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WORK OVERLOAD AND TURNOVER INTENTION OF JUNIOR AUDITORS IN GREATER JAKARTA, INDONESIA

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Abstract

This paper aims to analyze how work overload influences turnover intentions of newly hired junior auditors in public accounting offices. Job satisfaction, work related stress and work life conflicts are used as mediating variables between work overload and turnover intention. This study employed 141 auditors from several accounting firms operating in the Greater Jakarta region. The sample was selected using purposive sampling. Three mediation hypotheses were tested using Structural Equation Modeling (SEM). The results show that work overload has a significant effect on increasing turnover intention through both job satisfaction and work related stress. In comparison, work overload does not influence turnover intention through work life balance. This may be due to the nature of the respondents, in which a majority of the newly hired accountants employed in this study are unmarried.

Keywords: *Work overload; turnover intention; job satisfaction; work related stress; work life conflict; junior auditor.*

Abstrak

Tulisan ini bertujuan menganalisis pengaruh beban kerja berlebih terhadap niat mengundurkan diri junior auditor pada kantor akuntan publik. Kepuasan kerja, stress kerja serta konflik hidup dan kerja menjadi variable mediasi antara beban kerja berlebih dan niat mengundurkan diri. Penelitian ini menggunakan 141 junior auditor dari beberapa kantor akuntan publik di Jabodetabek. Sampel dipilih menggunakan metode purposive sampling. Tiga hipotesis mediasi diuji menggunakan Pemodelan Persamaan Struktural (SEM). Hasil penelitian menunjukkan adanya pengaruh positif yang signifikan antara beban kerja berlebih terhadap niat mengundurkan diri yang dimediasi oleh kepuasan kerja dan stress terkait kerja. Sebaliknya, konflik hidup dan kerja tidak memediasi pengaruh beban kerja berlebih terhadap niat mengundurkan diri. Hal ini mungkin dapat dijelaskan oleh karakteristik sampel dalam penelitian ini dengan mayoritas responden merupakan junior auditor berstatus lajang.

Kata kunci: Beban kerja berlebih; niat mengundurkan diri; kepuasan kerja; stress terkait kerja; konflik hidup dan kerja; auditor junior.

INTRODUCTION

Retaining their pool of talent should be among the top priorities of any organization aiming for sustainable growth and competitiveness in the marketplace (Ready, Hill & Conger, 2008). Allen, Bryant and Vardaman (2010) highlighted how this aspect of human resources management can be very difficult to manage, especially in emerging economies. Nadiri and Tanova (2010) identified more than 1500 studies on the subject of employee turnover. Dysvik and Kuvaas (2010) stated that employee turnover is recognized as a major managerial concern in contemporary work organizations.

In Indonesia, public accounting firms experience a higher than average turnover rate. Less than 50% of newly hired junior auditors are expected to survive for over two years (Suwandi & Indriantoro, 1999; Toly, 2001; Setiawan & Ghozali, 2005; Daromes, 2006). This finding is similar to the turnover rate of public accounting firms in the United States. Hermanson et al. (1995) discovered that 15% of newly hired junior auditors resigned during their first year while less than 50% survived their second year. This high rate of turnover increased acquisition costs and wasted training and developments investments. Therefore, it is important to understand the reason behind this high rate of turnover among newly hired junior auditors.

A significant majority of such study employed job satisfaction as their main independent variable (Dysvik & Kuvaas, 2010). However, albeit the significant coefficient, job satisfaction can only explain a fraction of the variance of employee turnover intention in such studies (Morrison, 2004; Egan, Yang, & Bartlett, 2004; Tang, Kim, Tang & Conner, 2000). These results show that relying on job satisfaction alone is not enough to explain employee turnover intention.

