person is content with their work provided it meets their expectations. There is a tendency for employee turnover to be lower when job satisfaction is high and higher when job satisfaction is low. Likewise, Desvarani and Tamami's (2019) study found no correlation between job satisfaction and the intention to leave. According to the research's findings, some workers are still unhappy with their jobs or the company, yet they still wish to continue working there.

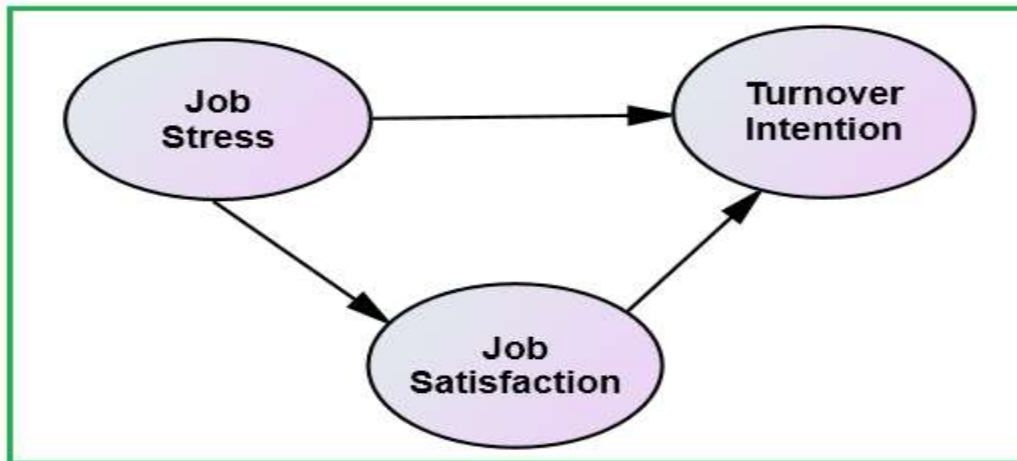
As a result, the following hypotheses have been formulated for the present study:

H_{A1}: Job stress significantly and negatively influences job satisfaction.

H_{A2}: Job stress significantly and positively influences turnover intention.

H_{A3}: Job satisfaction significantly and negatively influences turnover intention.

FRAMEWORK



**Figure 1: Conceptual framework
 NEED FOR THE STUDY**

The findings of this study will help IT authorities and policy makers. This study will help the influence of job stress on turnover intention among employees in IT industry. Findings from this study can help IT industry authorities reduce their employee turnover intention.

OBJECTIVES

- To discover the influence of job stress on job satisfaction among the employees of IT industry.
- To find the influence of job stress on employee turnover intention among the employees of IT industry.
- To identify the influence of job satisfaction on turnover intention among the employees of IT industry.

RESEARCH METHODOLOGY

RESEARCH DESIGN

To explore the influence of job stress on turnover intention among the employees of IT industry a descriptive research design is employed by the researcher. Data is collected from employees of IT industry in Chennai through a structured and standard questionnaire. This descriptive research design is employed to explore the relationship between job stress, job satisfaction, and turnover intention.

QUESTIONNAIRE DESIGN

Data is collected from employees of IT industry in Chennai through a well-designed questionnaire. The questionnaire construction for this study is divided into four parts. The first part of the questionnaire is arranged in such a way to know the demographics profile of IT employees, the second part is job stress, the third part is job satisfaction, and the fourth part is turnover intention. Except first part, all the four sections are constructed with multiple choice questions. The first part is set up as a category and the other three as a measuring scaling technique.

Table 1: Questionnaire Construction

S.No.	Variable	Items	Author
I	Demographic Profile	8	---
II	Job Stress	11	Developed by the Researcher
III	Job Satisfaction	12	
IV	Turnover Intention	04	

RELIABILITY

Pilot study was done to confirm that the results of this study questionnaire are reliable. The questionnaires are verified by involving 130 employees of IT industry in Chennai. Based on the employees of IT industry opinion, some changes are made in the questionnaire. Cronbach’s alpha tool is employed to test the reliability of the research variables. All the variables of this questionnaire are above 0.70 which shows that it is reliable. This means that the set of questionnaire has a high reliability value. Based on this result, it is statistically recommended that the questionnaire set can be implemented for final data collection of the research.

Table 2: Reliability of the research

S.No.	Variable	Items	Cronbach’s Alpha
I	Job Stress	11	0.87
II	Job Satisfaction	12	0.94
III	Turnover Intention	04	0.88

SAMPLING TECHNIQUE

In this study, convenience sampling technique has been applied to collect the primary data from the employees of IT industry in Chennai. In this way 130 employees of IT industry are approached to collect the primary data in Chennai.

