# CHAPTER I

# INTRODUCTION

## 1.1    Background of the Study

Having qualified human resources is important for the development of a country and education is the important factor. The people that are responsible and affected these future qualified human resources are teachers. Even a professor from a prestigious university is also affected by their previous encounters with their teachers.

Sekolah Brigjend Katamso 1 is part of Yayasan Perguruan Nasional (YPN) Brigjend Katamso. This education foundation is managed by a family in Medan since 1990. Currently, it is in the second generation management with Mr. Andy Krisnaputra as one of the governing board member and managed 3 schools in Medan.

Table 1.1 Previous Human Resources Data

|  | Category | 2017/2018 | 2018/2019 | 2019/2020 |
|---|---|---|---|---|
| New Teachers | Whole School | 8 | 6 | 8 |
|  | SMA | 4 | 3 | 4 |
| Resigned Teachers | Whole School | 8 | 6 | 8 |
|  | SMA | 4 | 3 | 4 |

Source: Sekolah Brigjend Katamso I (2021)

The above table show the new teachers hired and resigned teachers for the whole school and SMA at Sekolah Brigjend Katamso I, Medan Sunggal from the academic year of 2017 to 2020. Resigned teachers cause problem because they are in charge of one academic year. Firstly, other teachers need to cover more workload from the resigned teachers until they found a replacement. Secondly, substitute

teachers until new teachers that are hired affect the teaching process. Substitute teachers have a different style of teaching compared to the new teachers. Specifically in science program where the method taught can be a little difference.

Using Arnoux-Nicholas, Sovet, Lhotellier, Di Fabio, and Bernaud (2016) research as the grand theory which has shown that the more adverse the working conditions, it would result in an increased intention to leave/move. Massoudi and Hamdi (2017) has defined that work environment is used to describe everything around the place where the employee operates. There are two large components to categorize work environment: physical components and behavioral components.

The work environment in the school is mediocre. For example, teachers' toilets are available but aren't maintained properly. Another is the dim lighting as it depends more on the natural light. The teachers' office is a room with large table shared by many. The author suspects the work environment is the cause of the problem. For this reason, the author intended to find "**The Effect of Work Environment toward Turnover Intention in Sekolah Brigjend Katamso I at Medan Sunggal**."

**1.2    Problem Limitation**

The author will focus on the teacher retention problem. Teachers' resignation is a problem especially when good teachers are the ones that resign. The author suspects the mediocre work environment is the cause.

Due to a limitation of time and resources, this research will focus on finding out the effect of "Work Environment" as the independent variable towards "Turnover Intention" as the dependent variable at Sekolah Brigjend Katamso I in

Medan Sunggal in the year 2021. The population used for this research is limited to SMA Brigjend Katamso I with the cooperation of Mr.Darwin as the headmaster.

According to Massoudi and Hamdi (2017), work environment indicators are classified as physical and behavioral components. For this research, the work environment indicators will be limited to physical space and facilities availability (physical components) as well as work-life balance and strong team spirit (behavioral components).

According to Price as cited in Kurniawaty et al. (2019), there are three factors that influence the occurrence of turnover intention: environmental, individual, and structural factors. For this research, the turnover intentions indicators are limited to job satisfaction and intention to leave/move (individual factors). Another indicator from environmental factors is opportunities. Santoni and Harahap (2018) describe this as the availability of better positions.

**1.3     Problem Formulation**

In this research study, the problems that will be examined are:

1.     How is the work environment condition at Sekolah Brigjend Katamso I in Medan Sunggal?

2.     Does work environment have influence towards turnover intention at Sekolah Brigjend Katamso I in Medan Sunggal?

**1.4     Objective of the Research**

The objectives of this research study that the author expected to aim are:

1.     To identify the work environment condition at Sekolah Brigjend Katamso I in Medan Sunggal

2.    To identify the influence of work environment towards turnover intention at Sekolah Brigjend Katamso I in Medan Sunggal

## 1.5    Benefit of the Research

### 1.5.1    Theoretical Benefit

The author expects this research study conducted at Sekolah Brigjend Katamso I, Medan Sunggal about the effect of "Work Environment" to "Turnover Intention" can be beneficial for parties who are encountering similar problems in their institutions. Furthermore, this research will also provide new references for future researchers who needs the information regarding "Work Environment" and "Turnover Intention".

### 1.5.2    Practical Benefit

a)    For the Institution

This research study is expected to be capable in helping Sekolah Brigjend Katamso I, Medan Sunggal to identify the problems faced in their working environment. By solving the problems, they will be able to improve their teacher retention to be better. This will provide a competitive advantage so that they are able to compete with other schools.

b)    For Researchers / Other Parties

The author expects that this research study can help and contribute to other parties that encounter the same problem in similar research in the future.