



The Influence Of Job Stress And Incentives Employee Turnover Intention At Yapika Gowa General Hospital

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Abstract

Yapika General Hospital Gowa is a public (private) hospital that provides health services in the neighborhood or community of Gowa and its surroundings. According to a pre-survey conducted with several employees of RSU Yapika Gowa, the high turnover intention is due to employees who feel stressed at work and tend to look for new jobs due to employee professionalism at work, which results in high turnover rates. While the application of providing incentives to employees still needs to be improved. Because delays in providing incentives can cause frustration, which can affect very high turnover intentions. The purpose of this study was to determine the effect of work stress on turnover intention at Yapika Gowa General Hospital and to determine the effect of incentives on turnover intention at Yapika Gowa General Hospital. Based on the level of explanation, this research is classified as causal associative research with a research approach using a quantitative approach. From the results of the analysis conducted on the first hypothesis, it can be concluded that job stress (X1) has a positive and significant effect on turnover intention (Y). This means that there is a significant relationship between job stress and turnover intention. This shows that the higher the level of job stress, the higher the level of turnover intention felt by employees at Yapika Gowa General Hospital. From the results of the analysis carried out on the second hypothesis, it can be concluded that the provision of incentives (X2) has a positive and significant effect on turnover intention (Y). This means that there is a significant relationship between providing incentives and turnover intention. This shows that low compensation can increase the turnover intention rate at Yapika Gowa General Hospital.

Keyword: Job Stress, Incentive Provision, Turnover Intention, Yapika Gowa General Hospital

Human resources are important in determining the effectiveness of an organization. Therefore, an organization needs to make an investment by carrying out the functions of human resource management (HRM), namely recruitment, selection, and maintaining its human resources. However, the phenomenon that often occurs is when the performance of a company that has been so good can be disrupted, either directly or indirectly, by various employee behaviors that are difficult to prevent from occurring. One form of employee behavior is the desire to move (turnover intention), which can lead to employee decisions to leave their jobs. Turnover intention is a situation where workers have a conscious intention or tendency to look for another job as an alternative in a different organization, and turnover is a driver of the departure of the workforce from their place of work (Abdillah, 2012; Dewi & Sriathi, 2019). High turnover can have a negative impact on the organization, such as creating instability and uncertainty about the condition of the existing workforce and the high cost of HR management, such as the cost of training that has been carried out on employees and the cost of recruitment and retraining (Sartika, 2014; Dewi & Sriathi, 2019).

There are problems faced by the Yapika Gowa General Hospital company related to human resources, namely the high employee turnover rate. In this case, efforts are needed to maintain potential human resources so that they do not quit or move, namely by understanding employee attitudes and

behaviors that can affect company performance (Rahmawati and Mikhriani, 2016; Rafi et al., 2023).

Some of the factors that influence employee turnover intentions are work stress and incentives. Job stress is a situation that presses on a person's self and soul beyond their limits, so if it continues to be left without a solution, this will have an impact on their health. Stress does not just arise, but the causes of stress generally arise, followed by a factor of events that affect a person's psyche, and the event occurs beyond his ability so that these conditions have pressured his soul (Fahmi, 2019; Rafi et al., 2023).

Job stress is an important aspect of industry, especially its relationship to turnover intention. In the short term, stress that is left unchecked without serious handling from the company makes employees depressed, unmotivated, and frustrated, causing employees to work less optimally so that their performance will be disrupted. In the long term, employees who cannot withstand work stress are no longer able to work for the company. At an increasingly severe stage, stress can make employees sick or even resign (Muslim, 2021).

In reality, the influence of work stress on turnover intention can affect emotions, thought processes, and a person's condition, both physical and mental. Employees who experience excessive job stress have implications for turnover intentions. When employees experience pressure in their work, employees will feel excessive stress until they finally think about leaving the company organization (Robbins and Judge, 2017; Rafi et al., 2023). Research conducted by Mawadati and Saputra (2020) states that job stress has a positive effect on turnover intention. This result is different from the research conducted by Tarigan (2021), which states that job stress has no effect on turnover intention. The difference between the research that the researchers conducted with the research of Mawadati and Saputra (2020) and Tarigan (2021) lies in the object of the research.

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Incentives are additional compensation given to certain employees whose performance is above standard (Hasibuan, 2017). (Rafi et al., 2023). Companies that have good management must pay attention to every aspect needed by their employees. For example, by paying attention to and adjusting between company policies and the needs and expectations of its agents, The management of the incentive system given to employees based on the tasks that can be completed by each employee will have an impact on employee loyalty itself. A properly managed incentive program will foster a loyal attitude and reduce the level of desire to move or quit employees. This research was conducted by Pratiwi et al. (2020), which states that incentives have a negative effect on turnover intention. This result is different from the research conducted by Sianturi and Rahayu (2020), which states that incentives have no effect on turnover intention. The difference between the research that researchers conducted with the research of Pratiwi et al. (2020) and Sianturi and Rahayu (2020) is located in the object of the research.

