

Impact of Job Stress on Turnover Intention:— A Review of Literature

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ABSTRACT

Employees are the organization's most valuable asset. It is a significant challenge for the organization to retain its workforce because they incur significant costs, either directly or indirectly. To gain a competitive advantage over other organizations, the focus must be on the employees. Employees are ultimately the face of the organization, as well as the building blocks of the organization. The purpose of this study is to determine the effect of job stress on turnover intention.

Keywords: Job stress , Turnover intention

INTRODUCTION

In an organization, there is a constant increase in competition, restructuring, layoffs, downsizing, technology changes, and mergers, all of which contribute to an increase in employee stress. As a result, job stress has become a hot topic in today's society. (Fernando et al. 2010). Stress exists in every organization either big or small and stress may express itself differently and affect workers differently, in different work environment. Though, stress release many positive outcomes as well negative outcomes such as lower performance, lower job satisfaction, lower organizational commitment and turnover intention, it does not always affect badly for human beings. (Opatha 2010). Stress is a natural part of life, and it is caused by the continuously changing events that one must deal with.(Lopamudra Pattnaik and Ashamayee Mishra) The intention of an employee to voluntarily change occupations or organizations is referred to as "turnover intention".(K.Hari Priya et al., 2017)

REVIEW OF RELATED LITERATURE

The review of related studies have been organized in chronological order from 2013 to 2021; an attempt has been made to include relevant studies conducted in India and abroad in the review to form a comprehensive view of the current state of research work on the subject. These are as follows:

Nasrin Arshadi , Hojat Damiri (2013) conducted a study “The Relationship of Job Stress with Turnover Intention and Job Performance: Moderating Role of OBSE”. The goal of this study was to look into the link between job stress and job performance, taking into account the moderating influence of organizational self-esteem (OBSE). According to the findings, job stress has a negative link with job performance and a good relationship with turnover intention .Furthermore, the connection between job stress and turnover intention and job performance was strongly modulated by organization-based self-esteem (OBSE).

Occupational stress was assessed as high by a third of hospital nurses. Inadequate compensation, workplace inequality, too much work, staff shortages, lack of promotion, job insecurity, and a lack of management assistance were all key drivers of stress. More than one-third of nurses said they would consider quitting the hospital if they could find another position. Occupational stress was found to be linked to nurses' intentions to leave. **Ali Mohammad Mosadeghrad (2013)**

A study titled "impact of work-related attitude on turnover intentions" was undertaken by **Archana Shukla et al. in 2013**. The purpose of this research is to establish a link between various work-related attitudes and employee turnover intentions in the Indian setting. The findings show that the theory should take into account and propose various relationships between work attitude and turnover intentions in various settings. They demonstrate that common assumptions regarding work

attitudes and turnover intentions are appropriate for professionals in wealthy nations but not in developing India. The findings show that job satisfaction has a direct impact on leaving intentions in the Indian setting.

Edward shih tse wang (2014) concluded that affective commitment is influenced by social and financial bonds, while continuous commitment is influenced by structural and financial bonds. Furthermore, affective commitment is an important factor in preventing emotional exhaustion and turnover intentions, whereas continuous commitment has a positive effect on emotional exhaustion.

Andika Pradana and Imam Salehudin(2015) conducted a study titled “WORK OVERLOAD AND TURNOVER INTENTION OF JUNIOR AUDITORS IN GREATER JAKARTA, INDONESIA”. The purpose of this article is to look at how job overload affects the intentions of newly hired junior auditors in public accounting firms to leave. Between work overload and turnover intention, job satisfaction, work-related stress, and work-life conflicts are used as mediating variables.

Laiba Parvaiz et al.,(2015) undertaken a study “ Impact of Stressors (Role conflict, Role overload, Leadership Support and Organizational Politics) on Job Stress and its subsequent impact on Turnover Intention”. The purpose of this paper is to investigate the relationship between role conflict, role overload, leadership support, organizational politics, and stress, as well as the impact of these factors on turnover intention. All of these characteristics are relevant in predicting stress and later turnover intention, according to the study's findings. All of the independent factors were shown to be strongly and positively linked with stress. Later on, stress was found to have a positive and significant link with the intention to change jobs.

Sewwandi, D.V.S. and Perere, G.D.N.(2016) did a study titled “The Impact of Job Stress on Turnover Intention: A Study of Reputed Apparel Firm in Sri Lanka”. The purpose of this study is to determine the impact of job stress on the desire to leave a reputable apparel corporation in Sri Lanka. It was found that job stress had a positive impact on turnover intention, implying that the majority of machine operators are under a lot of stress. Furthermore, this research supported the idea that apparel company executives should take proactive initiatives to reduce job stress and staff turnover .The key predictors of job stress, according to the results of the data analysis, are role ambiguity, role conflict, and the related job expectations. Job stress is less affected by social support and work overload. Pay has been one of the most important indicators of turnover intent.