STATISTICAL TOOLS

Path analysis is used to estimate model by probing the relationship between job stress, job satisfaction, and turnover intention. The researcher has employed the path analysis for impact of job stress on turnover intention with respect to job satisfaction.

RESULTS AND DISCUSSION

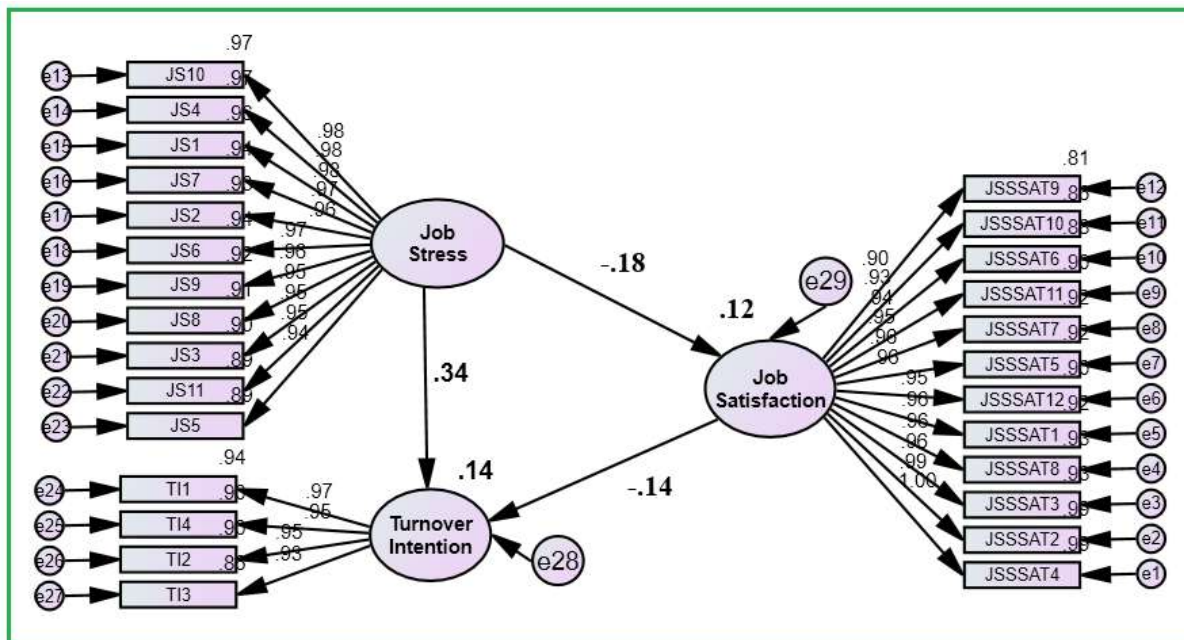


Figure 2: Impact of job stress on turnover intention with respect to job satisfaction

The table 3 presents the mode summary of impact of job stress on turnover intention with respect to job satisfaction in IT industry. The path model presented, along with mode summary to verify the model fitness. The Chi-square statistic is 4.454 with $p > 0.05$. The table illustrates the model fit statistics such as RMSEA, RMR, NFI, CFI, AGFI and GFI. RMR and RMSEA are within than the recommended limit i.e., RMR and RMSEA is less than 0.08 (Indra,

Balaji and Velaudham, 2020; Velaudham and Baskar, 2016). NFI, CFI, AGFI and GFI are within than the recommended limit i.e., NFI, CFI, AGFI and GFI is greater than 0.90 (Kantiah Alias Deepak and Velaudham, 2019; Velaudham and Baskar, 2015). All the model fit statistics imply a better model fit (Premapriya, et al. 2016; Victor and Velaudham, 2020).

Table 3: Model Fit Indication

S.No.	Model Fit Indicators	Calculated Values in the Analysis	Recommended Values (Premapriya, et al. 2016)
1	Chi-Square	4.454	---
2	p	0.123	> 0.050
3	GFI	0.989	> 0.90
4	AGFI	0.911	
5	CFI	0.986	
6	NFI	0.991	
7	RMR	0.024	< 0.080
8	RMSEA	0.012	

Source: Primary data

Table 4: Regression Weights

DV		IV	Estimate	S.E.	C.R.	Beta	P-Value
Job Satisfaction	<---	Job Stress	-0.046	0.045	3.027	-0.181	0.003
Turnover Intention	<---	Job Stress	0.393	0.051	7.756	0.345	0.001
Turnover Intention	<---	Job Satisfaction	-0.167	0.053	3.146	-0.139	0.002

Source: primary data

H_{A1}: Job stress significantly and negatively influences job satisfaction among the employees in IT industry.

