

THE IMPLICATION OF EMOTIONAL ENVIRONMENT THAT MAY EFFECT THE EMPLOYEE TURNOVER INTENTION

Mochamad Soelton,
Eko Tama Putra Saratian
Anees Janee Ali
Tine Yuliantini
Dwi Astari

ABSTRACT

This study was to determine the effect of workload, emotional intelligence, and work environment on the turnover intention of employees of PT. Gloria Origita Jakarta. The object of this research is employees who work at PT. Gloria Origita Cosmetics Jakarta sales beauty advisor division. This study was conducted on 80 respondents using a quantitative descriptive approach. Therefore, the data analysis used is statistical analysis in the form of multiple linear regression tests. The results of this study show that the workload variable has a significant positive effect on turnover intention, emotional intelligence has a significant positive effect on turnover intention and work environment has a significant negative effect on turnover intention. This is evidenced by the results of the partial test (t test). Therefore the results of this research test state that there is a joint effect between workload, emotional intelligence and work environment variables on turnover intention at PT. Gloria Origita Cosmetics.

Key words: Workload, emotional intelligence, work environment, turnover intention

INTRODUCTION

According to Soelton and Atnani (2018), Irvianti and Verina (2015), humans as social beings basically have the urge to interact with one another and cannot escape from other human influences. Based on this, humans are never separated from organizational and social life. This is clearly seen in everyday life, the home environment, social organizations, educational organizations or even workplace organizations. To achieve this goal, every organization needs resources. Resource is a potential value which is owned by a certain material or element in life. These resources include natural resources, financial resources, scientific and technological resources, and human resources. Human resource management is a process for dealing with various problems within the scope of work to be able to support the activities of the organization or company in order to achieve the goals that have been determined. Humans are one important element in an organization, because humans are the driving force and determining the course of an organization. The element of human resource management is the individual who is a workforce at the company. Thus, the focus learned by human resources is an issue that affects the human workforce. Nanda (2020); Suzabar (2020); Mugiono (2020).

The phenomenon that occurs in this study is the high level of *turnover intention* at PT. Gloria Origita Cosmetics in the past three years. Which makes employee productivity decreases and companies spend quite high costs if there is frequent employee turnover, high workloads make employees want to move to other companies, in addition there is emotional intelligence and work environment that affects the high level of employee *turnover intention*,

Turnover is a classic problem that is always faced by entrepreneurs. Like the *replacement* that continues to run, both *replacement* (replacement) due to aging and resignation. If the change is caused by age, the company can anticipate it by preparing cadres to replace the employee's position. But if the employee turnover is caused by resignation, it will be difficult for the company because it is related to the implementation of work programs that have been set by the company (Fawzy, 2012).

A person's workload has been determined in the form of a company work standard according to the type of work. If the majority of employees work according to company standards, then it is not a problem, on the contrary, if employees work below the standard then the workload feels heavy. Meanwhile, if employees work above the standard, it can be interpreted that the estimated standard is lower than the capacity of the employee itself. HR needs can be calculated by identifying how much the company's *output* in certain divisions to be achieved. Then this is translated in terms of the number of hours (hours and days) employees needed to achieve this *output*, so that it can be seen in what type of work a negative deviation occurs or according to the standard.

One's emotional intelligence certainly differs from one another, among the many factors that distinguish someone's emotional intelligence, one example is the difference in the difficulty of reaching the target and the compensation obtained. therefore good emotional intelligence can enable a person to make firm and correct decisions even in stressful situations. And emotional intelligence also allows a person to show integrity. People with good emotional intelligence are able to think clearly even when under pressure, act according to ethics, hold on to principles and have a drive for achievement. Emotional intelligence means using emotions effectively to achieve goals appropriately, building productive work relationships and achieving success in the workplace. Where the results of the study found a significant influence of the work environment, because the environment is very influential on one's emotional intelligence.

Turnover intention consists of two words namely *Turnover* and *Intention*. According to Dessler (2015), *Turnover* is an act of voluntary or involuntary withdrawal from an organization. Whereas *Intention* comes from English which means intention or desire, so that when combined *Turnover Intention* is the desire of an employee to leave the company voluntarily. The occurrence of high *turnover intention* indicates that employees are not comfortable working in a company. Their *turnover intention* resulted in the company issuing *costs* are high because of the company to be more frequent *recruitment* and debriefing form of training that simply pressing on the side of cost.

