The Effect of Job Insecurity and Work Stress on Turnover Intention Due to the Impact of Covid-19 on Hero Ambon Hotel

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A R T I C L E I N F O	ABSTRACT
Keywords: Job Security Job Stress Turnover Intention	This study aims to examine the effect of job insecurity and work stress on turnover intention of Hotel Hero Ambon employees. This type of research is a type of quantitative research using a questionnaire as a research instrument. The sample collection technique in this study used non-probability sampling using all of the population as a sample, namely 33 employees. The analysis technique uses multiple linear regression using SPSS software. Based on the results of hypothesis testing, it was found that the value oft variable job insecurity is 3.675 > t table 2.042 while the significance value is 0.001.These results can be interpreted as a significance value smaller than 0.05 which indicates that Job Insecurity has a significant effect on Turnover Intention, while work stress has a significant effect on turnover intention.t test of work stress variable is2,155> t table 2.042 while the significance value is 0.039. These results can be interpreted that the significance value is smaller than 0.05, so it can be concluded that work stress has a significant effect on turnover intention. The hypothesis in this study which states that job insecurity has a positive and significant effect on turnover intention, acceptance and job stress have a positive and significant effect on turnover intention, accepted.
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1. Introduction

Human resources are an important factor in a company that determines the success or failure of a company in achieving its goals. In running a company, humans are the most important element, this is because humans are the ones who manage all the resources in the organization. In a company or organization, good human resources are when these resources can produce good output for the company in the form of goods and services.

Human resources are the only resources that have reason, feelings, desires, skills, knowledge, encouragement, power, and work. His role can be seen from his work, talent, creativity and encouragement in building a company where he works. According to Achmad S. Rucky, human resource management is the right form of application in efficiency. It relates to the utilization, acquisition, development and maintenance of human resources owned by the company to achieve its goals.

In the past year, Indonesia has been hit with bad news due to Covid-19, which almost the whole world has experienced. As a result of this covid-19, many businesses are closed, working hours are getting shortened, salary cuts, and not even a few have been fired due to this covid-19. Covid-19 makes the surrounding environment feel unsafe anymore, and makes employees feel insecure in their work (job insecurity). Employees who feel insecure in their work can experience the feeling of looking for another job (turnover intent).

According to Smithson and Lewis, job insecurity is a psychological condition of an employee who shows confusion or feeling insecure due to changing environmental conditions. to support their daily

life. Job insecurity makes employees think negatively about the future of their work and makes employees have no satisfaction in their lives and do not feel happy in their lives.

In addition to job insecurity factors, work stress can also affect turnover intention. According to Siddiqui and Raja (2015) it shows that work stress is one of the main factors that affect employee turnover intention. Stress is a major issue of concern, because it has become a part of employees' lives, and it is difficult to avoid stress at work.

Job stress is an adaptive response, limited by individual differences and psychological processes, namely the consequences of any external activity, situation or event that imposes excessive psychological or physical demands on someone where the individual is (Fauji, 2013). As is known recently, Indonesia has experienced a crisis due to the Covid-19 virus. This virus originated from the health authorities of the city of Wuhan, Hubei Province, China, saying that there were 3 people who died from this virus. Covid-19 is a dangerous disease because it can be transmitted to other people.

Some people who contract Covid-19 will experience mild to moderate symptoms. The number of victims due to covid is increasing day by day, making the government implement a work from home system, which makes some work to be done online, schools are carried out online and several places are closed to minimize the possibility of the spread of this covid virus. The longer the covid is spreading everywhere resulting in an increasingly sluggish economy, this is felt by tourism actors, because almost every place is closed and results in a lack of outsiders. In Bisnis.com quoted by Karisma (2020) that not a few travel and tourism business people feel a formidable challenge along with the emergence of this pandemic and not a few have closed their businesses because they have lost a lot. Besides that, There is a fact that the Indonesian Hotel and Restaurant Association (PHRI) predicts that the hotel and restaurant industry will be severely hit and even almost collapse as a result of the majority of regions imposing large-scale social restrictions (PSBB) (Amalia Fitri and Winarto, 2020). Due to the Covid-19 which still exists today, there are several places that have fired their employees, cutting employee salaries due to the absence of existing income. The role of hospitality in tourism is very big, because when many people come to visit, the hotel is a place that people will go to. But because of this covid, people are reluctant to come to visit again.

