Turnover intention, job satisfaction and workload in ship crew workers: a systematic literature review

Her Fin[1], Christian Harito[2*], Cipto Purwanto[3]

Industrial Engineering Department, BINUS Graduate Program–Master of Industrial Engineering, Bina Nusantara University Jakarta, Indonesia

Email: her.fin@binus.ac.id[1], Christian.harito@binus.ac.id[2*], cipto.purwanto@binus.ac.id[3]

*Correspondence

ABSTRACT

Keywords: turnover intention, job satisfaction, workload, Ship Crew, systematic literature review.

Turnover is an activity that harms company operations. Turnover is related to job satisfaction, which is influenced by the level of workload balance. Based on this relationship, the company must formulate a strategy for the factors influencing these three aspects. Previous research has explored influencing factors regarding turnover, job satisfaction, workload, a combination of two variables, or involving all three variables. Previous research has involved these three variables, but the recommendations from previous research still need to be more optimal (turnover still occurs). Therefore, researchers need to analyze gaps and trends from previous research. This will help future research to develop more optimal strategies. Gap and trend analysis in this study used a systematic literature review (SLR) with the PRISMA reporting method. Search results through the SCOPUS database produced seventeen articles. The results of the SLR analysis show that most research was conducted in Africa, oriented to the health sector, and used qualitative methods.

Introduction

Turnover is an activity that harms company operations. Turnover is related to job satisfaction, which is influenced by the level of workload balance. Based on this relationship, the company must formulate a strategy for the factors influencing these three aspects. Previous research has explored influencing factors regarding turnover, job satisfaction, workload, a combination of two variables, or involving all three variables (Allen, Bryant, & Vardaman, 2010). Studies that explore the factors that influence turnover intention, job satisfaction, and workload in ship crew workers are an essential focus in the maritime world. These factors significantly impact the psychological and physical well-being of workers on ships and potentially impact the overall performance and safety of ship operations. Factors such as (1) distance from home, (2) work pressure,

Her Fin, Christian Harito, Cipto Purwanto

and (3) unique work environment are related to turnover intention, job satisfaction, and workload in ship crew workers (Ke, Zhou, & Zhu, 2019).

Research topics regarding turnover intention, job satisfaction, and workload among ship crew workers significantly impact the company's strategy development process. Although several studies have highlighted this topic, there are still several gaps that can fill the gaps in previous research (Zhang et al., 2021). The gap is an opportunity for academics to carry out more comprehensive research. Identifying gaps in the literature can provide a foundation for further research that can improve understanding of the factors that influence workers' decisions to stay in a job, their level of satisfaction, and the impact of workload on performance and well-being (Gu et al., 2020). Therefore, this research aims to identify gaps regarding turnover intention, job satisfaction, and workload.

Research Methods

Figure 1 shows the general procedure of this research. A standard definition of systematic literature review (SLR) shows that SLR aims to compile several previous studies to answer a research question. There are several SLR methods: (1) Search, Appraisal, Synthesis, and Analysis framework and develop (PSALSAR) framework; (2) Search, Appraisal, Synthesis, and Analysis (SALSA); and (3) Population, Intervention, Comparison, Outcome, and Context (PICOC) framework (Mengist et al., 2020). At the stage of reporting SLR results, there are two methods, namely (1) Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) and (2) Reporting standards for Systematic Evidence Syntheses (ROSES). The general steps in the systematic literature review in this research refer to Xiao & Watson (2019). The general procedure for this research is shown in Figure X (Xiao & Watson, 2019).
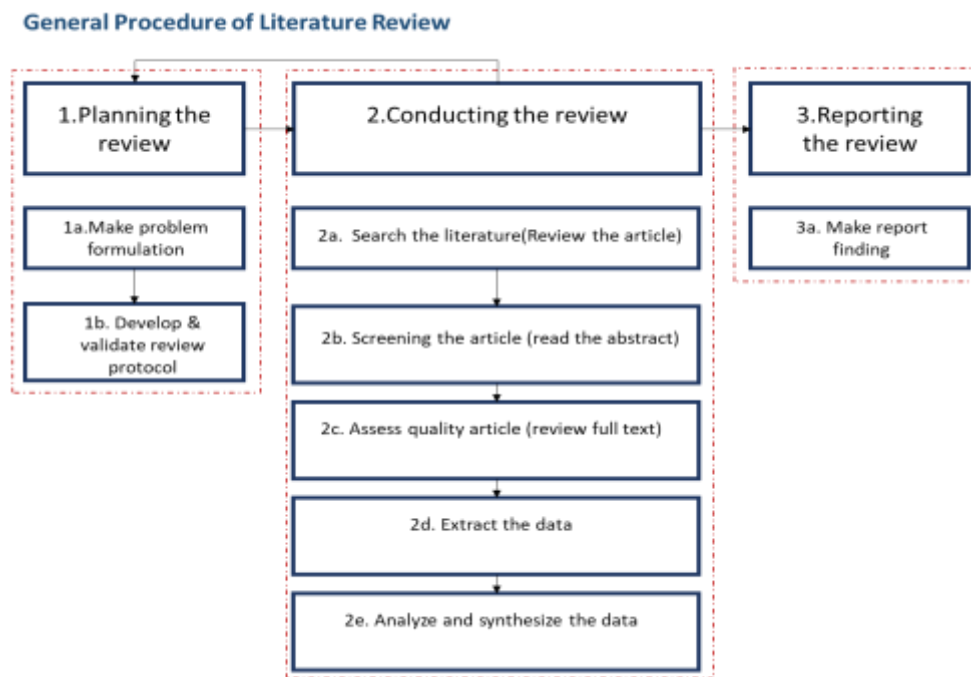
Figure 1. General Procedure of Literature Review

