THE EFFECT OF BURNOUT ON TURNOVER INTENTION IN THE FOOD AND BEVERAGE PRODUCT DEPARTMENT AT GOLDEN TULIP JINENG RESORT BALI

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Abstract

Since the hospitality industry in Bali is growing rapidly due to the increasing tourism industry, there is a fierce competition among hotel chains. A person who is burnt out defines his/her state as an emotional outburst directed at people nearby, when the thought of turnover is in the employee's mind, the possibility of turnover becomes high. The purpose of this study is to determine how burnout affects turnover intentions in the food and beverage product division of Golden Tulip Jineng Resort Bali. This research uses quantitative research with explanatory research design. The subjects of this study were employees of the food and beverage product section at Golden Tulip Jineng Resort Bali, totalling 18 people as a population, and in this study using saturated sampling techniques where all members of the population were used as samples. The tool used is a questionnaire.

The result of the determination test in this study is 46.9%, so it is included in the interval 40%-59.99% with a moderate level of influence. The conclusion of this study is that burnout has a significant influence on turnover intention in the food and beverage product department at Golden Tulip Jineng Resort Bali. It can be proven by the significance value of 0.001 <0.05 and the constant value = 0.574> 0. This shows that the burnout variable has a positive effect on turnover intention.

Keywords: burnout, turnover, food and beverage product

Introduction

The hospitality industry in Bali has been growing rapidly as a result of the modernisation of the tourism industry, creating intense competition among hospitality companies. In order to remain competitive in the future, many hotels are vying to offer high-quality services and improve professionalism. Managing human resources is one of the possible efforts. To carry out company activities and achieve its goals, human resources are a very important component. To get a workforce that is trustworthy and suits the needs of the company, human resources or labour must be checked before being hired. The hotel must train and retain its staff to prevent employee turnover and prevent them from feeling the need to quit or move. A person's intention to change jobs within a certain period of time is referred to as turnover. Humans have limitations, especially physical limitations that can cause fatigue. This fatigue can trigger boredom at work either from the individual employee or the nature of the work, the greater the workload the greater the risk of burnout. Extended operating hours and high-demand/low-resource
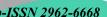
work models lead to high levels of fatigue and stress, resulting in high turnover intentions. Employee turnover has a detrimental effect on the company's ability to replace departing employees and the quality of those replacements, therefore finding replacements takes time and money.

According to the Human Resources Department of Golden Tulip Jineng Resort Bali, employee turnover is quite high every year, namely in 2021 there is a turnover percentage of 12.50% for 2 employees, and 10.53% for 2 employees in 2022, so this is detrimental to the workload of other employees, according to the human resources department in 2022. This is because there are fewer employees working in the food and beverage product department. The cause of high turnover in the food and beverage product department is caused by several things including many problems between employees and management, frequent overtime work of more than 2 hours, pressure or time pressure at work. These reasons make employees feel burdened and uncomfortable so that many employees submit resignations.

Based on documented phenomena, there are signs of burnout, including multiple tasks, overtime, and interruption of holidays due to work stress. It is the excessive workload that stresses workers and makes them want to quit. If this problem is not addressed, there is a possibility that turnover will increase.

Literature Review

A. Hotels

The tourism business includes hotels. A commercially managed hotel is a sector of the economy or a service enterprise (Krestanto, 2021). According to Isdarmanto (2018), a hotel is a structure that is commercially managed and offers the general public lodging facilities along with the following service facilities: dining and drinking services, room service, luggage service, laundry, and the ability to use the facilities and enjoy the interior decor. Based on the definitions of hotels found in a number of sources, it can be said that hotels are a sort of lodging that offers the public lodging, dining and drinking options, as well as other services that are utilized commercially.

B. Food and Beverage Product

The division in charge of and accountable for producing food and beverages for customers is known as the food and beverage product department. The totality of foods and beverages as well as a number of additional characteristics, such as food taste, color, and aroma, as well as a product's pricing, are considered to be the product created by the food and beverage organization. Food and beverage product is the section of the book "Introduction to Hospitality Management" that is in charge of preparing and processing food from raw ingredients to ready to serve (Hermawan et al., 2018).