LITERATURE REVIEW

HUMAN RESOURCE MANAGEMENT

According to Malayu SP Hasibuan (2014), in his book human resource management, defining that human resource management is the science and art of regulating the relationships and roles of the workforce to be effective and efficient in helping the realization of company, employee and community goals. According to Rivai (2014), human resource management is one area of general management that includes aspects of planning, organizing, implementing and controlling. Meanwhile, according to Mangkunegara (2013), human resource management as a planning, organizing, directing and supervising the activities of procurement, development, compensation, integration, maintenance, and release of human resources in order to achieve various individual, organizational and community goals.

Workload

Workload is one aspect that must be considered by every company, because workload is one that can improve employee performance. Workload is a group or a number of activities that must be completed by an organizational unit or position holder within a certain period (Sunarso, 2010). Meanwhile, according to Soleman (2011), every workload received by someone must be in accordance or balanced in physical abilities, as well as the limitations of humans who accept these burdens. The work ability of a worker differs from one another and is very dependent on the level of skill, physical fitness, age and body size of the worker concerned.

Work environment

According to Rahmawanti (2014), the work environment is a very important component in the employee's work activities. By paying attention to a good work environment or creating working conditions that can motivate employees to work, it can have an effect on employee morale. Understanding the work environment is everything that is around the workers who can influence themselves in carrying out the tasks that are charged.

Impact of *Turnover Intention*

Turnover Intention on employees can have an impact on the organization when it leads to the employee's decision to actually leave the organization (turnover), because the desire to leave comes from individual employees themselves and is the desire of the organization or company.

Previous Research

Below are some of the results of previous studies that can be a reference to support the research that will be conducted, as follows:

M. Waheed Akhtar, Hafiz Ghufuran, Tasneem Fatima, 2017, with the title "*The effect of emotional intelligence in turnover intentions, the role of employee well-being, Engagement and perceived organizational support*", this study investigates the mediating role of employee welfare and engagement in the relationship between emotional intelligence and turnover intentions. It also examines the interactional effects perceived organizational support in the relationship between emotional intelligence and mediators (employee well-being and involvement). Simple random sampling stratifying technique is used for data collection. 450 questionnaires were distributed among different bank employees in Islamabad and Rawalpindi. Data were analyzed through testing reliability, correlation and regression analysis. The results showed that employee well-being and involvement mediated the relationship between emotional intelligence and turnover intentions; whereas, perceived organizational support positively moderates the relationship between emotional intelligence and good mediators. Managerial implications, limits and direction for future studies are included in this paper

Framework for Thinking and Hypothesis

Effect of Workload on *Turnover Intention*

Workload is the amount that must be borne by a position or organizational unit and is the product of work volume and time norms (Soleman, 2011). Soleman (2011) develops workloads on two assessment scales, namely: (1) External Factors divided into tasks assigned, work complexity, length of work time and rest. (2) Internal factors which are divided into motivation,

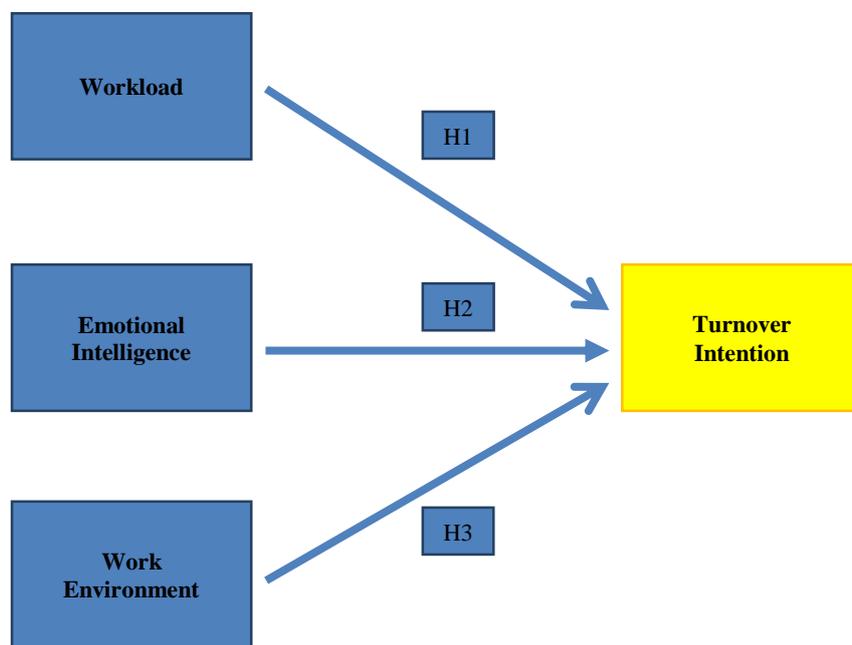
perception, desire and satisfaction. The results of a study conducted by Andika Pradana and Imam Salehudin, 2015, showed that *Work Overload* has a positive influence on *turnover intention*.