This paper proposes work overload as the main exogenous variable. Several studies have attributed this variable as the cause of this high rate of turnover among junior auditors (Kingori, 2015; Utami & Nahartyo, 2013). The firms often required their junior auditors to fulfill increasing work demand during the peak season, maintaining the quantity and quality of their work while still meeting all the deadlines. Furthermore, some are required to interact directly with clients and customers generating potential emotional burdens from such interactions. These conditions, compounded over time, results in employee burnout, dissatisfaction and eventual resignations (Bakker, Demerouti & Euwema, 2005; Bakker, Demerouti, & Schaufeli, 2003; Bakker, Demerouti, & Verbeke, 2004).

Interestingly, the studies that attributed work overload as one cause of employee turnover among junior auditors only implicated this variable as the unmeasured antecedent of work stress (Utami & Nahartyo, 2013). Thus, no study has directly included work overload in their model to explain employee turnover among junior auditors. Better understanding on the mechanism of how work overload leads to employee turnover is necessary to formulate strategies to minimize this problem. Therefore, the purpose of this study is to investigate the role of work overload in influencing the turnover intentions of junior auditors in Indonesian public accounting firms.

LITERATURE REVIEW

Jackofsky and Solum (1987) defined turnover intention as a mental or behavioral intention of individuals to get out of their current job within one year. It also reflects the desire of the individuals to leave the organization and look for other employment alternatives (Mukhlis & Salehudin, 2008). Utami & Bonussyeani (2009) limits employee turnover intention as the desire to seek other employment alternatives that have not been realized in the form of real action. Turnover intention can also be defined as a mental decision between a person's attitude towards work and the decision to stay or get out of the job. This mental decision is regarded as the immediate antecedent to employee exit behavior (Jacobs & Roodt, 2011).

In summary, turnover intention is the result of employee evaluation of their likelihood to quit and an unmanifested expectation of their own continuity in the organization. Retaining key talents is an important part of building sustainable competitive edge for any business. Therefore, reducing employee turnover intention is important for managers wanting to retain their talents.

This paper uses work overload as the sole exogenous variable that explains turnover intention among junior auditors. It was attributed as a major cause of turnover among junior auditors

(Kingori, 2015; Utami & Nahartyo, 2013). Bliese and Castro (2000) defined work overload as an interaction between the actual work demand and the psychological strain generated from the effort to meet that demand. This psychological strain becomes greater when the actual demands are perceived by the employees to exceed their own capacity.

This study employed three variables to mediate the effect of work overload toward turnover intention. The first mediating variable is job satisfaction. Schlotz et al. (2004) used the definition from Bliese and Castro (2000) to develop an instrument to measure work overload. They found that work overload caused psychological problems that lead to lower satisfaction among office workers. Qureshi et al. (2012) obtained similar findings for employees in the textile industries.

Fraser (1983) stated that job satisfaction is a very subjective condition involving personal evaluation of job facets as favorable or unfavorable. Robbins and Judge (2009) further elaborate that job satisfaction as a positive feeling about one's job which results from his or her evaluation of its characteristics. Thus, every individual can have a different level of satisfaction for the same job.

According to Watson, Thompson and Meade (2007), there are nine aspects of evaluation forming a person's job satisfaction. The nine aspects are namely salary, promotion, supervision, benefits, contingent reward, co-workers, nature of work and communication. Each individual may have different priorities to each of these aspects of evaluation. Tett and Meyer (1993) conducted a meta-analysis involving 178 samples from 155 researches. They found job satisfaction to influence turnover intention negatively. Thus, this paper proposes the hypothesis that job satisfaction mediates the influence of work overload to turnover intention.

The second mediating variable is work related stress. Qureshi et al. (2012) argued that perceived work overload leads to increased stress. Hon, Chan and Lu (2013) confirmed that

work overload was a major cause of work related stress among hospitality employees. Stress is often used to describe feelings of fatigue, depression, and inability to cope to a certain stimuli (Qureshi et al., 2012). Previously, Beehr and Newman (1978) have defined stress as a situation that would compel someone to deviate from normal functioning. This is due to psychological and/or physiological changes in the person, such that the person is forced to deviate from normal functioning. Robbins and Judge (2009) mentions that when individuals experience a high level of stress or a prolonged exposure to low level stress, the consequence emerge as physiological, psychological, and behavioral symptoms. They further identified three sets of factors, namely environmental factors, organizational and individuals, acting as potential sources of stress in workers.