C. Kitchen

According to Arisuta (2022) a kitchen is a designated area with specific functions that is located in a hotel structure. It contains cooking tools. The most crucial section of the food and beverage product department is the kitchen. The kitchen is described as a component of the food beverage department in the textbook "Hotel Introduction" and is responsible for handling and producing food

(food products). As part of its daily operations, the kitchen strives to meet worldwide hotel standards while maintaining a food cost objective of 35%–40% (Isdarmanto, 2018).

D.   Human Resources

In a business, human resources have an important production variables that play a crucial role in all human-performed operational operations. Planning is what human resource management is. Planning is a potent management technique that ensures that human resources will thrive and remain devoted to the organization (Hermawan et al., 2020). Based on the knowledge gained from the aforementioned sources, it can be said that HR is a useful person who serves as an organizational driver. In order to enhance HR's quality, however, HR management is required, which is defined as the endeavors made by the organization to manage its staff of employees in order to meet predetermined company goals.

E.   Burnout

Burnout is a mental habit condition that causes workers to feel exhausted by the physical demands they experience at work, reduces depersonalization, causes anxiety, severe depression, and difficulty sleeping as a result of depressive conditions in workers, making workers feel bored, and results in less than ideal performance at work (Alim, 2022). Burnout is described as a symptom of physical and mental exhaustion in the book "Work Fatigue (Burnout)" by Pines & Maslach, who also include having a poor self-concept, being unable to concentrate, and engaging in unfavorable work behaviors. Burnout is a form of stress reaction that frequently manifests in those who interact directly and strongly with others, whether they be students, clients, or visitors (Salama et al., 2022). From the foregoing information, it may be inferred that burnout is a condition in which a person feels both physically and psychologically invigorated and squeezed.

F.   Turnover Intention

Turnover intention is an occurrence of nature that happens when certain unforeseen systems and roles take place at work, such as a loss of enthusiasm, a promotion, poor performance, inability to focus, or a change of position in the structure of the company where one or two people are needed to leave (Rizky, 2022). A similar viewpoint is expressed by Harnoto, who claims that turnover intention being the degree of desire to leave the organization. This is prompted by a variety of factors, one of which being employees' desire to find better employment than they currently hold (Tjahjono, 2017). From the foregoing explanation, it can be inferred that turnover intention refers to a person's desire to quit his job owing to discontent with the setting in which he works.

Research Methodology

A. Research Desain

According to (Sugiyono, 2018), this study employs a type of quantitative research known as research based on the positivist philosophy, using an explanatory research design to explain the casual (cause-and-effect) relationship between the influence of burnout on turnover intention in the food and beverage product department at Golden Tulip Jineng Resort Bali.

B.   Population and Sample
        The population of this study consists of the 18 employees of the Golden Tulip Jineng Resort Bali's food and beverage product department. The 18 employees who make up the study's population were sampled using a saturation sampling technique, which uses samples from the entire population.

C.   Operational Definition of Variables
    1. Burnout
        Burnout is a constrained state and a loss of mental and physical energy, according to (Exacta et al., 2022). Burnout has 4 dimensions with the following indicators (Rizky, 2022) :
    a. Physical exhaustion
        1. Sickness among employees, including headaches, nausea, sleeplessness, and changes in appetite
        2. Employees frequently experience fatigue
    b. Emotional exhaustion
        1. Stress is experienced by workers
        2. Workers feel their duties is excessive.
    c. Mental exhaustion
        1. Employees always harbor a pessimistic attitude toward both their work and themselves.
        2. Workers exhibit cynicism about one another
    d. Low of personal accomplishment
        1. A lack of employee personal development
        2. Workers are lacking motivation at work

    2. Turnover Intention
        Turnover intention is natural phenomena that happens when certain unforeseen systems and roles take place at work, such as a lack of enthusiasm, a promotion, poor performance, or a lack of concentration, or a job rotation in the structure of the company where a few staff members are needed to resign (Rizky, 2022). Turnover intention has 3 dimensions with the following indicators that used in this study are as follows.
    a. Intention to quit
        1. Intent to depart
        2. Decreasing out on work effort
    b. Job search
        1. Find substitute companies
        2. Searching for openings at other businesses
    c. Thinking of quit
        1. The possibility of departing the company
        2. Leave the company.