Emotional Intelligence towards Employee Turnover Intention

Goleman (2005) that the quality of emotional intelligence refers to the capacity to recognize our own feelings and those of others, to motivate ourselves and manage emotions well in ourselves and in relationships with others. The results of research conducted by M. Waheed Akhtar, Hafiz Ghufar, Tasneem Fatima, 2017. Stating that emotional intelligence negatively affects the *turnover* of employees of different banks in Islamabad and Rawalpindi

Effect of Work Environment on Employee Turnover Intention

According to Rahmawanti (2014), the work environment is a very important component in the employee's work activities. By paying attention to a good work environment or creating working conditions that can motivate employees to work, it can have an effect on employee morale. Understanding the work environment is everything that is around the workers who can influence themselves in carrying out the tasks that are charged. Research conducted by Nanang Alamsyah, Refdilzon Yasra, Nova Elisa Panjaitan (2018), with the title analysis of the effect of job satisfaction and work environment on *turnover* on employees at PT. Sanjaya Sejahtera. The results showed that the work environment has a negative and significant influence on *turnover intention*, job satisfaction and work environment together have a significant effect on *turnover intention*



Conceptual Framework

METHODS

Research Time and Place

Research time

The process of this research begins with the activity of identifying the problem at the place that will be used as a research location, the formulation of the problem identified, the collection of theoretical basis that strengthens the foundation in variables, so that the determination of statistical testing techniques are used. This process takes research time from March 2018 to December 2018.

Research Sites

To obtain data for the preparation of research, the authors took the place of research at PT. Gloria Origita Cosmetics Jakarta, Jln. Ciputat Raya No: 19 E, Pondok Pinang, Kebayoran Lama, South Jakarta. The object of research is employees with work periods of between 1 and up to 2 years for the status of work partners in PT. Gloria Origita Cosmetics Jakarta

Research Design

Research variable is an attribute or nature or value of people, objects or activities that have certain variations determined by researchers to be studied and then drawn conclusions (Sugiyono, 2014). The variables in this study consisted of independent variables (X) and dependent variables (Y).

The research design used by the authors in this study uses quantitative research. According to Sugiyono (2003), quantitative research is research by obtaining data in the form of numerical data or qualitative data that is explored.

Variable Definition and Operations

Variable Definition

Variables are basically everything that forms what is determined by researchers to be studied so that information is obtained about it, then conclusions drawn. Or it can be formulated that the variable is an attribute or nature or value of people, objects or activities that have certain variations that have been determined by researchers and then drawn conclusions (Sugiyono, 2014).

In this study, the measurement method uses a Likert scale which is used to measure the attitudes, opinions and perceptions of a person or group of people about social phenomenal (Sugiyono, 2014).

Population and Research Samples

Research Population

According to Sugiyono (2014), a population can be defined as a region of neutralization consisting of objects or subjects that have certain quantities and characteristics that are determined by researchers to be studied and then conclusions drawn. The population in this study were employees of PT. Gloria Origita Cosmetics Jakarta with a service period of between 1 to 2 years for the status of contract employees, which is 100 employees.