The relationship between job stress and turnover intention has been evaluated in a variety of literatures. In general, the results showed that prolonged exposure to work related stress increased employee turnover intentions (Williams & Skinner, 2003; Cropanzano, Rupp & Byrne, 2003; Noor & Maad, 2008). Therefore, this paper proposed a second hypothesis that work related stress mediates the influence of work overload to turnover intention.

The third mediating variable is work-life balance. Ahuja et al. (2007) stipulated that perceived work overload significantly influences work-life balance and turnover intention among IT professionals. Additionally, Honda et al. (2014) also found that Japanese employees with dependents have greater risk of depression due to role conflict between their job demand and their role as caregiver to their dependent. Sturges and Guest (2004), argue that a growing aspiration to balance work with other aspects of life can doubtless be linked to the long hours devoted to work. Thus, when demands from the work and non-work domains are mutually incompatible, conflict may occur.

Tausig and Fenwick (2001) stated that work-life conflict is the parallel of time bind. They stipulate the time bind as perceptions of imbalance between work and family or personal life

and the perceived degree of conflict in achieving balance. Thus, it is possible for individuals to prefer more or less work time and/or more or less family or personal time and all would perceive work-life conflict. Felstead et al. (2002) stipulated that this perception of imbalance between work and personal life may lead to frustration and increased desire to reduce the perceived cause of such conflict. This desire may often lead to resignations. Huffman, Casper, and Payne (2014) identified that army officers have higher risk to quit when they perceive that their work interferes with their family life. Thus, the third hypothesis proposed is that work-life conflict mediates the influence of work overload on turnover intention. Based on the three hypotheses, the researchers developed the research model as shown in Figure 1. Summary and break down of the hypotheses is summarized in Table 1.

Table 1. Research Hypotheses

Hypotheses	Statements
H ₁ :	Job Satisfaction mediates the influence of Work Overload on Turnover Intention of Junior Auditors
H _{1A} :	Work Overload negatively influences Job Satisfaction of Junior Auditors.
H _{1B} :	Job Satisfaction negatively influences Turnover Intention of Junior Auditors.
H ₂ :	Work Related Stress mediates the influence of Work Overload on Turnover Intention of Junior Auditors
H _{2A} :	Work Overload positively influences Work Related Stress of Junior Auditors.
H _{2B} :	Work Related Stress negatively influences Turnover Intention of Junior Auditors.
H ₃ :	Work-Life Conflict mediates the influence of Work Overload on Turnover Intention of Junior Auditors
H _{3A} :	Work Overload positively influences Work-Life conflict of Junior Auditors.
H _{3B} :	Work-Life Conflict negatively influences Turnover Intention of Junior Auditors.