A.   Data Collection Method

Data collection was carried out by means of a questionnaire to obtain primary data, which was distributed to employees of the food and beverage product department at Golden Tulip Jineng Resort Bali, totalling 18 people with Likert measurements. Additionally, data was gathered through interviews and paperwork to get secondary data in the form of staff statistics, hotel history, and hotel amenities.

B.   Data Analysis Techniques

1.   Validity and reliability test

Test of Validity A research tool is considered to be valid if it can accurately measure and collect data. According to Sugiyono (2018), an instrument is valid should it can be used to measure the intended outcome. Usually, if r = 0.3, one must meet the eligibility criteria. The item in the instrument therefore is considered invalid if the correlation between it and the overall score is less than 0.3 (Sugiyono, 2018). In the meantime, the reliability test of a trustworthy research instrument is an instrument that will yield the same results when used again to measure the same thing (Sugiyono, 2018). The Cronbach Alpha (α) statistical test is a tool offered by SPSS for measuring dependability. Cronbach Alpha values above 0.70 are deemed reliable for a construct or variable. (Sugiyono, 2018).

2.   Classical assumption test

a.   Normality test

The normality test's goal is to detect the fact that or not a research's data distribution is normal. This study compares the Sig. value in the Asym. Sig. to Kolmogrov-Smirnov to determine whether the data distribution is normal or not. The data is typically distributed if the Sig value is greater than 0.05. In contrast, the data is not regularly distributed if the Sig value is 0.05 (Ghozali, 2016).

b.   Multicollinearity test

Ghozali (2016) claims that the multicollinearity test is used to verify whether the regression model correctly found a link between the independent variables. Collinearity will always result in high correlation, not the other way around. A good regression model must not have multicollinearity problems. One method to ensure that there is no multicollinearity issue is to examine the VIF (variable-inflating factor) number. If the VIF value is lower than 10 (VIF 10), multicollinearity can be tolerated.

c.   Heteroscedasticity test

The heteroscedasticity test seeks to ascertain whether the residuals from one observation and another in the regression model differ in their variance. When the variance of the residuals changes over observations, it is referred to as heteroscedasticity, and when the variance is constant, it is referred to as homoscedasticity. An appropriate regression model has homoscedasticity or no heteroscedasticity. How to use the Glejser test method to determine whether heteroscedasticity is present. Regressing the estimated model's residual absolute value on the explanatory

variables yields the Glejser test result. The probability value of each independent variable can be used to determine if heteroscedasticity is present or absent. There is no heteroscedasticity if the Sig. value > 0.05; otherwise, heteroscedasticity exists if the Sig. value < 0.05. (Ghozali, 2016).

3. Simple linear regression analysis

According to Ghozali (2018), simple linear regression analysis is predicated on determining how one independent variable affects one dependent variable with the formula $Y = \beta_0 + \beta_1 X + \varepsilon$

4. Coefficient of determination

The coefficient of determination (R2), according to Ghozali (2016), can be used to assess how well a model can account for changes in the dependent variable. This analysis is used to measure how much influence burnout (X) has on turnover intention (Y) which will be expressed in percentage. The following is the formula for finding the coefficient of determination:

D = Adjust R2 x 100%

5. T-test

To determine whether the partial relationship between burnout (X) and turnover intention (Y) is real (significant) or simply the result of chance, this test is performed to determine the significance of each regression coefficient. The effect of burnout on turnover intention is partially significant if the t-count value is in the Ho rejection area or sig value 0.05, whereas the effect is partially insignificant if the t-count value is in the Ho acceptance area or sig value >0.05.

Results and Discussion

A. Result

1. Description of respondent characteristics by age

Table 1
Description of respondent characteristics by age

No	Age (Years)	Amount (Person)	Percentage (%)
1	21 – 30 years	16	88,9%
2	31 – 40 years	2	11,1%
	Total	18	100%

[Source: Primary Data, 2023 (data processed)]

Table 1 shows that, of the 18 respondents who completed the survey, 16 (88.9%) belonged to the 21–30 age group, while 2 (11.1%) belonged to the 31–40 age group. This shows that most of the respondents studied based on age are in the age range of 21 - 30 years.