Naman Sharma and V.K. Singh (2016) investigate the effects of workplace incivility on job satisfaction and employee turnover intentions in Indian workplaces. The survey discovered that the restaurant industry in India has moderate to high levels of workplace incivility issues. In the Indian context, regression analysis found that workplace incivility is negatively connected to job satisfaction and favourably related to employee attrition.

K. Hari Priya et al., (2017) conducted a study to see how role conflict and job stress affect the intention of teachers working in private schools in the Vellore area to leave. Results shows that role conflict and job stress both predict the likelihood of turnover. Role conflict has a substantial association with turnover intention, revealing that it leads to a greater rate of turnover intention among instructors in private schools.

Manish GUPTA and Musarrat SHAHEEN(2017) suggested that managers can improve employee-coworker and employee-supervisor relationships by encouraging team-building activities or allowing their staff to work autonomously. Managers may also build mechanisms for assessing job engagement of at least their key employees on a regular basis to reduce the cost of acquiring a new candidate and losing an experienced employee.

Irni yunitaet al., (2018) analyzed the association between perceived organizational support (POS), job stress, and intention to leave among plantation workers in Irian Province is investigated. The POS and turnover intention relationships were found to be mediated by job stress. Surprisingly, there was no link between POS and turnover intention. The study discovered a positive association between POS and job stress, but a negative relationship between job stress and turnover.

Zunaidah, Nengyanti, Muhammad Ichsah Hadjri conducted a study(2019) “Work Stress, Job Satisfaction, And Turnover Intention: Case Study On Regional Development Banks In Southern Sumatera”. The goal of this study is to see how work stress and job satisfaction affect employee turnover. Based on the findings of the research and discussions, it can be stated that this study empirically indicates that job stress has a favourable impact on employee turnover intentions at the regional development bank in southern Sumatra. Job satisfaction had a negative impact on staff turnover intention at the regional development bank in southern Sumatra, according to the findings.

Ji-Young Ahn and Wang Chaoyu(2019) conducted a study “Job stress and turnover intention revisited:evidence from Korean firms”. Using a sample of employees from Korean companies, the study aim to examine the association between job stress and employee turnover intentions. They also looked into potential mediating and moderating factors to provide a more detailed model of the job stress-turnover process. Their findings show that job stress has a positive relationship with the likelihood of leaving. It also demonstrates that hypotheses 1 and 2 of the mediating model are supported, demonstrating that job stress has a direct effect on turnover (Hypothesis 1) as well as an indirect effect on turnover intention through a fall in an employee's perceived job satisfaction (Hypothesis 2).

Work-related stress, organizational commitment, realistic job information, work atmosphere, and job satisfaction all influence front-end employees' inclination to resign. Organizational commitment was found to be significantly influenced by job satisfaction and realistic job information. **Pallavi Pandey et al.,(2019)**

Vimolwan Yukongdi and pooja shrestha (2020) examined the impact of affective commitment, job satisfaction, and job stress on the intention to leave among Nepalese bank employees. The findings revealed that affective commitment and job satisfaction had a negative impact on turnover intention, whereas job stress had a favourable impact. Job satisfaction, followed by job stress and affective commitment, had the greatest impact on turnover intention. Authors also suggested that employees who are less devoted are more likely to look for work elsewhere, thus the company should look for measures to improve their affective commitment.

MD. Quazi N et al., (2021) examined the job stress and turnover intention among nurses in selected hospital using correlation. The statistics revealed that the majority of staff nurses were under moderate occupational stress. In addition, the majority of them intended to have a moderate turnover. There was a strong link between job stress and the likelihood of leaving the company. According to the findings, workplace stress, burnout, and intention to leave are all linked, and employers must take steps to assure employee job satisfaction.

Mariya Firoz (2021) conducted a study to find out turnover intention related to stress among school teachers in Pragraj U.P. Results shows that intention to quit affecting by various factors. Finally, work-related stress has a beneficial impact on the likelihood of turnover. Although the results did not demonstrate the degree of turnover intention as expected, it was obvious from specific responses that they were accepting of the job stress they endure. Because the relevance of teacher turnover cannot be overstated, educational institutions should undertake regular surveys. Author also suggested that they must also carry out human resource programs that can create a positive work environment such as providing clear career paths, providing training and development programs to prepare teachers for future jobs, practice effective industrial relations, implement flexible work arrangements, provide challenging jobs, and practice the right leadership styles.

Rao Tahir Anees et al., (2021) studies impact of job stress and workload on turnover intention and the mediating role of job satisfaction at universities. Job stress and workload have positive impact on turnover intention, according to the findings, but job satisfaction mediates the interaction between job stress, workload, and turnover intention. The survey goes on to say that university academic and management employees confront two primary issues: job stress and busyness.

CONCLUSION

The present study contributes to the existing literature. Following the above review of a variety of literature, it is possible to conclude that the relationship between job stress and turnover intention has been extensively studied. Based on the above review we can conclude that job stress has a positive and significant impact on employees' intention to leave. As a result, it is suggested that proper supervisory support at work, as well as reducing work overload and ambiguity, and improving other job factors, reduce employees' intentions to leave the organization. Appropriate strategies should be implemented in order to provide job satisfaction and reduce work stress.

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