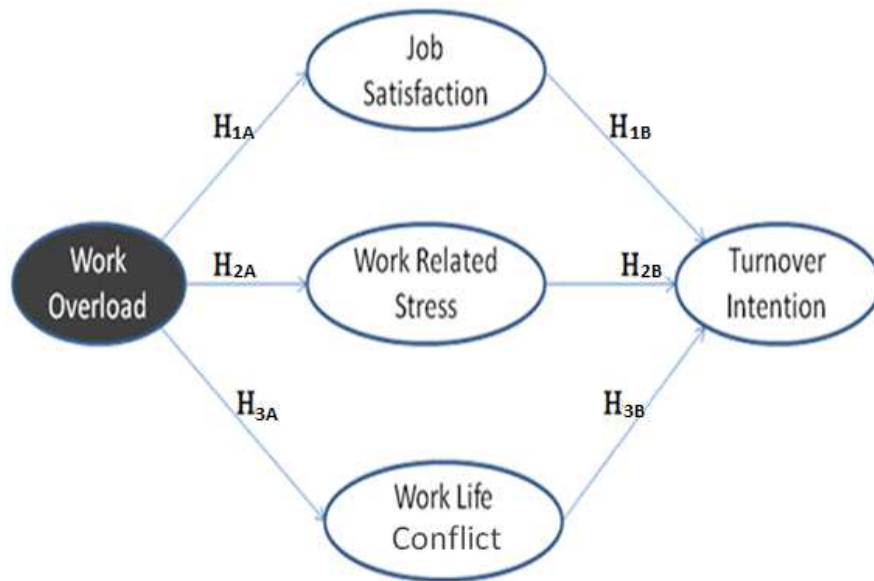


Figure 1. Initial Research Model

RESEARCH METHOD

As mentioned in the introduction, the population for this study is employees of public accounting firms in the Greater Jakarta area. We recruited the respondents in our study using purposive sampling. The criteria for eligible respondent are: junior auditors, working full time in the public accounting sector, and have between six month and two years of tenure. This criterion is based on the general phenomenon mentioned in the introduction section that the highest rate of turnover is among newly hired junior auditors with less than two years tenure.

The study initially employed 35 indicators for five latent variables. We constructed the questionnaire by adapting existing measurements used in prior studies to the current research context. We adapted the work overload measurement used previously by Schlotz et al. (2004) for our research context. The original context of the measurement was to predict psychosomatic symptoms generally associated with stress. For the job satisfaction instrument, we used the questionnaire adopted by Watson, Thompson and Meade (2007) to measure job satisfaction in the law enforcement context. For the job stress measurement, we used the

instrument adapted by Qureshi, et al. (2012) from Maslach and Jackson (1981). We adapted the work-life conflict items from the instrument used by Sturges and Guest (2004) to measure work-life balance among newly graduated employees. Finally, we used items from Qureshi, et al. (2012) for the turnover intention measurement.

We conducted both pilot testing and pretesting to ensure validity and reliability of the measurement prior to the main data collection. Preliminary data from the pretesting was analyzed using exploratory factor analysis for validity and Cronbach's alpha for reliability. In the end, the final measurement used only 28 indicators since the validity and reliability test eliminated seven indicators. Hair et al. (2006) mentioned that the minimum required sample should be five respondents per indicator. Therefore, the minimum number of respondent for this study is 140 samples. The origin of adapted measurements and number of items employed per variables are summarized in Table 2.

Table 2. Measurement Instrument

Variable	Initial Items	Valid Items	Reference
Work Overload	8 items	6 items	Schlotz et al. (2004)
Job Satisfaction	9 items	6 items	Watson, Thompson & Meade, (2007)
Job Stress	8 items	8 items	Qureshi, et al., (2012); Maslach & Jackson, (1981)
Work-Life conflict	4 items	4 items	Sturges & Guest (2004)
Turnover Intentions	6 items	4 items	Qureshi, et al. (2012)
Total	35 Items	28 Items	

Finally, we analyzed the resulting data obtained in the main data collection using structural equation modeling (SEM) with LISREL 8.51 software package. We employed the two-step approach to avoid making conclusion using flawed measurement. The first step tested the measurement model while the second step tested the structural model. The measurement

model was tested to ensure a valid and reliable measurement. The structural model was tested to accept or reject the proposed hypotheses.

SEM is appropriate for this study due to the simultaneous regression equations required to test the research model. Another reason for the necessity to employ SEM is that the nature of the variables used in this study. The model comprises of several latent variables requiring the use of proxy indicators. SEM is suitable to analyze the relationship between latent variables due to its capability to perform confirmatory factor analyses and estimate free parameters in the model concurrently (Hair et al., 2006).

RESULT AND DISCUSSION

The realized sample size in this study is 141 samples collected out of 160 questionnaires distributed. The majority of the respondents (75%) were from the “big four” accounting firms, while the remaining respondents come from several smaller firms. “The big four” is the name used in the accounting circle to refer collectively to the four largest international network of professional accounting services provider (i.e. Deloitte, Pricewaterhouse Coopers, Ernst & Young and KPMG). These four are also the largest professional accounting service provider in Indonesia (Khurana & Raman, 2004).