Research Samples

Sugiyono (2013) defines the sample is part of the number and characteristics possessed by the population. If the population is large, and researchers may not study everything in the population, then researchers can use samples taken from that population. For this reason, samples taken from the population must be truly representative. If the sample is not representative, it will be difficult to draw conclusions from the symptoms studied.

Based on data from the employees of PT Gloria Origita Cosmetics, the number of Employees in 2018 amounted to 100 employees and used data analysis methods using SPSS. Determination of the number of samples used by the Slovin formula, as follows:

$$n = \frac{N}{1 + Ne^2}$$

Which n = sample , N = population, e = estimated data error

$$n = \frac{N}{1 + Ne^2}$$

$$n = \frac{100}{1 + 100 (0.05)^2}$$

$$n = 100/1.25$$

$$n = 80 \text{ respondent}$$

Data Collection Techniques

The data source used in this study is primary data. Sugiyono (2013) stated that primary data is data source data that directly provides data to data collectors, such as data obtained, observed, and recorded directly by researchers directly from companies that are the object of research. Primary data in this study are questionnaire and interview data from PT. Gloria Origita Cosmetics Jakarta about the effect of workload, emotional intelligence of employees and work environment on employee *turnover intention* . Data collection techniques in this study are interviews, questionnaires, and literature study. According to Sugiyono (2013) the interview is used as a data collection technique, if the researcher wants to conduct a preliminary study to find problems that need to be investigated, and also if the researcher wants to know things from the respondents in depth and the number of respondents is small or small. While the questionnaire is a data collection technique that is done by giving members a set of questions or written statements to the respondent to answer. While the literature study is conducted to obtain the data of theories that support the research.

DATA ANALYSIS METHODS

Descriptive Statistics

Descriptive statistics are statistics used to analyze data by describing or describing data that has been collected as it is without intending to make conclusions that apply to the public or generalize Sugiyono (2013).

Data Quality Test

Validity Test

According to Ghozali (2013), the validity test is used to measure the validity or validity of a questionnaire. A questionnaire is said to be valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire. So validity wants to measure whether the questions in the questionnaire that we have made really can measure what we want to measure. Then the solution is done using the SPSS program.

Validity test can be done by comparing the value of r count with the value of r table for degree of freedom (df) = $n - 2$, where n is the number of research samples. If r arithmetic $>$ r table then the question or indicator is declared valid, and vice versa if r arithmetic $<$ r table then the indicator is declared invalid Ghozali (2013)

Classical Assumption Test

The classic assumption test that is often used is the normality test, multicollinearity test and heteroscedasticity test. There are no definitive provisions about which order of testing must be fulfilled first. Analysis can be done depending on existing data. An example is an analysis of all the classic assumption tests, then see which ones don't meet the requirements. Then an improvement is made to the test, and after meeting the requirements, another test is carried out.

Normality Test

According to Imam Ghozali (2007) the purpose of the normality test is to find out whether each residual variable is normally distributed or not. Normality test is needed because to test other variables by assuming that the residual value follows the normal distribution. If this assumption is violated then the statistical test becomes invalid. And parametric statistics cannot be used. The statistical test used to test the normality of data in this study is the normality test or Kolmogorov Smirnov sample. Decision:

1. If significant $KS > 0.05$ Then, H_0 is accepted as normal distribution data.
2. If significant $KS < 0.05$ Then, H_0 is rejected data not normally distributed.

Multicollinearity Test

Multicollinearity Test is testing the presence or absence of a linear relationship between independent variables. Assumption of multiple linear regression models requires that there is no linear combination of relationships between the independent variables with one another. Multicollinearity testing using *Variance Influence Factor* (VIF), if the VIF value is smaller than 10, there is no multicollinearity.

Heteroscedasticity Test

Heteroscedasticity test which aims to test whether the regression model occurs in variance inequality from residuals of one observation to another observation Ghozali (2011). If the data distribution looks random, does not follow a certain pattern such as gathering narrowed and then widened, it can be concluded that the observational data are heteroscedasticity. The desired regression model is homoscedasticity or heteroscedasticity problems do not occur.