Detail of the procedure for this research:

Step 1- Planning the review

This stage includes two processes, namely (1) creating problem formulation and (2) developing and validating review protocol. At this stage, the researcher formulates research questions and the type of publication that will be used. Referring to previous research, the research questions in this article:

RQ1: What research topics were selected by researchers for job satisfaction, workload, and turnover intention?

RQ2: What type of industry is often the subject of research on job satisfaction, workload and turnover intention?

RQ3: What methods and data collection techniques are the most used for job satisfaction, workload and turnover intention?

This research will use research articles (not conference papers) that have been published (not articles in press).
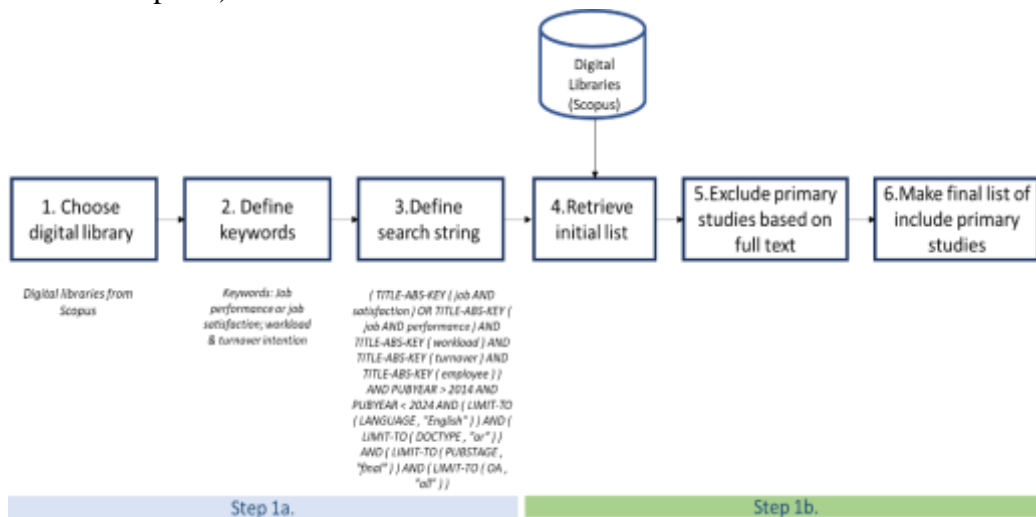
Fig.2 Review protocol

Based on the search string "(TITLE-ABS-KEY (job AND satisfaction) OR TITLE-ABS-KEY (job AND performance) AND TITLE-ABS-KEY (workload) AND TITLE-ABS-KEY (turnover) AND TITLE-ABS-KEY (employee)) AND PUBYEAR > 2014 AND PUBYEAR < 2024 AND (LIMIT-TO (LANGUAGE, "English")) AND (LIMIT-TO (DOCTYPE, "ar")) AND (LIMIT-TO (PUBSTAGE, "final")) AND (LIMIT-TO (OA, "all"))", researcher found 23 initial articles.

Step 2- Conducting the review

Search results for keywords in the Scopus database show 23 articles containing job satisfaction, job performance, workload and turnover intention. 23 This article underwent an initial screening stage by assessing the suitability of the abstract to the research concept. Articles that pass the abstract screening stage will go through the complete text

review stage. If, at this stage, the article is under the research concept, the researcher will make a summary, analysis and synthesis of the data.

Step 3- Reporting the review

This research's SLR results will be reported using the PRISMA method. The stages in the PRISMA method (reference for this research) are as follows in Table 1.