Additionally, nearly half (48%) of the respondents in this study are male junior auditors. This means that the gender proportion of the sample is quite equal. Alternatively, nearly all (97.87%) respondents were in the below 30 age group. When broken down, 60.28% respondents were between 22 to 25 years old and the remaining 37.59% were between 25 to 30 years old. Similarly, nearly all (97.87%) respondents were singles. When asked of their tenure, 70.92% respondents claimed to have between six month to one year of tenure and 29.08% claimed to have between one and two years of tenure.

Measurement Model

The initial test for the measurement model did not yield a good fit. Model testing yields chi-square value of 1539.37 with a degree of freedom (DF) of 659. Testing the chi-square value yields p -value of under 0.05 and RMSEA above 0.08. Consequently, the model was rejected because a significant difference exists between the correlation matrix specified by the model and the matrix obtained from the data. Therefore, several modifications are required before the measurement model can be used for hypothesis testing.

Modifications consist of eliminating two items from Work Overload (WO1 and WO5), three items from Job Satisfaction (SAT1, SAT6 and SAT7) and two items from Turnover Intention (TI3 and TI6) due to low item validity. Item validity is determined by Standardized Loading Factor, which must exceed 0.6 (Hair et al., 2006). We also eased several error covariance restrictions for items within the same construct based on the modifications indices provided by LISREL. The final measurement model produces Chi-square of 1139.22 and degree of freedom of 609, yielding RMSEA of 0.079. Accordingly, the final measurement model is found to be of good fit. Calculating Construct Reliability (CR) and Average Variance Extracted (AVE) for each construct also yield a good result. Every construct tested produce CR value exceeding 0.7 and AVE exceeding 0.5 (Hair et al., 2006). Full result of the measurement model is shown in Table 3. See Table 4 for a Pearson's correlation matrix of all included variables from the final measurement model.

Table 3. Measurement Validity & Reliability Statistics

Variables	Indicator	SLF	CR	VE
Work Overload (WO)	WO2	0.68	0.92	0.65
	WO3	0.63		
	WO4	0.85		
	WO6	0.89		
	WO7	0.88		
	WO8	0.88		

Job Satisfaction (JS)	SAT2	0.69	0.87	0.52
	SAT3	0.75		
	SAT4	0.78		
	SAT5	0.72		
	SAT8	0.79		
	SAT9	0.59		
Work Related Stress (WRS)	STR1	0.86	0.96	0.73
	STR2	0.91		
	STR3	0.90		
	STR4	0.88		
	STR5	0.85		
	STR6	0.67		
	STR7	0.89		
	STR8	0.84		
Work-Life Conflict (WLC)	WLC1	0.86	0.91	0.71
	WLC2	0.87		
	WLC3	0.88		
	WLC4	0.86		
Turnover Intention (TI)	TI1	1.00	0.95	0.83
	TI2	0.57		
	TI4	0.88		
	TI5	0.93		

Table 4. Correlation Matrix of Variables

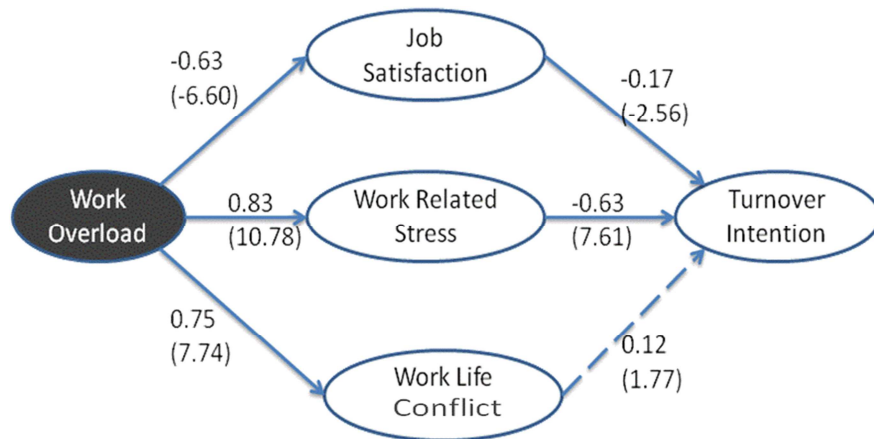
	WO	JS	WRS	WLC	TI
WO	1,000				
JS	-,542**	1,000			
WRS	,846**	-,659**	1,000		
WLC	,716**	-,446**	,678**	1,000	
TI	,583**	-,507**	,677**	,529**	1,000