In this study, the hotel chosen as the research site is the Hero Ambon hotel. Hotel Hero is a hotel run by someone named Hero Gozal, Hotel Hero itself is a combined hotel from Hotel Cityhub Surabaya from 2011, and in 2015 they decided to separate from Cityhub Surabaya. In 2018, Hotel Hero decided to merge with Oyo which is a service that sells management, and decided to separate from Oyo in 2019 until now.

Hotel Hero itself is a hotel that has a unique place, because the furniture in the hotel has its own charm, they are also known to have good service.

Hotel Hero is also a hotel that was affected by the covid-19 that hit Ambon in 2020. The increasing number of covid has caused the hotel to experience several losses, lack of visitors, and resulted in some employees being forced to be laid off. Due to the current phenomenon due to Covid which continues to this day, employee data is obtained and until now there are still many employees who have been laid off, and the low level of visits, low tourist arrival rates and low guest occupancy and may experience losses in hotels and accommodations. result in employees:

Due to covid and the news that several places that have experienced losses have made the decision to fire their employees, employees may experience pressure and feel threatened with losing their jobs (job insecurity). Due to covid and many employees who have been forced to lay off, employees feel like they want to find another job (turnover intention) which is considered more profitable for them. As a result of COVID-19, employees feel stressed because the environment in which they work has changed, such as reduced working time and resulting in a reduction in employee salaries.

2.   Method

The type of research that will be conducted to analyze and explain the effect of the independent variable on the dependent variable is quantitative research. This study took place at the Hero Hotel Ambon. The population used was all employees of the Hero Ambon hotel, where the sample consisted of 33 employees.

In this study, the type of data collected is primary data, namely by distributing questionnaires to 33 respondents at Hero Hotel Ambon. Secondary data in this study include relevant documents used as research supporting data, related to the variables to be studied. The data collection technique uses a questionnaire using a Likert scale weighting. The data analysis method uses multiple linear regression analysis with the SPSS application.

3.   Result and Discussion

3.1 Research Instrument Test
a.   Validity test
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 (Imam Gozhali, 2005). To measure validity, it can be done by doing a correlation between the score of the question items with the total score of the construct or variable. Meanwhile, to find out the score of each question item is valid or not, then the statistical criteria are set as follows:
If r count > r table and is positive, then the variable is valid
If r count < r table, then the variable is not valid

Table 1
Validity test

Variable	Items	$r$count	r table 5% (115)	Information
Job Insecurity (X1)	X1.1	0.914	0.344	Valid
	X1.2	0.830	0.344	Valid
	X1.3	0.830	0.344	Valid
	X1.4	0.847	0.344	Valid
	X1.5	0.764	0.344	Valid
Work Stress (X2)	X2.1	0.893	0.344	Valid
	X2.2	0.931	0.344	Valid
	X2.3	0.851	0.344	Valid
	X2.4	0.799	0.344	Valid
	X2.5	0.894	0.344	Valid
Turnover Intention (Y)	Y.1	0.849	0.344	Valid
	Y.2	0.816	0.344	Valid
	Y.3	0.911	0.344	Valid
	Y.4	0855	0.344	Valid
	Y.5	0.886	0.344	Valid

Based on the table above, it shows that all items of the statement instrument from all variables namely Job Insecurity, work stress, and turnover intention are declared valid, because the result of the calculated r value is greater than the r table, which is 0.344. So it can be used as a research instrument.

b.   Reliability Test
Reliability test was conducted to determine the level of consistency of the instruments being measured. Reliability is a requirement for achieving the validity of a questionnaire with a specific purpose. Reliability testing is carried out jointly on all question items in a questionnaire.A reliable instrument will produce correct data or data according to actual conditions. A variable is said to be reliable or reliable if it gives Cronbach's Alpha value 0.60 (Ghozali, 2005).
The following table presents the results of reliability testing:

Table 2
Reliable Test

Variable	*Cronbach Alpha*	Information
Job Insecurity (X1)	0.887	Reliable
Work Stress (X2)	0.921	Reliable
Turnover Intention (Y)	0.910	Reliable

All variables are greater than 0.60, it indicates that the answers of each respondent to the research variables Job Insecurity, Job Stress and Turnover Intention are reliable or reliable.