2. Description of respondent characteristics by gender

Table 2
Description of respondent characteristics by gender

No	Gender	Amount (person)	Percentage (%)
1	Male	12	66,7%
2	Female	6	33,3%
	Total	18	100%

[Source: Primary Data, 2023 (data processed]

Table 2 shows that of the 18 respondents who completed the survey, 12 (66.7%) were male and 6 (33.3%) were female. This shows that the majority of respondents studied based on gender are male as many as 12 people.

3. Description of respondent characteristics by last education

Table 3
Description of respondent characteristics by last education

No	Last Education	Amount (person)	Percentage (%)
1	High school / Vocational high school education	9	50%
2	Diploma education	6	33,3%
3	Bachelor's degree	3	16,7%
	Total	18	100%

[Source: Primary Data, 2023 (data processed]

Table 3 shows that of the 18 respondents who completed the questionnaire, 9 (50%) had completed their most recent high school or vocational high school, 6 (33.3%) had completed their most recent diploma, and 3 (16.7%) had completed their most recent bachelor's degree. It can be concluded that the respondents based on the most last education are SMA / SMK as many as 9 people.

4. Description of respondent characteristics by length of service

Table 4
Description of respondent characteristics by length of service

No	Length of Service (years)	Amount (person)	Percentage (%)
1	1 – 10 Tahun	18	100%
	Total	18	100%

[Source: Primary Data, 2023 (data processed]

5.   Validity and Reliability Test Result

Table 5
Result of Recapitulation of Validity Test

No	Indikator	Item	r$_{count}$	r$_{table}$	Remark
1	*Burnout* (X)	X1.1	0,565	0,3	Valid
		X1.2	0,565	0,3	Valid
		X1.3	0,685	0,3	Valid
		X1.4	0,698	0,3	Valid
		X1.5	0,863	0,3	Valid
		X1.6	0,863	0,3	Valid
		X1.7	0,658	0,3	Valid
		X1.8	0,791	0,3	Valid
2	*Turnover Intention* (Y)	Y1.1	0,881	0,3	Valid
		Y1.2	0,733	0,3	Valid
		Y1.3	0,696	0,3	Valid
		Y1.4	0,859	0,3	Valid
		Y1.5	0,587	0,3	Valid
		Y1.6	0,417	0,3	Valid

[Source: Primary Data Processed, 2023]

Based on Table 5, it is clear that the variable indicator has a coefficient range of 0.417 to 0.881, with 0.881 being the biggest coefficient value. All of the indicators employed in this study to measure the variables are reliable and capable of being tested further.

Table 6
Recapitulation of Reliability Test Results

Variable	Cronbach's Alpha	Reliability Score	REmark
Burnout (X)	0,773	0,70	Reliabel
Turnnover Intention (Y)	0,772	0,70	Reliabel

[Source: Primary Data Processed, 2023]

Table 6 shows that the burnout variable has an average Cronbach's alpha value of 0.773. The turnover intention variable's average Cronbach's alpha value is 0.772. It is clear that all variables have Cronbach's alpha values more than 0.70, and it can be inferred that every item on the questionnaire is trustworthy and dependable.

6.   Result of Classical Assumption Test

Table 7
Normality Test Result
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		18
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	1.16906304
Most Extreme Differences	Absolute	.167
	Positive	.167
	Negative	-.111
Test Statistic		.167
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: Primary Data Processed, 2023]

Table 7 shows that, it is known that the magnitude of Kolmogorov-smirnov Z is 0.167 and the significance is 0.200 (0.200> 0.05), namely with results greater than 0.05. So the conclusion of the normality test in this study is that the regression model is normally distributed so it is suitable for use.

Table 8
Multicollinearity Test Result
Coefficients[a]

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	BURNOUT	1.000	1.000

a. Dependent Variable: TURNOVER INTENTION

[Source: Primary Data Processed, 2023]

Based on the results of the SPSS output in table 8 above, it can be concluded that the tolerance value on Burnout is 1.000 The results of these calculations indicate that the independent variable has a tolerance value of more than 0.10 so that this regression model is good.