Note: ** significant at 0.001

Structural Model

The second step in the analysis is to estimate the structural model in order to test the research hypotheses. We added six structural equations to the measurement equations to show the hypothesized relationships between latent variables. The initial structural model produces Chi-square of 952.01 and degree of freedom of 511. This value yield RMSEA of 0.079,

therefore the final structural model is found to have a good fit. Hypothesis testing can be conducted after structural model with a good fit are obtained.



Chi-Square=952.01, DF=511, P-value=0.00000, RMSEA=0.079

Figure 2. Final Structural Model

Figure 2 showed that work overload has a significant negative influence on job satisfaction, but positive influence on both work-related stress and work-life conflict. Further analysis showed that R^2 for job satisfaction, work related stress and work-life conflict are 0.40, 0.68 and 0.56 respectively. This means that work overload explains a significant portion of the variance in the three variables.

In addition, the findings also showed that higher job satisfaction reduced turnover intention. However, the findings showed that only work related stress increased employee turnover intention; while work-life conflict did not influence turnover intention. Despite one hypothesis being not significant, the R^2 for turnover intention remains high namely 0.52 or 52 percents. This means that more than half of the variance in turnover intention among the respondents can be explained by the model.

Discussion

The five significant hypotheses correspond to earlier researches which investigate similar phenomenon (Qureshi et al., 2012; Noor & Maad, 2008; Tett & Meyer, 1993). Therefore, this study found significant proof that job satisfaction and work related stress indeed mediate the influence of work overload on turnover intention of junior auditors. These findings imply that work overload increases turnover intention of junior auditors by reducing their job satisfaction and increasing their work related stress.

This study employed a multi-facet job satisfaction approach. However, we found only six out of nine facet is valid for this data set. Out of these six facets, perceived job fit is the facet with the highest loading factor. We may assume that this is due to the nature of our sample, in which most of our respondents are at the first stage of their career. The majority of our respondents are accounting fresh graduates in their mid 20's. Okay-Somerville and Scholarios (2014) argued that occupational boundary-crossing are more likely to happen in the early stages on a fresh graduate's career. At this exploration stage, we argue that perceived job fit is considered more important by the junior auditors than salary or other financial reward. Furthermore, the psychological burden from the work overload might cause the junior auditors to question their own overall fit to their current job, leading to a lower job satisfaction and possible resignation.

Since salary and monetary reward is not the dominant criteria for job satisfaction in our sample, we argue that promising higher salary and rewards might not be the best tools for HR managers of public accounting firms to retain their junior auditors. The Association of Chartered Certified Accountant surveyed their members from Malaysia, Thailand and Singapore to compare human resources practices across the three countries. They concluded that while poor pay is often a strong reason to quit a firm, a high salary is often not enough to make an auditor want to stay (Wee, 2015). When junior auditors felt overwhelmed by the

work load they faced, it is possible for the employees to start considering a switch to another line of work that have lesser job demand even if it paid less.

In line with our finding that newly hired junior auditors in our sample valued job fit more than basic monetary rewards, HR managers of public accounting firms could address this issue by providing adequate career counselling. A strong role of HR in providing career counselling in crucial moments can help alleviate dissatisfaction due to perceived job incompatibility. Counsellors can help the junior auditors reconcile their prior expectations with the career realities of the public accounting profession. This counselling role can start as early as the student internship stage up to their first two years in the organization (Wen, Hao & Bu, 2015).