3.2 Classic assumption test

a.   Normality test

The normality test was conducted to see whether in the regression model, the dependent variable and the independent variable both had a normal distribution or not. The testing technique used in this research is the One-Sample Kolmogorov Smirnov Test. This test is carried out by comparing the probabilities obtained with a significance level of 0.05. If the significant value is > 0.05, then the data is normally distributed (Ghozali, 2005).

Table 3.
Normality test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		33
Normal Parameters, b	mean	.0000000
	Std. Deviation	1.11109766
Most Extreme Differences	Absolute	.133
	Positive	.133
	negative	-.079
Test Statistics		.133
asymp. Sig. (2-tailed)		.144c

Based on the results of the normality test in the table above, the test results using the One Sample Kolmogorov-Smirnov Test resulted in Asymp. Sig. (2-tailed) 0.05 (0.144 0.05). So from these results it can be concluded that the data is normally distributed.

b.   Multicollinearity Test

Multicollinearity test was conducted to determine the relationship between the independent variables, which was indicated by a significant correlation between the independent variables. According to Ghozali (2005) states that the conditions for the occurrence of multicollinearity can be seen from the amount of VIF and tolerance, with the following conditions:

a)   If the tolerance value is < 0.1 and VIF > 10, multicollinearity occurs

b)   If the tolerance value is > 0.1 and VIF < 10, there is no multicollinearity.

Table 4
Multicollinearity Test

Coefficientsa			
		Collinearity Statistics	
Model		Tolerance	VIF
1	Job Insecurity	.197	5.073
	Work Stress	.197	5.073
a. Dependent Variable: Turnover Intention			

The table above shows a tolerance value > 0.1 and a VIF value < 10. It can be concluded that it does not contain multicollinearity in the variables of Job Insecurity, Job Stress and Turnover Intention.

c.   Heteroscedasticity Test

Heteroscedasticity test aims to test whether in the regression model there is an inequality of variance from the residuals of one observation to another observation. If the residual variance from one observation to another observation remains, it is called Homoscedasticity and if it is different it is called Heteroscedasticity. A good regression model is that there is no heteroscedasticity. Heteroscedasticity test in the form of the Glejser test is done by regressing the absolute value of the residual on the independent variable. If the significance probability is above the 5% or 0.05 confidence level, it can be concluded that the regression model does not contain heteroscedasticity (Ghozali, 2011). The following table presents the results of heteroscedasticity testing:

Table 5
Heteroscedasticity Test

Coefficientsa

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	.122	.911		.660	.895
	Job Insecurity	-.144	.103	-.539	3.675	171
	Work Stress	.172	.089	.747	2,155	.061
a. Dependent Variable: Abs_Res						

The results of the heteroscedasticity test with Glejser, in the coefficients column above, show the significance value of the Job Insecurity variable (X1) of 0.171, and the significance value of the Work Stress variable (X2) of 0.061. From these results it can be concluded that the significance value of all independent variables (X) is greater than 0.05. Then it can be stated that there is no heteroscedasticity

d.   Coefficient of Determination Test (R2)

The coefficient of determination (R2) essentially measures how far the ability of a model to explain the variation of the dependent variable. The value of the coefficient of determination is between zero and one. A small value of R2 means that the ability of the independent variables to explain the dependent variable is very limited.

Table 6
Coefficient of Determination Test (R2)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.919a	.845	.835	1.148
a. Predictors: (Constant), Job Stress, Job Insecurity				

The amount of Adjusted R Square is 0.835, which means that the two independent variables (Job Insecurity and Job Stress) in this study are only able to explain 83.5% of the variation that occurs in the dependent variable (Turnover Intention), while the remaining 16.5% is influenced by other variables not examined in the study. this.

e.   Multiple Regression Analysis

Based on the results of various tests that have been carried out previously, the data obtained in this study is suitable for use in multiple regression analysis. Multiple regression analysis was conducted to determine the effect of the independent variable on the dependent variable.

Table 7
Multiple Regression Analysis

Coefficientsa

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	1.010	1,530		.660	.514
	Job Insecurity	.633	.172	.594	3.675	.001
	Work Stress	.320	.149	.348	2,155	.039
a. Dependent Variable: Turnover Intention						

Based on the results in the table above, the following multiple regression equation is obtained:

$$Y = 1.010 + 0.633X1 + 0.320X2 + e$$

The equation shows the following:
a.   constant
      In the above equation, the constant value is 1.010, which means that if it is not influenced by the independent variables, namely Job Insecurity and Job Stress, the Turnover Intention is 1.010.
b.   *Job Insecurity*(X1)
      For the Job Insecurity variable, the coefficient value is 0.633, which means that if the Job Insecurity variable increases by one unit, then Turnover Intention will increase by 0.633 units. Assuming other independent variables are fixed.
c.   *Work Stress*(X2)
      For the work stress variable, the coefficient value is 0.320, which means that if the work stress variable increases by one unit, the turnover intention will decrease by 0.320 units. Assuming other independent variables are fixed.