Test The coefficient of determination (R^2)

The coefficient of determination (R^2) essentially measures how far the ability of the model to explain variations in the dependent variable. The coefficient of determination is zero and one. The value of R^2 small means the ability of independent variables in explaining the dependent variables is very limited. A value close to one means that the dependent variables provide almost all the information needed to predict variations in the dependent variable. The basic drawback of using the coefficient of determination is that it can affect the number of independent variables entered into the model. Each additional one independent variable, then R^2 is definitely increasing no matter whether these variables significantly influence the dependent variable. Therefore, many researchers propose to use the value of *Adjusted R square* (R^2) may go up or down when the independent variable is added to the model Ghozali (2013). The coefficient of determination (R^2) is primarily to gauge how far the ability of the model to explain variations in the dependent variable. Coefficient of determination is between 0 and 1. The value of R^2 small means the ability of independent variables in explaining the dependent variable are very limited.

Simultaneous Significant Test (Test F)

The F statistic test is basically to show whether all *independent* variables included in the model have a joint influence on the dependent variable Ghozali (2013). By comparing probabilities (in the Anova table is written sig) with the actual level (0.05 or 0.01).

If the probability is > 0.05 then the model is rejected.

If the probability is ≤ 0.05 , then the model is accepted.

Or by looking at F count with F table:

If $\geq F$ table, then H_0 is rejected and H_a is accepted.

If $< F$ table, then H_0 is accepted and H_a is rejected.

Significance Test of Individual Parameters (Statistical Test T)

T statistic test shows how far the influence of one explanatory variable / independent individually in explaining the variation of the dependent variable. Does the independent variable significantly affect or not. Ghozali (2013).

Decision making can be done by looking at the probability, namely Ghozali (2013):

1. If the probability of significance > 0.05 then H_0 is accepted and H_a rejected.

2. If the probability of significance <0.05 then H_0 is accepted and H_a accepted.

RESULTS AND DISCUSSION

General Image of Research Object

Brief History of the Company

PT. Gloria Origita Cosmetics, which was founded in 1993, has grown and developed into a leading company in Indonesia which has the philosophy of being a company that provides superior beauty and skin care solutions with high quality and affordable prices. Has a distribution throughout Indonesia, and has penetrated export markets in Southeast Asia, Hong Kong, Taiwan and the Middle East. And supported by qualified staff, our products have a quality guarantee, through a process in a factory that is GMP certified and obtained a halal certificate. Every product we produce has gone through a rigorous quality control process so that the Indonesian people entrust "Lulur Mandi Purbasari" to become Indonesia's market leader.

Descriptive Statistics Test

Characteristics of Respondents

In this study, the characteristics of respondents consisted of characteristics based on the age of the respondent, the sex of the respondent, the last education of the respondent, and the length of time the respondent worked at PT. Gloria Origita Cosmetics . To get a clearer picture of respondents it will be presented in the form of a table below:

Characteristics of Respondents by Age

The results of calculating the frequency of characteristics based on the age of the respondents are listed in the following table:

Table 4.1
Characteristics of Respondents by Age

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 23- 26 Years	32	40,0	40,0	40,0
26 - 30 Years	25	31,3	31,3	71,3
> 30 Years	23	28,8	28,8	100,0
Total	80	100,0	100,0	

Source: SPSS Management Results 23

Based on the results of the study in table 4.1, it can be seen that the number of respondents aged 23-26 years is 32 respondents or 40%, those aged 26-30 years are 25 respondents or 31.3%, and those aged over 30 years are 23 respondents or 28.8%.

Recapitulation of Calculation of Work Environment Variables Validity test

Validity test in this study was conducted to determine whether the questionnaire used was able to reveal what the questionnaire wanted to measure. Significance test is done by comparing the value of r -count with r -table for *degree of freedom* (df) = $n-2$, in this case n is the number of samples (Ghozali, 2013). If the correlation value > 0.219 ($n = 80$, the value of r table for $df = 80-2 = 78$, $\alpha 0.05$) then the item is said to be valid.

Reliability Test Results

Reliability is a measuring tool that shows the consistency of measurement results if the measuring tool is used by the same person at different times or used by different people at the same time (Sanusi, 2011). Instrument realibilats testing is done by testing scores between items using *Cronbach's alpha* technique calculations through the SPSS program.