While the VIF value on Burnout of 1,000 shows that the independent variable has a VIF value <10 so that this regression model is good and there is no multicollinearity and fulfils the data normality requirements.

Table 9
Heteroscedasticity Test Result

Coefficients^a

Model		Sig.
1	(Constant)	.654
	BURNOUT	.439

a. Dependent Variable: ABS_RES

[Source: Primary Data Processed, 2023]

Based on Table 4.12 above using the Glejser test, it can be seen that the burnout variable has a significance value> 0.05, so it can be concluded that the independent variables used in this study are free from symptoms of heteroscedasticity or there is no heteroscedasticity problem.

Table 10
Simple Linear Regression Analysis Result
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	6.113	4.768		1.282	.218
BURNOUT	.574	.144	.707	4.003	.001

a. Dependent Variable: TURNOVER INTENTION

[Source: Primary Data Processed, 2023]

Table 10 shows that the simple linear regression equation for the association between the variables of burnout and turnover intention can be expressed as follows.:   Y = 6.113 + 0.574X + e

The linear regression equation can be understood as follows :

a.   β0 = 6.113 means that if the burnout variable (X) is 0, then the value of the turnover intention variable (Y) will remain at 6.113 assuming other variables remain constant.

b.   β1 = 0.574 > 0. This indicates that the burnout variable (X) has a positive effect on turnover intention (Y). If the burnout variable increases, then turnover intention will also increase, assuming other variables remain constant.

7.   Result of Coefficient Determination

Table 11
Coefficient of Determination Result
Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.707[a]	.500	.469	1.20504

a. Predictors: (Constant), BURNOUT
b. Dependent Variable: TURNOVER INTENTION

[Source: Primary Data Processed, 2023]

Based on Table 11, it is clear that the results from the adjusted R square (R2) value are 0.469, which is determined by the formula for the coefficient of determination: 0.469 x 100% = 46.9%. According to these findings, burnout has a 46.9% influence on turnover intention, and other factors that were not studied in this study have a 53.1% influence.

Table 12
Interpretation Guidelines for the Coefficient of Determination

Coefficient Interval	Level of Influence
0% - 19,99%	Very Weak
20% - 39,99%	Weak
40% - 59,99%	Medium
60% - 79,99%	Strong
80% - 100%	Very Strong

[Source: Primary Data Processed, 2023]

Table 12 shows the rules for analyzing the value of the coefficient of determination. The determination count findings are evaluated using Table 12. Given that the outcome of the determination count was 46.9%, it falls within the range of 40% to 59.99% with a moderate level of effect.

8.   T test result

Table 13
T-Test Result
Coefficients[a]

Model		T	Sig.
1	(Constant)	1.282	.218
	BURNOUT	4.003	.001

a. Dependent Variable: TURNOVER INTENTION

[Source: Primary Data Processed, 2023]

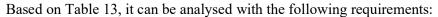Based on Table 13, it can be analysed with the following requirements:

1. Determine the hypothesis formulation

Ho: b1 < 0, means that there is no significant effect partially between burnout and turnover intention.

Ha: b1 ≥ 0, meaning that there is a partially significant influence between burnout on turnover intention.

2. Criteria for acceptance or rejection of Ho

The level of significance used in this test is 0.05 or α (confidence level) = 5% with degree of freedom (degree of freedom) df = n - k. The value of n = 18 and k = 1, then df = 18 - 1 = 17. The amount of t table = t (α, df) so that the value sought is t (0.05: 17), the value of t table = 2.109.

1. If t-count > t-table or sig value ≤ 0,05, Ho is refused.

2. If t-count ≤ t-table or sig value > 0,05, Ho is approved.

3. Decision

According to Table 13, Ho is disregarded and Ha is approved since t-count> t-table = 4.003> 2.109 and the significance value < α = 0.001 < 0.05. With an error rate of 5%, a 95% confidence level, and 17 degrees of freedom, this demonstrates that burnout has a major impact on turnover intention in the food and beverage product area at Golden Tulip Jineng Resort Bali.

B. Discussion

Based on the results of the research that has been conducted using simple linear analysis, coefficient of determination test, and t test, it can be found that burnout is a factor that has an influence on turnover intention in the food and beverage product department at Golden Tulip Jineng Resort Bali.