Of the eight items used to measure work related stress, all eight of them are significant. Yet, out of the eight items, feeling of burned out emerge as the item with the highest loading factor. This is consistent with previous studies highlighting burn-out as the dominant form of work related stress among junior auditors (Kingori, 2015; Utami & Nahartyo, 2013). We argue that work overload drains the junior auditors physically and emotionally, leading to this feeling of burned out. Yet, some do manage to cope with this situation and survive developing their career in the public accounting office. This means that some traits may explain why some junior auditors fail to cope with the work demand and felt burned out.

Several studies have proposed that personality traits can explain the ability of junior auditors to cope with burn out (Utami & Nahartyo, 2013; Iswari & Kusuma, 2013). Using this approach, public accounting firms should select their new recruits based on these personality traits to minimize employee turnover. However, we propose a different explanation that other than personality traits, a realistic job expectation of the newly hired junior auditors might also help them deal with the physical and emotional burden of work overload. Singh (2014) claimed that the vagueness in the role expectation of their job is one cause of burn out among

employees in the fast paced financial sector. Similarly, in line with our finding on perceived importance of job fit, junior auditors with a vague and unrealistic job expectation may feel greater psychological burden than junior auditors with similar level of work overload but with more realistic prior-expectation of their job. If this is true, then simply providing better information of the work demand to create a more realistic job expectation may be enough to minimize future employee turnover. Thus, we recommend future studies to highlight the role of prior job expectation to the capacity of junior auditors to cope with work overload.

Additionally, since work related stress significantly mediates the influence of work overload to turnover intentions of newly hired junior auditors, investment in stress relief facilities or activities by public accounting firms can provide substantial benefits in minimizing employee turnover. Aside from the provided annual leave, firm sponsored stress relief activities in between assignment is also beneficial. One example of such investment is the Intra EY games for table tennis and chess held by EY Malaysia. They claimed those activities helped employees de-stress from their hectic auditor's life (EY Malaysia, 2015). Interestingly, an earlier study by Tonello et al. (2014) supported that physical exercise indeed control work related stress from intense mental activities. Thus, we recommend that HR managers of public accounting firms in Indonesia should facilitate similar activities to minimize employee turnover by providing stress relief opportunities.

Contrary to the first two hypotheses, the third hypothesis can not corroborate earlier research by Ahuja et al. (2007), that work-life conflict influenced turnover intention. Thus, the hypothesis that work life conflict mediates the influence of work overload to turnover intention is rejected. A brief check showed that the sample characteristics of this study are different. Despite a similar gender ratio between the two, the proportion of sample based on age, tenure and marital status are different. Ahuja et al. (2007) employed greater range of age, tenure and marital status, while current study focus on newly hired employees which tend

toward single employees with tenure less than two years and age between 22 and 30 years old. Detailed comparison between sample characteristics of the two studies is shown in Table 5.

Table 5. Comparison of Sample Characteristics

Sample Characteristics		Ahuja et al. (2007)	This Study
Gender	Male	54%	48%
	Female	46%	52%
Age	22-30	27%	98%
	31-40	28%	2%
	41-50	33%	0%
	>50	13%	0%
Marital Status	Single	41%	98%
	Married	59%	2%
Tenure	Less than 2 years	34%	100%
	2 to 5 years	48%	0%
	More than 5 years	18%	0%

This finding implies that work-life conflict may affect employee differently based on age, tenure, marital status or combinations of them. We argue that work-life conflicts consideration is not the main concern for young and unmarried junior auditors. However, this does not imply that work life conflict will not be important later on in their next career stages. It is possible that family considerations may emerge as an important issue later on past the first two years of the junior auditor's career. Thus, we recommend future studies to highlight and contrast the influence of work life conflict to turnover intention of junior auditors with samples from different demographics.

