



The Influence of Climate Organization and Job Satisfaction for Turnover Intention through Work Stress of Employees Pt. American President Line Logistics (Distribution Center Cakung)

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Abstract: This study aims to analyze the influence of organizational climate and job satisfaction on Turnover Intention through work stress. The fact that the high turnover rate of PT. APL Logistics DC Cakung in the Year 2013-2015. The research method used is path analysis with Partial Least Square (PLS) analysis tool. Respoden numbered 125 people. The results of this study indicate that (1) Organizational Climate has no significant effect on Turnover Intention, (2) Job Satisfaction has significant effect on Turnover Intention, (3) Working Stress significantly influence Turnover Intention, (4) Organizational Climate has significant influence to Turnover Intention through Job Stress, (5) Job Satisfaction has no significant effect on Turnover Intention through Job Stress, (6) There is no total influence of Organizational Climate on Turnover Intention through Job Stress, (7) There is total influence of Job Satisfaction on Turnover Intention through Job Stress .

Keywords: Job satisfaction, job stress, organizational climate, turnover intention, pathanalysis, partial least square(PLS)

1. INTRODUCTION

One of the problems in PT APL Logistics DC Cakung is increasing Turnover, so companies often lose their best talent. Data shows that there is a considerable increase of incoming and outgoing employees during 2013. In 2013 the percentage gained by 14, 46%, 2014 by 20.99% and by 2015 by 31.21%. The high number of employee turnover intentions indicates a lack of company attention towards employees that can ultimately lead to a real intention to move for employees (Turnover Intention). According to Martin & Michael J. Kaufman (2013) states that intent to quit is an early signal will an employee action to get out of the company.

Another indication can be seen based on the data of the exclusion of employees at work with a variety of reasons such as sick, absent without explanation, official permission, and special leave taken from the year 2016. According to Nelson (2008) states that the cause of absences that employees doing the work climate unsatisfactory, unsatisfied with work, employee conflicts that occur at work, unsuitable salaries and high levels of stress.

The phenomenon that occurs as many as 25 respondents stated that the Climate Employees organization is not as expected and by 10 respondents stated that the organizationsclimate is not predicted turnover intention. This result is supported by Suhanto (2009) that one of the factors that need to be the company's attention to reduce employee turnover is how companies manage the negative organizational climate in work activities as a result of the company's effective and efficiency.

The existence of the phenomenon of employees experiencing dissatisfaction at work, the results showed that 26 respondents stated that one of the influence of Turnover Intention is dissatisfaction about their job, and 9 respondents stated incorrectly with the statement of job satisfaction increased Turnover Intention of employees. This result is supported by Kim and Stoner (2013: 99) that the factors associated with the employee will stop from his job (turnover) is due to lack of satisfaction in his job or any other promising business.

Given the level of dissatisfaction with the job, the employee is depressed and cause work stress, as many as 19 respondents stated that one of the influence of Turnover Intention increased due to work stress felt by employees and 16 respondents stated incorrectly with statement about stress Work is becoming an increasing impact of Turnover Intention employees. These results were confirmed by Hermitha (2011: 54) that one of the five types of consequences of the impact of stress on organizations such as absence, low productivity, increased turnover, job dissatisfaction and alienation office colleagues may lower the attachment and loyalty to the organization.

The phenomenon is also reinforced by the results of pre-research that states that as many as 21 respondents stated having intention to do Turnover and 14 respondents stated no intention to do Turnover. These results were confirmed Kumar et al, (2012: 9) which mengemukakan that turnover is a serious problem in the field of human resource management related to high labor turnover. Based on the description of the phenomenon as described above, the authors explain the problem into research with the topic of Climate Influence Organization And Job Satisfaction of Turnover Intention Through Stress Work case study on employees of PT APL Logistics DC Cakung.