Yapika Gowa General Hospital is a public or private hospital that provides health services in the environment or community of Gowa and its surroundings. The direction and policy of the implementation of health services in hospitals is to optimize the potential of the human resources provided in order to realize the implementation of services provided by health workers to patients and customers quickly, responsively, and efficiently in accordance with standard operational procedures.

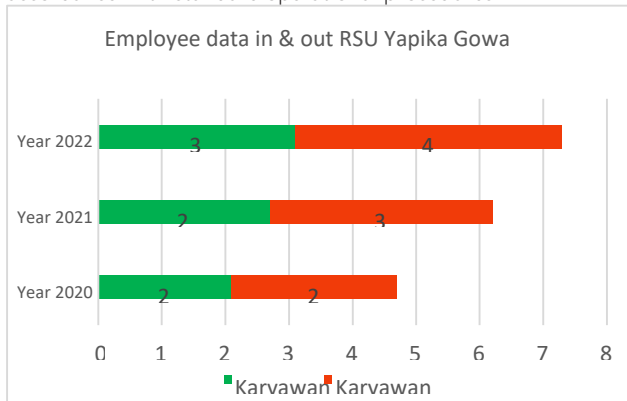


Fig 1. Employees who have made turnover intentions for the last 3 years

Figure 1. shows that the data shows that employees who have made turnover intentions for the last 3 years are still very high compared to employees who enter each year. According to a pre-survey conducted with several employees of RSU Yapika the high of turnover intention is due to employees who feel stressed at work and tend to look for new jobs due to the unprofessionalism of employees at work, which results in high turnover rates. while the application of providing incentives to employees still needs to be improved. Because delays in providing incentives can cause frustration, which can affect Turnover Intention, which is very high.

Method

Based on the level of explanation, this research is classified as causal associative research because it aims to determine the effect of work stress and incentives on turnover intention at Yapika Gowa General Hospital. The research approach uses a quantitative approach. According to Sugiyono (2017: 7), Rankuti et al. (2019) argue that "this method is called a quantitative method because research data is in the form of numbers and analyzed using statistics. Quantitative research generalizes the population studied (Sugiyono, 2018). The goal or purpose is the direction and focus of research through theoretical testing, the construction or editing of facts and data, descriptive statistics, clarity of relationships, and predictions. Quantitative research prioritizes axioms, formulas, and problem solving at every step and solves problems directly (Puspitaningtyas & Kurniawan, 2016; Alam et al., 2022). The location of this research was at the

Yapika Gowa General Hospital, which is located on Jalan Abd. Kadir Dg., Suro No. 140 Kel. Samata, Kec. Somba opu, Kab. Gowa. The purpose of holding a population is so that researchers can determine the size of the sample members taken from the population and limit the applicability of the generalization area (Purwanza, 2022). The population in this study were all employees who worked at Yapika Gowa General Hospital, namely 186 people.

Result And Discussions

Respondent Identity

The data in this study were obtained by distributing questionnaires to respondents by directly visiting the sampling location, namely the Yapika Gowa General Hospital. This study aims to determine the effect of job stress and incentive provision on employee turnover intention at Yapika Gowa General Hospital. The characteristics of respondents observed in this study include gender, age, and education. The description of the characteristics of the respondents is presented as follows:

1) *Respondent Identity by Gender*

The description of the characteristics of the respondents is presented as follows:

Gender	Total (People)	% (Percent)
Male	25	38,46
Female	40	61,54
Total	65	100%

The table shows that there were 25 respondents of the male gender (38.46%) and 40 respondents of the female gender (61.54%). Based on this explanation, the respondents who filled out the questionnaire were, on average, female.

2) *Respondent Identity by Education*

The description of the characteristics of the respondents is presented as follows:

Latest Education	Total (People)	% (Percent)
S2	1	01,54
S1	21	32,30
D3	16	24,62
High School	27	41,54
Total	65	100%

The table shows that respondents with S2 education are only 1 person (01.54%), S1 as many as 21 people (32.30%), D3 as many as 16 people (24.62%) and High School as many as 27 people (41.54%). Based on this explanation, the respondents who filled out the questionnaire had an average high school education.