Classic assumption test

Normality Test Results

According to Dajan (in Ansari *et al*, 2014) the purpose of the normality test is to find out whether each residual variable is normally distributed or not. Normality test is needed because to test other variables by assuming that the residual value follows the normal distribution. Testing the assumption of normality using the Kolmogorov Smirnov statistics as follows:

Table 4.14
Normality Test
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		80
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	1,86729297
Most Extreme Differences	Absolute	,047
	Positive	,047
	Negative	-,045
Test Statistic		,047
Asymp. Sig. (2-tailed)		,200 ^{c,d}

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.

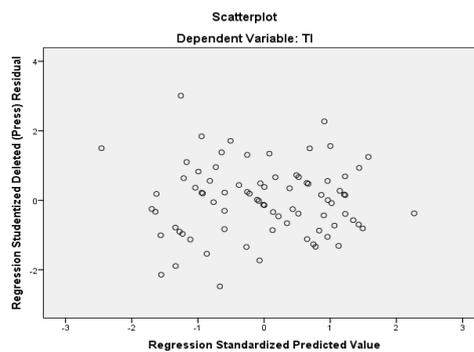
Source: SPSS Management Results 23

Based on the results of testing with the KS method From the calculation results the value of Asymp sig Unstandardized Residual Regression is 0.200 above 0.05. so it can be argued that the residuals in this study have met the assumptions of normally distributed data.

Heteroscedasticity Test Results

The heteroscedasticity test aims to test whether in the regression model there is an unequal *variance* from the residuals of one observation to another. If the *variance* from one observation residual to another observation is fixed, then it is called Homoscedasticity and if different is called Heteroscedasticity. A good regression model is Homoscedasticity or Heteroscedasticity does not occur.

Figure 4. 1
Heteroscedasticity Test Results



Source: Results of SPSS Deception 23

Hypothesis Test Results

Test Results The coefficient of determination (R²)

The coefficient of determination is used to find out how much the independent variables have an influence on the dependent variable. The coefficient of determination used *adjusted R square*.

Table 4.17
Test Results The coefficient of determination (R²)
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.835 ^a	.696	.684	1,904

a. Predictors: (Constant), LK, KE, BK

b. Dependent Variable: TI

Source: SPSS Management Results 23

According to the table, note the coefficient of determination (adjusted R²) of 0.684, which means 68.4% *turnover intention* can be explained by the variable workload, emotional intelligence, and work environment. Whereas 31,6% (100-68.4) is explained by other variables not included in this research model.

Model Accuracy Test Results

Simultaneous significance test or F test is used to determine whether the results of the regression analysis are significant or not. The significance used is 0,05. If the probability or significance is greater than 0,05, then Ho is accepted or Ha is rejected and if the probability or significance is less than 0.05, then Ho is rejected and Ha is accepted.

Discussion of Research Results

Effect of Workload on Employee Turnover Intention

Based on the results of testing the first hypothesis which states that workload has a positive and significant effect on *turnover intention*. The results of this hypothesis are strengthened by research from Amboningtyas and Warso (2017), research from Adam Tirtaputra, Lie Tjoen Tjie, Frensen Salim (2017), and research from Soelton and Umar (2018), that workload has a positive and significant effect on *turnover intention*. In this study workload has a significance level of 0.033 where the value is smaller than the significance level of 0.05, the hypothesis we receive is Ha2, so it can be concluded that the workload variable (X1) has a significant influence on the level of *turnover intention* of PT. Gloria Origita Cosmetics Jakarta.

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	632,032	3	210,677	58,127	,000 ^b
Residual	275,456	76	3,624		
Total	907,488	79			

a. Dependent Variable: Turnover Intention

b. Predictors: (Constant), work environment, emotional intelligence, workload

Effect of Emotional Intelligence on Employee Turnover Intention

Based on the results of testing the second hypothesis which states that emotional intelligence has a positive and significant effect on *turnover intention*. The results of this hypothesis are reinforced by research from Redi Dwi Saputro (2016), that emotional intelligence has a positive and significant effect on *turnover intention*. In this study emotional intelligence has a significance level of 0,000 where the value is smaller than the 0.05 significance level, the hypothesis we receive is Ha2, so it can be concluded that the emotional intelligence variable (X2) has a significant influence on the level of *turnover intention* of PT. Gloria Origita Cosmetics Jakarta.

