

How to make employees love their work?

I Nyoman Resa Adhika

Universitas Mahasaraswati Denpasar, Indonesia

Introduction: The employee turnover rate in these food catering MSMEs from 2019 to 2023 fluctuated yearly, peaking in 2023 at 24.35%. The results of interviews with several employees at UMKM engaged in food catering, getting the results that these employees have the intention to leave the company because of their own wishes and want to get a better job. Dissatisfaction with salary, benefits, facilities and benefits that are inappropriate / insufficient. This research will provide solutions to these events by linking workload, job stress, and work motivation to turnover intention.

Methodology: This study employed a descriptive survey design, utilizing a self-administered questionnaire to gather data on solid waste workload, job stress, and work motivation to turnover intention. The collected data were subsequently analyzed using both descriptive and inferential statistical methods to identify patterns, relationships, and significant differences among respondents

Results: The results showed that workload has a positive effect on turnover intention. Job stress has a positive effect on turnover intention. Meanwhile, work motivation has no effect on turnover intention.

Conclusion: The increasing workload distributed to employees results in physical fatigue so that work is not maximized and increases Turnover Intention. The higher the level of employee stress, the greater the employee's desire to leave his job. The level of work motivation has no effect on the decision to change jobs in employees.

Practical Value: The division of tasks and responsibilities must be carefully considered. Excessive workloads completed in limited timeframes lead to physical fatigue, reduced work quality, and increased turnover intention. Implement balanced task distribution and realistic timelines to prevent employee burnout. Work stress management is crucial as excessive stress creates tension and discomfort, reducing performance and triggering thoughts of leaving. Develop stress management programs, provide adequate resources, and create supportive work environments to mitigate workplace stressors. Companies must meet both material and non-material needs of employees. When these needs are satisfied, employees remain motivated at work with reduced desire to change jobs. Implement comprehensive compensation packages and create positive workplace cultures that address holistic employee needs.

Direction for Future Research: Suggestions that can be given to future research, namely, in this study only testing 3 independent variables, namely workload, work stress and work motivation, for further research, it is hoped that it will add variables of work experience, job satisfaction or job discomfort. Future research can also add other variables as moderating variables or intervening variables so as to provide added value to further research. The research was only conducted on MSMEs engaged in food catering, for future researchers it is hoped that it will expand the research object.

Keywords: workload, job stress, work motivation, turnover intention, Indonesia

CORRESPONDENCE: resa.adhika@unmas.ac.id

ORCID: <https://orcid.org/0000-0002-8543-8364>