Description of Data on Research Variables

1) *Description of Work Stress Variables and calculation of Independent variable scores (X1)*

To see respondents' responses to indicators and also the calculation of scores for the work stress variable, see the following table:

ITEM	STS(1)	TS(2)	N(3)	S(4)	SS(5)	N	TOTAL SKOR	MEAN
1	F 0	0	3	37	25	65	282	4.34
	% 0,0	0,0	4,6	56,9	38,5			
2	F 0	0	5	33	27	65	282	4.34
	% 0,0	0,0	7,7	50,8	41,5			
3	F 0	0	7	40	18	65	271	4.17
	% 0,0	0,0	10,8	61,5	27,7			
4	F 0	0	10	40	15	65	265	4.08
	% 0,0	0,0	15,4	61,5	23,1			
5	F 0	0	6	41	18	65	272	4.18
	% 0,0	0,0	9,2	63,1	27,7			
6	F 0	0	11	40	14	65	263	4.05
	% 0,0	0,0	16,9	61,5	21,5			
7	F 0	0	5	38	22	65	277	4.26
	% 0,0	0,0	7,7	58,5	33,8			
8	F 0	0	4	43	18	65	274	4.22
	% 0,0	0,0	6,2	66,2	27,7			
TOTAL MEAN								4.20

From these results, it can be concluded that the respondents' responses to the work stress variable agree; the majority of respondents agreed with a total mean of 4.20. From the

respondents' responses about job stress, they prefer to agree, meaning that the respondents agree on the first and second statements with the discussion of task demand indicators, which means that the value of job stress increases because the majority of employees feel that the company has provided good task demands and supports employee performance at work.

2) *Description of the Incentive Provision Variable and calculation of the Independent variable score (X2)*

To see respondents' responses to indicators and also the calculation of scores for the work stress variable, see the following table:

Item	sts(1)	ts(2)	n(3)	s (4)	ss (5)	n	total skor	mean	
1	f	0	0	16	34	15	65	259	3.98
	%	0,0	0,0	24,6	52,3	23,1			
2	f	0	1	19	33	12	65	251	3.86
	%	0,0	1,5	29,2	50,8	18,5			
3	f	0	0	15	39	11	65	256	3.94
	%	0,0	0,0	23,1	60,0	16,9			
4	f	0	0	14	37	14	65	260	4.00
	%	0,0	0,0	21,5	56,9	21,5			
5	f	0	0	9	45	11	65	262	4.03
	%	0,0	0,0	13,8	69,2	16,9			
6	f	0	0	15	36	14	65	259	3.98
	%	0,0	0,0	23,1	55,4	21,5			
7	f	0	0	4	51	10	65	266	4.09
	%	0,0	0,0	6,2	78,5	15,4			
8	f	0	0	5	52	8	65	263	4.05
	%	0,0	0,0	7,7	80,8	12,3			
total mean								3.99	

From these results, it can be concluded that the respondents' responses to the work stress variable agree; the majority of respondents agreed with a total mean of 3.99. From the respondents' responses regarding the provision of incentives, they preferred to agree, meaning that the respondents agreed on the seventh statement with the discussion of the commission indicator, which means that the value of providing incentives has increased because the majority of employees feel that the company has rewarded employees for merit and achievement.

3) *Description of Turnover Intention Variables and calculation of Dependent variable scores (Y)*

To see respondents' responses to indicators and also the calculation of scores for the work stress variable, see the following table:

ITEM	STS(1)	TS(2)	N(3)	S(4)	SS(5)	N	TOTAL SKOR	MEAN	
1	F	1	31	32	1	0	65	163	2.51
	%	1,5	47,7	49,2	1,5	0,0			
2	F	3	37	25	0	0	65	152	2.34
	%	4,6	56,9	38,5	0,0	0,0			
3	F	4	39	19	3	0	65	151	2.32
	%	6,2	60,0	29,2	4,6	0,0			
4	F	6	26	29	4	0	65	161	2.48
	%	9,2	40,0	44,6	6,2	0,0			
5	F	7	37	20	1	0	65	145	2.23
	%	10,8	56,9	30,8	1,5	0,0			
6	F	4	31	26	4	0	65	160	2.46
	%	6,2	47,7	40,0	6,2	0,0			
TOTAL MEAN								2.39	

From these results, it can be concluded that based on the respondents' responses to the turnover intention variable, the majority of respondents disagreed, with a total mean of 2.39. From the respondents' responses regarding turnover intention, they prefer to disagree, meaning that the respondents disagree with the third statement with the discussion of the indicator of the desire to look for other job vacancies, which means that the value of turnover intention increases because the majority of employees feel that the company has provided appropriate professions and positions.