The hypothesis was tested in path model. The finding of the analysis demonstrated that the C.R. value is 3.027; β value is -0.181 and p value is significant. The value of β is -0.181 that job stress explains -18.1 percent of the job satisfaction among employees in IT industry. Therefore, the hypothesis is accepted. Hence, the result demonstrated that job stress significantly and negatively influences job satisfaction among the employees in IT industry. Anastasia, et al. (2022); Gunawan and Ulfa'I (2018); Abdul Gofur (2018) revealed that job stress significantly and negatively influences job satisfaction.

H_{A2}: Job stress significantly and positively influences turnover intention among the employees in IT industry.

The hypothesis was tested in path model. The finding of the analysis demonstrated that the C.R. value is 7.756; β value is 0.345 and p value is significant. The value of β is 0.345 that job stress explains 34.5 percent of the turnover intention among employees in IT industry. Therefore, the hypothesis is accepted. Hence, the result demonstrated that job stress significantly and positively influences turnover intention among the employees in IT industry. Anastasia, et al. (2022); Nainggolan & Gunawan (2021); Bina Hardi, et al. (2018); Tziner, et al. (2015); Amri, et al. (2017) identified that job stress significantly and positively influences turnover intention among the employees.

H_{A3}: Job satisfaction significantly and positively influences turnover intention among the employees in IT industry.

The hypothesis was tested in path model. The finding of the analysis demonstrated that the C.R. value is 3.146; β value is -0.139 and p value is significant. The value of β is -0.139 that job satisfaction explains -13.9 percent of the turnover intention among employees in IT industry. Therefore, the hypothesis is accepted. Hence, the result demonstrated that job satisfaction significantly and negatively influences turnover intention among the employees in IT industry. Desvarani and Tamami (2019); Muhammad Khaidir, et al. (2016); Yani, et al. (2016); Syahronica, et al (2015); Chen, et al. (2010) found that job satisfaction significantly and negatively influences turnover intention.

FINDINGS

The analysis demonstrated that job stress significantly and negatively influences job satisfaction among the employees in IT industry. Anastasia, et al. (2022); Gunawan and Ulfa I (2018); Abdul Gofur (2018) revealed that job stress significantly and negatively influences job satisfaction.

It is found that job stress significantly and positively influences turnover intention among the employees in IT industry. Anastasia, et al. (2022); Nainggolan & Gunawan (2021); Bina Hardi, et al. (2018); Tziner, et al. (2015); Amri, et al. (2017) identified that job stress significantly and positively influences turnover intention among the employees.

It is revealed demonstrated that job satisfaction significantly and negatively influences turnover intention among the employees in IT industry. Desvarani and Tamami (2019); Muhammad Khaidir, et al. (2016); Yani, et al. (2016); Syahronica, et al (2015); Chen, et al. (2010) found that job satisfaction significantly and negatively influences turnover intention.

SUGGESTIONS

Employee workloads in the IT sector can be decreased, and management can try to assign tasks effectively. Alternate shift scheduling for employees may promote a positive work-life balance. To identify the areas of job stress and address them, a job stress audit can be started on a regular basis. The IT management might arrange seminars and workshops for a comprehensive work-life balance.

Employee job satisfaction can be affected by the policies that the IT industry releases. The IT industry can solicit feedback from employees and come up with solutions to ensure that its rules meet the demands of both the employees and the IT industry. To lessen the likelihood that workers may want to leave the organization on their own. Reducing changes in the organization, particularly those that are detrimental, can help employees feel less insecure about their jobs, which will lessen their sense of insecurity and desire to leave the company.

CONCLUSION

The research attempts to identify the impact of job stress on turnover intention among employees in IT industry. The data has been collected from 130 employees of IT industry in Chennai. Hence, it is concluded that job stress significantly and negatively influences job satisfaction among the employees in IT industry. It is found that job stress significantly and positively influences turnover intention among the employees in IT industry. It is revealed demonstrated that job satisfaction significantly and negatively influences turnover intention among the employees in IT industry. Reducing changes in the organization, particularly those that are detrimental, can help employees feel less insecure about their jobs, which will lessen their sense of insecurity and desire to leave the company. In a more succinct and straightforward manner, this study offers guidance for future recommendations regarding the relationship between job stress and organizational performance. It should also be advantageous to lower employee turnover.

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