1.1. Research Purposes

- Knowing and analyzing Organizational Climate on Turnover Intention on employees of PT. APL Logistics in DC cakung.
- Knowing and analyzing Job Satisfaction on Turnover Intention on employees of PT. APL Logistics in DC cakung.
- Knowing and analyzing Job Stress on Turnover Intention on employees of PT. APL Logistics in DC cakung.
- Knowing and analyzing the Climate Organization there is indirect influence through Work Stress on Turnover Intention on employees of PT. APL Logistics in DC cakung.
- Knowing and analyzing Job Satisfaction is no indirect influence through Job Stress on employees to turnover intention PT. APL Logistics in DC cakung.
- Knowing and analyzing the total effect of Climate Organization on Turnover Intention through Job Stress on PT. APL Logistics in DC cakung.
- Analyzing and knowing the influence of total job satisfaction on Turnover Intention through Job Stress on PT. APL Logistics in DC cakung.

2. LITERATURE REVIEW

Wirawan (2008: 12), Organizational Climate is the perception of organizational members (individually and in groups) and those who are constantly in touch with organizations (eg suppliers, consumers, consultants and contractors) about what is or is happening in the internal environment of the organization on a regular basis, That affect the attitudes and behaviors of the organization and the performance of member organizations that then determine the performance of the organization. Luthans (2011) states that job satisfaction as a set of rules concerning pleasant and unpleasant feelings relates to their work. Karimi and Alipour (2011) stated that job stress can be described as the discomfort felt by individuals whose abilities and resources can not be overcome with demands, events and situations in their workplace.

Cooper (2009) that work stress is divided into five dimensions of work conditions, workload, time, physical hazards and job specialization. Kash and Naufal (2010) most employees who leave the company for voluntary reasons can be categorized for avoidable voluntary turnover and unavoidable voluntary turnover.

2.1. Research Framework

The problem discussed in this research which becomes the dependent variable is Turnover Intention (Y2). The dependent variable is influenced by two independent variables, namely Climate Organization as (X1) and Job Satisfaction as (X2). The existence of direct influence, indirect influence and total influence, Then Job Stress (Y1) role becomes intervening variable in this research. Job stress variable becomes an intervening for organizational climate and job satisfaction toward turnover intention.

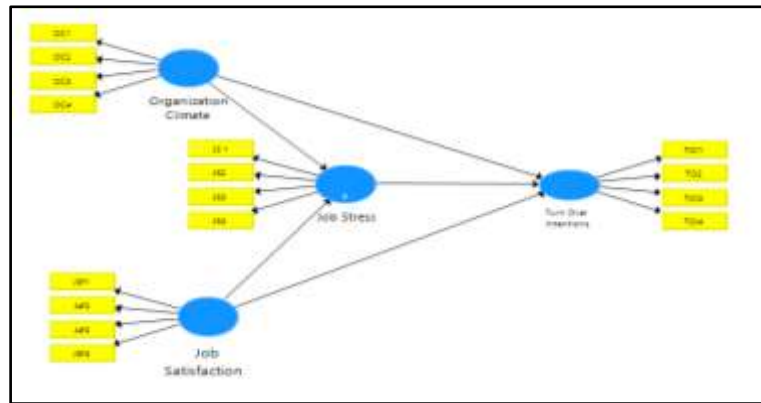


Figure1. Influence and Relationship of Independent and Dependent Variables

Based on the picture above, it is known that: (i) organizational climate has an effect on job stress (ii) Job satisfaction predicted work stress (iii) Climate organization directly influence to turnover intention (iv) job satisfaction predicted turnover intention (v) Work stress predicted turnover intention (vi) job stress mediating organizational climate to predicted turnover intention (vii) job stress mediating job satisfaction to predict turnover intention

3. RESEARCH METHODS

Ex post facto research design with type of Descriptive research to get a picture of the symptoms that occur that affect the variables (cause and effect) in the population. Data collection by Probability sampling by giving equal opportunity to the overall sampling that has been determined. The scope of the research is the employees of PT. APL Logistic Jakarta. The population number is 182 people using solvin model (Masydzulhak et al (2015) with 5% confidence in respondent as much as 125 respondents This research uses path analysis originally developed by Wrigth and Niel (Masydzulhak et al 2015) Which analyzed the effect of lagsung and indirect and its total effect. Such in Path analysis tested the validity and reliability with exogenous variable and endogenous variable Analysis of this research using Partial Least Square (PLS)

4. RESULT AND DISCUSSION

4.1. Outer Model Test

Using the PLS method to measure the validity of the research, the results are shown in Table 1.