3.3 Hypothesis testing
a.   t test (Partial)
      The t-test was conducted to partially test the effect between the independent variable and the dependent variable with the assumption that the other variables were constant. In this study, the significance level is 5%.

Table 8
t test (Partial)

Variable	t count	t table	Significance	Results
Job Insecurity (X1)	3.675	2,042	0.001	Supported
Work Stress (X2)	2,155	2,042	0.039	Supported

Based on the results of the calculations in the table above, the following results are obtained:
a.   The t-test coefficient of the Job Insecurity variable is 3.675 > t table 2.042 while the significance value is 0.001. These results can be interpreted as a significance value smaller than 0.05 which indicates that Job Insecurity has a significant effect on Turnover Intention or Job Insecurity has a positive effect on Turnover Intention, so the first hypothesis is accepted.
b.   The t-test coefficient of the work stress variable is 2.155 > t table 2.042 while the significance value is 0.039. These results can be interpreted that the significance value is less than 0.05, so it can be concluded that Job Stress has a significant effect on Turnover Intention or Job Stress has a positive effect on Turnover Intention, so the second hypothesis is accepted.

3.4 Discussion
a.   First Hypothesis Testing (H1): Effect of Job Insecurity on Turnover Intention
      *Job security*is a condition in which an employee feels insecure about the job he has. This insecurity can arise because of the threat of losing the job or losing the dimensions of the job itself. To overcome the problem of job insecurity, companies must take various ways to prevent their employees from leaving or leaving the company, especially employees who are qualified and become the backbone of the company.
      The results of this study support the first hypothesis (H1) where Job insecurity has a positive and significant effect on Turnover Intention. intention.
      The results of this study are in line with research conducted by Ni Ketut Septiani, and Kamang Ardana (2016) which showed that Job Insecurity had a positive and significant effect on Turnover Intention. Intention, which means that the higher the job insecurity, the higher the turnover intention, and vice versa, the lower the job insecurity, the lower the turnover intention.
      Due to covid, which still exists today, there are several places that have fired their employees, cut employee salaries due to the absence of existing income. Hotel Hero is also a hotel that has been affected by the COVID-19 that hit Ambon in 2020. Many have made the hotel suffer some losses, lack of visitors, and resulted in some employees being forced to be laid off. This is what can cause feelings of insecurity in employees where they are afraid of their safety and work, which can lead to Turnover Intention.

b.   Second Hypothesis Testing (H2): The Effect of Job Stress on Turnover Intention

The second hypothesis in this study which says there is an influence between Work Stress on Turnover Intention is accepted. This can be proven by looking at the coefficient value of 2.155 with a significance level of 0.039 < 0.05. This result proves that Job Stress has a positive and significant effect on Turnover Intention.

The results of this study support previous research by Andika Wicaksono (2019) which showed a significant positive effect between Job Stress and Turnover Intention. Nur Azizaturrahma, et al (2020) also said the same thing, namely work stress has a positive and significant effect on Turnover Intention. Conflict and unclear individual roles will cause employees to experience stress. And with the existence of covid, which certainly has a big impact on the company, namely Hotel Hero, the Hero Hotel suffered some losses, lack of visitors, a decrease in salaries and resulted in some employees being forced to be laid off.

As a result of COVID-19, employees feel stressed because the environment in which they work has changed, such as reduced working time and resulting in a reduction in employee salaries. And many employees who are forced to be laid off make employees feel like they want to find another job (turnover intention) which is considered more profitable for them.

4.   Conclusions

Based on the results of the analysis and discussion that has been carried out, it can be concluded that:
a.   The job insecurity variable has a significant or positive effect on turnover intention, because the results obtained are tcount 3.675 > t table 2.042, so the first hypothesis is accepted.
b.   The work stress variable has a significant or positive effect on turnover intention, because the results obtained are tcount 2.155 > t table 2.042, so the second hypothesis is accepted.

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