Instrument Test Results

1) *Validity Test Results*

Varlabel	R Count	R Tabel	Description
Work Stress (X1)	X1.1	0,246	0,205 VALID
	X1.2	0,711	0,205 VALID
	X1.3	0,661	0,205 VALID
	X1.4	0,727	0,205 VALID
	X1.5	0,696	0,205 VALID

Provision Incentives (X2)	X1.6	0,358	0,205 VALID
	X1.7	0,601	0,205 VALID
	X1.8	0,333	0,205 VALID
	X2.1	0,576	0,205 VALID
	X2.2	0,633	0,205 VALID
	X2.3	0,701	0,205 VALID
	X2.4	0,538	0,205 VALID
	X2.5	0,619	0,205 VALID
Turnover Intention (Y)	X2.6	0,528	0,205 VALID
	X2.7	0,460	0,205 VALID
	X2.8	0,431	0,205 VALID
	Y.1	0,510	0,205 VALID
	Y.2	0,536	0,205 VALID
	Y.3	0,638	0,205 VALID
Y.4	0,763	0,205 VALID	
Y.5	0,654	0,205 VALID	
Y.6	0,524	0,205 VALID	

From the table above, it is known that all items of the independent variable instrument (job stress and incentive provision) and the dependent variable (turnover intention) are declared valid because $r_{count} > r_{table}$. Based on the validity test value of the instrument items for all the variables above, it can be concluded that the questionnaire data that researchers use in research is representative. In the sense that it is able to reveal the data correctly.

2) *Reliability Test Results*

Variabel	Koefisien Alpha	Description
Work Stress (X1)	0,663	Realibel
Provision Incentives (X2)	0,691	Realibel
Turnover Intention (Y)	0,657	Realibel

From the table above, it is known that all items of the independent variable instrument (job stress and incentive provision) and the dependent variable (turnover intention) declared a reliable alpha coefficient value > 0.60 . Based on the reliability test value of the instrument items for all the variables above, it can be concluded that the questionnaire data that researchers use in research is fairly reliable. In the sense that it is able to reveal the variable data under study precisely.

Classical Assumption Test Results

1) *Normality Test Results*

One-Sample Kolmogorov-Smirnov Test

	Unstandardized Residual	
N	65	
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.39443992
Most Extreme Differences	Absolute	.095
	Positive	.095
	Negative	-.080
Test Statistic	.095	
Asymptotic Significance (2-tailed)	.200 ^{c,d}	

- a. Test Distribution is Normal
- b. Calculated from data
- c. Lilliefors Significance Correction
- d. This is a lower bound ...

Based on the SPSS output, it is known that the significance value is 0.200 which means that this value is greater than 0.05

so it can be concluded that the data tested is normally distributed.

2) *Multicollinearity Test Results*

Coefficients^a
Collinearity Statistics

Model		Tolerance	VIF
1	STRES KERJA	.999	1.001
	PEMBERIAN	.999	1.001
	INSENTIF		

a. Dependent Variable: TURNOVER INTENTION

Based on the table above, it shows that the VIF value of all independent variables in this study is smaller than 10. While the tolerance value of all independent variables is more than 0.10. it can be concluded that there are no multicollinearity symptoms.

3) *Heteroscedasticity Test Results*

Coefficients^a

Model		Significance
1	(Constant)	.828
	X1	.086
	X2	.107

a. Dependent Variable: ABSRES

Based on the table above, it can be concluded that the three variables have no symptoms of heteroscedasticity because sig. > 0.05. If the significant value (sig) > 0.05 then there are no symptoms of heteroscedasticity.

Discussion

Research Data Analysis

1) *Descriptive Statistical Analysis*

	N	Minimum	Maximum	Mean	Std. Deviation
WORK STRESS	65	28	39	33.63	2.595
PROVISION INCENTIVES	65	25	38	31.94	2.766
TURNOVER INTENTION	65	10	19	14.34	2.018
Valid N (listwise)	65				

Based on the test results above, it can be seen that the number of samples with a total of 65 obtained a minimum value of 28, a maximum value of 39, a mean of 33.63, and a standard deviation of 2.595. Incentive provision gets a minimum value of 25, a maximum value of 38, a mean value of 31.94, and a standard deviation of 2.766. Turnover intention gets a minimum value of 10, a maximum value of 19, a mean value of 14.34, and a standard deviation value of 2.018.