Burnout as a whole has an average of 4.15 which shows that the burnout variable in the food and beverage product department at Golden Tulip Jineng Resort Bali is in the interval 3.41-4.20 with a high category where all respondents agree about the high burnout they currently have. The lowest average score of 4.11 with a total score of 74 on the 3rd question, namely "The tasks given stress me out". While the highest average score of 4.22 with a total score of 76 in the 4th question, namely "I feel the tasks assigned to employees are too excessive I feel the tasks assigned to employees are too excessive".

Turnover intention as a whole has an average of 4.19 which shows that the turnover intention variable in the food and beverage product department at Golden Tulip Jineng Resort Bali is in the interval 3.41-4.20 with a high category where all respondents agree about the high turnover intention they currently have. The lowest average score of 4.11 with a total score of 74 in question 2, namely "I have recently felt lazy at work so that I minimise the work I do". While the highest average score of 4.33 with a total score of 78 in question 5, namely "I always think of ways to leave this company".

Based on the results of the t test analysis on hypothesis testing, the value of tcount> ttable = 4.003> 2.109 and the significance value < α = 0.001 < 0.05, then Ho is rejected and Ha is accepted. This shows that burnout has a significant effect on turnover intention in the food and beverage product department at Golden Tulip

Jineng Resort Bali. This is supported by research that has been done (Budhiarti & Riyanto, 2022), (Exacta et al., 2022), and (Salama et al., 2022) which states that burnout has a positive and significant effect on turnover intention.

Based on the analysis of the coefficient of determination, the Adjusted R Square (R2) value is 0.469 and the value is calculated using the coefficient of determination formula, namely 0.469 x 100% = 46.9%. These results indicate that burnout influences turnover intention by 46.9% and the remaining 53.1% is influenced by other variables not examined in this study such as demographic factors (gender, age, marital status, and domestic support) (Kismono et al., 2014).

Conclusions

The research method used is the explanatory research method, with a quantitative approach. With a large population of 18 employees of the food and beverage product department at Golden Tulip Jineng Resort, then using saturated sampling where all populations are used as samples. Before spreading the author reviews the test instrument rites validity and reliability tests. With the results of the validity test, all indicators used to measure the variables in this study are valid so that they can be used for further testing. To test reliability, the authors used the Cronbach alpha statistical analysis method with the results of the turnover intention variable having an average Cronbach's alpha value of 0.772 and it can be concluded that all question items are reliable, which means that the questionnaire used is a reliable and trustworthy questionnaire.

Based on Table 4.1, it shows that most of the respondents studied based on age are in the age range of 21 - 30 years, totalling 16 people (88.9%), and the majority of respondents are male, totalling 12 people (66.7%), and the most recent education is SMA / SMK as many as 9 people (50%), and all respondents have a tenure of 1 - 10 years. The following conclusions can be obtained from study on burnout and turnover intention done in the food and beverage product department at Golden Tulip Jineng Resort Bali:

1. Burnout has a substantial impact on the intention to turnover in the food and beverage product division. The significant value of $< \alpha = 0.001 < 0.05$ and the constant value = 0.574 > 0 demonstrate its validity. This demonstrates that the burnout variable influences turnover intention in a favorable manner. The level of turnover intention will rise as burnout does as well.

2. According to the results of the coefficient of determination test, burnout has a 46.9% effect on turnover intention, with other factors not included in this study having a 53.1% influence.

The implication obtained based on the results of the study is that there is a positive relationship between burnout and turnover intention in the food and beverage product department at Golden Tulip Jineng Resort Bali. This confirms that burnout is a factor that can determine the high and low level of employee turnover.

Based on the average score of burnout dimensions, the emotional exhaustion dimension is the most dominant dimension. For this reason, the hotel should always reduce the level of burnout regarding emotional exhaustion by adding employees if guest conditions are crowded and can reduce their workload which

is too excessive. Meanwhile, based on the average count of the dimensions of turnover intention, the thinking of quit dimension is the most dominant dimension. The hotel should be able to increase the number of employees such as during events and high occupancy so that the work can be handled properly for the smooth running of the event and employees do not work overload.

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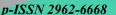
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