Effect of Work Environment on Employee Turnover Intention

Based on the results of testing the third hypothesis which states that the work environment has a negative and significant effect on *turnover intention*. The results of this hypothesis are reinforced by research from Muhammad Imran Qureshi, Mehwish Iftikhar, et al (2013), research from Adam Alamsyah, Refdilzon Yasra, Nova Elisa Panjaitan (2018), and Soelton and Atnani (2018) that the work environment has a negative and significant effect on *turnover intention*. In this study the work environment has a significance level of 0.002 where the value is smaller than the significance level of 0.05, the hypothesis we receive is Ha2, so it can be concluded that the work environment variable (X3) has a significant influence on the level of *turnover intention* of PT. Gloria Origita Cosmetics Jakarta.

CONCLUSION AND RECOMMENDATION

CONCLUSION

Based on the research that has been done, the following conclusions can be obtained:

Workload has a positive and significant effect on *Turnover Intention*. It states that the higher the workload, the higher the level of *turnover intention*, this is reinforced by research from Amboningtyas and Warso (2017), research from Adam Tirtaputra, Lie Tjoen Tjie, Frensen Salim (2017), and research from Soelton and Umar (2018).

Emotional intelligence has a positive and significant effect on *Turnover Intention*. This states that the higher the level of emotional intelligence, the higher the level of *turnover intention*, this is reinforced by research from Redi Dwi Saputro (2016).

Work Environment has a negative and significant effect on *Turnover Intention*. This states that the higher the level of the work environment, the level of *turnover intention* will decrease, this is reinforced by research from Muhammad Imran Qureshi, Mehwish Iftikhar, et al (2013), research from Adam Alamsyah, Refdilzon Yasra, Nova Elisa Panjaitan (2018), and Soelton and Atnani (2018).

RECOMMENDATION

Based on the results of the description of respondents' answers can be seen from the lowest average value of the workload variable is on the BK4 indicator with a value of 3.50 ie the average respondent answers "strongly disagree" in the statement "The business that I do is not comparable to the value receive". Therefore, a suggestion that can be taken into consideration is that the company is more concerned with the welfare of its employees by providing comparable values, one of which is that every employee has the right to get the value determined by the government regarding the Provincial Minimum Wage (UMP).

Based on the results of the description of respondents' answers can be seen from the lowest average value of the emotional intelligence variable is on the KE6 indicator with a value of 4.01 that is the average respondent answers "disagree" with the statement "I find it difficult to cooperate with other employees while doing something work". Therefore, suggestions that can be taken into consideration are expected by the store to always pay attention to the relationship of its employees in working with other employees so that effective communication is always established and in order to always create a harmonious relationship between employees in order to avoid misunderstanding at work.

Based on the results of the description of respondents' answers can be seen from the lowest average value of the work environment variable is on LK6 indicator with a value of 4.01, namely the average respondent answers "disagree" with the statement "the company provides work safety tools so that makes me calm at work". Therefore, a suggestion that can be taken into consideration is that it is expected that the company must pay attention to the comfort and safety of employees at work, for example with employees being provided with complete safety equipment because the safety of employees at work has also been stated in the labor law that employees are required given comfort and safety in working in a company. Like a fire extinguisher available at outlets.

In connection with this research has limitations in conducting research, it is suggested for further researchers who want to examine related variables contained in this study, namely workload, emotional intelligence, work environment and employee *turnover intention*, so that future research can develop other variables such as job satisfaction, compensation and communication so that it can be as a reference to examine variables that have never been done or to use other research objects and by adding the number of respondents in different research objects.

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Mochamad Soelton,
Universitas Mercu Buana
Email: soelton@mercubuana.ac.id

Eko Tama Putra Saratian
Universitas Mercu Buana
Email: eko.tama@mercubuana.ac.id

Anees Janee Ali
School of Management
Universiti Sains Malaysia
Email: aneesali15@yahoo.com

Tine Yuliantini
Universitas Mercu Buana
Email: tineyuliantini@gmail.com

Dwi Astari
Universitas Mercu Buana
Email: dwiastari@gmail.com