2) *Inferential Statistical Analysis*

Model		Unstandardized Coefficients		Standardized Coefficients Beta
		B	Std. Error	
1	(Constant)	-8.687	3.031	
	WORK STRESS	.528	.068	.679
	PROVISION INCENTIVES	.165	.064	.226

From the calculation results in the table above, the multiple linear regression equation for this study can be made as follows:
 $Y = (-8,687) + 0,528 X1 + 0,165 X2 + e$

- Then it is known that the constant is -8.687, meaning that if the turnover intention value is 0, then work stress and

providing incentives are worth -8.687. Then variable Y, namely turnover intention, increases by 0.528, or a percentage of 52.8%.

- The variable regression coefficient for job stress is 0.528, meaning that when job stress increases, turnover intention increases.
- The incentive provision regression coefficient is 0.165, meaning that if the incentive provision increases, the turnover intention has increased.

3) *Hypothesis Testing Results*

Partial Test (Test-T)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Significance
		B	Std. Error			
1	(Constant)	-8.687	3.031		-2.866	.006
	STRES KERJA	.528	.068	.679	7.738	.000
	PEMBERIAN INSENTIF	.165	.064	.226	2.572	.013

a. Dependent Variable: TURNOVER INTENTION

Hypothesis testing is done using the t test, and the test results can be seen from the coefficients table in the t and sig columns. And the ttable value is 1.998 using a significant 5% t test, as can be seen above. Based on the consideration of the table, the following conclusions are obtained:

- Effect of Job Stress on Turnover Intention**
 Partial statistical tests in the table show that the work stress variable (X1) obtained a t value of 7.738 and a t table of 1.998, so that tcount is greater than ttable (7.738 > 1.998) with a significant value of 0.000. This value is smaller than 0.05 (0.000 < 0.05). So H0 is rejected and Ha is accepted, meaning that the work stress variable (X1) has a positive and significant effect on turnover intention (Y).
- The Effect of Providing Incentives on Turnover Intention**
 Partial statistical tests in the table show that the Incentive Provision variable (X2) obtained a t count value of 2.572 and a t table of 1.998, so that (t count 2.572 > t table 1.998) with a significant value of 0.013. This value is smaller than 0.05 (0.013 < 0.05). So H0 is rejected and Ha is accepted, meaning that the Incentive Provision variable (X2) has a positive and significant effect on Turnover Intention (Y).

Determination Coefficient Test (R2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.723 ^a	.522	.507	1.417

a. Predictors: (constant) PEMBERIAN INSENTIF, STRES KERJA...
 b. Dependent Variable: TURNOVER INTENTION

Based on the table above, it can be concluded that the R value is 0.723, which means that there is a relationship of 0.723 between the independent variable and the dependent variable. For multiple linear regression equations, the R square table shows a value of 0.522, or 52.2%, meaning that the dependent variable (turnover intention) can be explained by the independent variable (job stress and incentive provision), while the remaining 47.8% is explained by other variables outside the study.

Interpretation of Research Result

1) *Effect of Job Stress on Turnover Intention*

From the test results conducted in this study, the t value is 7.738 with a significant level of 0.000. Because t count 7.738 > 1.998 and a significant value of 0.000 < 0.05, it can be concluded that the hypothesis H0 is rejected and Ha is accepted, or that the work stress variable has a positive and significant effect on turnover intention.

These results are in line with research conducted by Mawadati and Saputra (2020), which states that work stress has a positive and significant effect on turnover intention. With the t value calculated on the work stress variable (H1) declared accepted. So work stress has a positive and significant effect on turnover intention.

2) Effect of Providing Incentives on Turnover Intention

From the test results conducted in this study, the t value is 2.572, with a significant level of 0.013. Because t count 2.572 > 1.998 and a significant value of 0.013 < 0.05, it can be concluded that the hypothesis H0 is rejected and Ha is accepted, or that the work stress variable has a positive and significant effect on turnover intention.

Usually, the amount of incentives affects the level of desire to change jobs because employees feel dissatisfied with the incentives that have been given. This is reinforced by the results of the research (Pratiwi et al., 2020).

Conclusion

This study aims to determine the effect of job stress and providing incentives on turnover intention at Yapika Gowa General Hospital. Based on the test results and discussion, the following conclusions are made:

1. From the results of the analysis carried out on the first hypothesis, it can be concluded that job stress (X1) has a positive and significant effect on turnover intention (Y). This means that there is a significant relationship between job stress and turnover intention. This shows that the higher the level of job stress, the higher the level of turnover intention felt by employees at Yapika Gowa General Hospital.
2. From the results of the analysis carried out on the second hypothesis, it can be concluded that providing incentives (X2) has a positive and significant effect on turnover intention (Y). This means that there is a significant relationship between incentive provision and turnover intention. This shows that low compensation can increase the turnover intention rate at Yapika Gowa General Hospital.

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