Furthermore, since work-life conflict does not mediate the influence of work overload to employee turnover intention in our sample, it is possible that young and unmarried junior auditors can cope with greater amount of work load than their married counterparts before they consider quitting. Arguably, this can be due to the lack of strain from marriage life to work-life conflict felt by their counterparts. However, it is important to note that young and single junior auditors can still experience work-life conflict due to work overload. It is only

that perhaps at their current stage, work-life conflict might not be an important consideration to their career decision. Additionally, any difference of work allocation among married and unmarried junior auditors must be strictly optional and also fairly compensated to minimize perception of unfairness. Introducing human resource policies that neglect or abuse single employees incites the danger of backlash from those employees.

Alternatively, for these young and unmarried junior auditors, work-leisure conflict may be more relevant to their intention to quit compared to work-life conflict. Tsaur, Liang and Hsu (2012) defined work-leisure conflict as a form of interrole conflict from work and leisure domains. They proposed two directions of work-leisure conflict: conflict due to work interfering with leisure and conflict due to leisure interfering with work. They argued that it is an alternative approach when the subject has minimum interrole conflict from work and family life.

Keeney et al. (2013) further elaborated the difference between work-life and work-leisure conflicts. They argued that work-life conflict has broader emphasis and consist of at least eight different domains outside the work domain. In their model, leisure is one domain that has the potential to be disrupted by the work domain. It consists of both active and restive leisure activities. Additionally, they argued that, not only can it interfere with participation in leisure activities, work-leisure conflict can also disrupt the enjoyment of those activities. Therefore, we suggest that future studies trying to explain interrole conflicts among young and unmarried employees should consider using work-leisure conflict.

CONCLUSION

This research found work overload to have significant negative influence on job satisfaction and positive influence on both work related stress and work-life conflict. Furthermore, the findings also showed that higher job satisfaction significantly reduces turnover intention.

However, the findings showed that only work related stress significantly increase employee turnover intention, while work-life conflict does not significantly influence turnover intention. This may be explained by the difference in sample characteristics between previous and the current study.

This study has several limitations that must be considered. First of all, this study did not use probabilistic random sampling due to the unavailability of a proper sampling frame. Thus generalization to the general population should be strictly avoided. The study however, employed purposive sampling to target specific a segment of the population. Thus, the findings from this study may also be transferred to groups with similar sample characteristics. The second limitation is that this study employed a simplified model to explain a complex phenomenon. Our model only explains 52% of the variance of turnover intention among newly hired junior auditors in the Greater Jakarta area. Our findings do not eliminate the possibility that other variables or research models may have greater explanatory power to turnover intention of junior auditors. Further research should be conducted on the role of prior job expectation on the capacity to cope with work overload and also the possible moderation effect of age, tenure and marital status toward the role of work-life conflict in shaping employee turnover intention.

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Appendix

Item No.	Items	Valid
	Work Overload	
1	Strong mental strain	No
2	Frequent overtime	Yes
3	Not enough support	Yes
4	Not enough time	Yes
5	Physical exhaustion	No
6	Impossible job demands	Yes
7	Conflicting job demands	Yes
8	Too much work	Yes
	Job Satisfaction	
1	Salary	No
2	Promotion	Yes
3	Supervisor	Yes
4	Benefits	Yes
5	Recognition	Yes
6	Procedures	No
7	Co-workers	No
8	Job fit	Yes
9	Communication	Yes

Item No.	Items	Valid
	Work Related Stress	
1	Emotionally drained	Yes
2	Frustrated	Yes
3	Destructive tendency	Yes
4	Hopelessness	Yes
5	Burned out	Yes
6	Angry	Yes
7	Depressed	Yes
8	Boredom	Yes
	Work-Life Conflict	
1	Sacrifice family time	Yes
2	Prioritize job over personal life	Yes
3	Unable to separate work and life	Yes
4	Complains from loved ones	Yes
	Turnover Intention	
1	Want to resign	Yes
2	Switching profession	Yes
3	Changing organization	No
4	Changing industry	Yes
5	Trying new jobs	Yes
6	Continue current job (reverse)	No