Table1. Factor Loadings

	Organizational climate	Job satisfaction	Job stress	Turnover Intention
IO2	0.899			
IO3	0.812			
IO4	0.842			
KK1		0.717		
KK2		0.884		
KK3		0.817		
KK4		0.889		
KK5		0.832		
SK1			0.641	
SK2			0.523	
SK3			0.588	
SK4			0.632	
SK5			0.722	
TI1				0.802
TI2				0.877
TI3				0.831
IO1	0.862			

The results of the analysis in Table 1 show that the organization's Climate variable, job satisfaction, work stress, intention turnover are valid according to AVE standard = 0.5.

4.2. Reliability Test

We use two methods Test Reliability in PLS, the Cronbach's alpha and composite reliability. The following test results reliability research.

Table2. Reliability Test

Variable	Composite Reliability	Cronbach's Alpha	Criterion	Valid
Organizational climate	0,915	0,876	≥ 0,70	Valid
Job satisfaction	0,917	0,886		Valid
Job stress	0,760	0,705		Valid
Turnover Intention	0,875	0,787		Valid

Source: PLS Output Version 3, Data Processed

Reliability test results showed that there is no significant difference between Composite reliability with Cronbach's Alpha, this results show that the scale of measurement is credible and strong.

4.3. Determinant Coefficient (R2)

The Coefficient of Determination (R2) test result is shown in the following Table

Table3. Determinant Coefficient (R²)

Endogen Variables	R ²
Job Stress	0,124
Turnover Intention	0,378

R-Square Value for Work Stress of 0.124 which illustrates that the organizational climate and job satisfaction affect work stress of 12.4% this indicates that the organizational climate and job satisfaction affect but not too strong. For variable Turnover Intention influence of organizational climate variable and job satisfaction and work stress influence to Turnover Intention variable equal to 0,378 or 37,8%. Means the model has a goodness fit good model level.

Furthermore, other variables affect the stress of work in Kim & Stoner's research, (2013) that job satisfaction affects work stress and causes the employee's desire to get out. Significant influence of organizational climate, job satisfaction and job stress can affect employees' desire to do the turnover. In accordance with the results of research Klassen, Robert M. (2011) states that job stress affect the turnover intention (desire to exit).

4.4. Hypothesis Test

Hypothesis test in this research to test direct influence between variable can be seen in picture and table 4 below.

Table4. Significant Test (Direct Effect)

	Original Sample (O)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Organizational Climate -> Job Stress	0.351	0.108	3.262	0.001
Organizational Climate-> Turnover Intention	-0.117	0.081	1.443	0.150
Job Satisfaction ->Job Stress	0.008	0.190	0.041	0.967
Job Satisfaction -> Turnover Intention	0.211	0.095	2.231	0.026
Job Stress -> Turnover Intention	0.600	0.146	4.100	0.000

Source: PLS Output Version 3, Data Processed

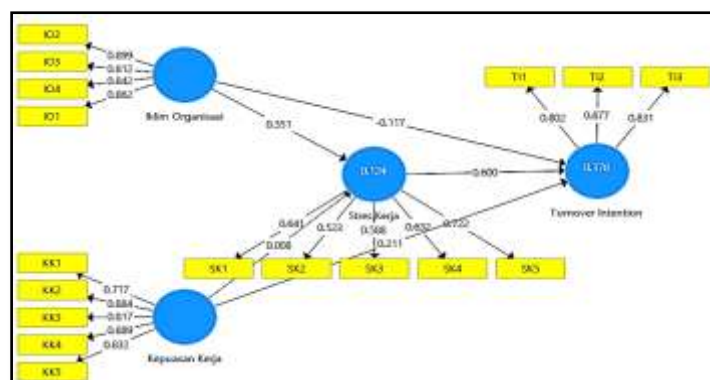


Figure2. Path Coefficients

Based on Table 3, and figure 2 above the results of the analysis of inter-mediation variables that have been tested with the level of confidence P (value) = 5% with the number of samples of 125 respondents then obtained: $125 - 2 = 123$ respondents $t_{table} = 1.96$ then it can be described as follows:

- H1: supported, there are organizational climate influences with work stress (see table 3 and figure 2) factors of organizational climate can predict employee stress level.
- H2: not supported, climate organization has no effect on turnover intention. This is in line with research Oktem, et al (2016).
- H3: not supported, Job satisfaction has no effect on job stress (table 3) above. In line with the results of Aziri research, Brikend, (2011).
- H4: supported, job satisfaction has an effect on turnover intention. job satisfaction variable to turnover intention variable is positive that is equal to 0,211. In accordance with research conducted Khan and Muhammad (2014).
- H5: supported, job stress variables influence on turnover intention this is in line with research conducted by Kafashpoor, et al (2014).

The results of the analysis that the H2 and H3 is rejected then the researchers examined by intervening (see table 4).

Table5. Significant test (Indirect Effect)

	Original Sample (O)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Organizational Climate -> Job Stress				
Organizational Climate-> Turnover Intention	0.210	0.070	3.014	0.003
Job Satisfaction ->Job Stress				
Job Satisfaction -> Turnover Intention	0.005	0.107	0.043	0.965
Job Stress -> Turnover Intention				

Source: PLS Output Version 3, Data Processed

- H6: supported, organizational climate indirectly affects turnover intention through Job Stress it can be concluded that the organizational climate has a significant effect on turnover intention through job stress. In accordance with research conducted by Oktem, et al (2016) that work stress is a factor affecting job satisfaction on turnover intention.
- H7: not supported, job satisfaction directly no effect on turnover intention through stress. In line with previous research by Wang and Xiang (2011) that job stress is not an intervening of the effect of job satisfaction on turnover intention. The result of indirect effect analysis from path analysis illustrates that H7 (organizational climate variable to turnover intention through work stress) is not supported then the authors analyze the total effect. The results of the total effect hypothesis test are shown in table 6 below.

Table6. Significant test (Total Effect)

	Original Sample (O)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Organizational Climate -> Job Stress	0.351	0.108	3.262	0.001
Organizational Climate-> Turnover Intention	0.093	0.086	1.075	0.283
Job Satisfaction ->Job Stress	0.008	0.190	0.041	0.967
Job Satisfaction -> Turnover Intention	0.216	0.091	2.376	0.018
Job Stress -> Turnover Intention	0.600	0.146	4.100	0.000

Source: PLS Output Version 3, Data Processed

- H6: not supported, there is no influence of organizational climate total direct on turnover intention with job stress. The research results are in line with previous research conducted by Jyoti (2013) that there is no total climate influence of organization to turnover intention through job stress.

- H7: supported, there is a total direct effect of job satisfaction on turnover intention through job stress. Thus, H7 hypothesis in this research is supported. In conclusion, there is total influence of job satisfaction on turnover intention through job stress. The results are in line with previous research conducted by Adebayo (2011) that there is a total influence of job satisfaction on turnover intention through job stress.

5. CONCLUSION AND RECOMMENDATIONS

Based on the results of the analysis and the above description can be concluded this research as follows:

- Climate organization significantly affect the work stress if the organization's climate does not support within the company environment will increase job stress
- Organizational climate has no effect on turnover intention for intervening variable
- Job satisfaction does not affect the stress of work, to be able to affect intervening variable required so that there is a significant effect of job satisfaction on job stress
- Job Satisfaction proved to have a significant effect on turnover intention. It shows that job satisfaction directly affect turnover intention.
- Job stress proved to have a significant effect on turnover intention. This is because the value of t statistics of $4.100 \geq 1.96$.
- Organizational Climate proved to have a significant effect on turnover intention through job stress.
- Job Satisfaction proved to have a significant effect on turnover intention through job stress.

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Citation: Masydzulhak Djamil, Ahmad Hidayat Sutawijaya, SigitAnditya Irawan. " The Influence of Climate Organization and Job Satisfaction for Turnover Intention through Work Stress of Employees Pt. American President Line Logistics (Distribution Center Cakung)" *International Journal of Managerial Studies and Research (IJMSR)*, vol 6, no. 1, 2018, pp. 42-48. doi:<http://dx.doi.org/10.20431/2349-0349.0601006>.

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