Table 1
Reporting the review

| PRISMA stage	Stage description	
1. Identification	Record identified through Scopus searching (N=38 article)	Publisher year limit to an article that publishes on 2014-2023
2. Screening	Record screened article (N=24)	Excluded at this stage 1. Book or conference N=9 2. Not in English N=1 3. Cannot download=3
3. Eligibility	Read the full-text article and then assess for eligibility (N=21)	Exclusion criteria, with reason(N=4) 1. Unappropriated topics
4. Inclusion	Studies included (N=17)	

Results and Discussion

Based on the literature study results, the number of articles in this review was 17. The seventeen articles were obtained through an initial screening process by reviewing the title and abstract and a second screening by reading the entire text. In summary, the number of articles obtained from the search stage to the final review is shown in Table 2.

Table 2
Summary number of reviewed articles from each step

Initial searching (Scopus)	1st screening -2	2nd screening-3	Final article
38	24	21	17

Previous research search results include (Kokubun, Ino, & Ishimura, 2022); (Ulupinar & Aydogan, 2021); (Boitet, Meese, Colón-López, Schwiebert, & Rogers, 2023); (Yusefi, Sharifi, Nasabi, Rezabeigi Davarani, & Bastani, 2022); (Lai et al., 2022); (Alblihed & Alzghaibi, 2022); (Al-Khasawneh & Khadar, 2021); (Nursing et al., 2023); (Fantahun, Dellie, Worku, & Debie, 2023); (Schneider et al., 2019); (Dagget, Molla, & Belachew, 2016); (Akuffo et al., 2021)(Mere et al., 2023)(Hasebrook et al., 2023). Details from each article can be viewed in Appendix 1.

Fig.3 summarizes sectors that research turnover intention, job satisfaction, and workload—reviewing published articles from 2014 to 2023 shows that most researchers chose the health sector as their research object.
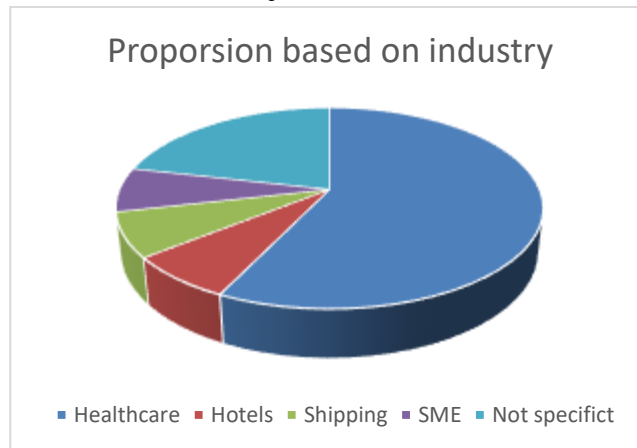
Fig 3 Research trend from the industry

Table 3 shows that, based on the method used, the majority used the cross-sectional study method, ANOVA (analysis of variance), and SEM. These results indicate that most analysis techniques are qualitative, so quantitative analysis techniques such as system dynamics can be used.

Table 3
Research trends from the methods

Methods	Qty
Cross-sectional study	5
T-test ANOVA	3
SEM	3
Regression	3
PLS	1
Correlation	1
Path analysis	1
Descriptive statistics	1

Table 4 shows that most researchers in job satisfaction, turnover intention, and workload choose African countries as objects. This data shows that research with objects in other countries, such as Indonesia, still has a great opportunity to enrich this type of research.

Table 4
Research trend from the object

Country	Qty	Country	Qty
China	2	South Africa	1
Ethiopia	2	South Korea	1
Ghana	3	Switzerland	1
Jordan	1	Taiwan	1
Poland	1	Turkey	1
Romania	1	Saudi Arabia	1

Based on the systematic literature review analysis that has been carried out, the trend shows that most research from 2014 to 2023 focuses on the healthcare industry. This trend spikes in the 2020-2021 period; this is related to the emergence of the COVID-19 pandemic, which puts pressure on health sector workers, resulting in turnover intention. Increase. The majority of previous research was conducted in developing African countries; this is an opportunity to conduct research in other countries. In terms of the research framework, the majority of previous researchers only focused on one or two aspects, for example, focusing on factors that influence turnover intention, job satisfaction, and workload only; factors that influence job satisfaction and turnover intention; job satisfaction and workload; or turnover intention and workload. Developing this research theme outside the health sector is an interesting development opportunity. The majority of selected articles use the perspective of only one stakeholder (from the management or employee side only) so that future research can also combine the points of view of various stakeholders involved in workload design.

Conclusion

The results of the systematic literature review analysis show that articles discussing turnover intention research topics, job satisfaction, and workload are still in demand; this can be seen from the number of articles found from 2014 to 2023 (17 articles). Analysis of factors and relationships between turnover intention, Job satisfaction, and workload are the majority of research themes in African countries and take the health sector as an object. Cross-section study and Structural Equation Modelling (SEM) are widely used methods. Future studies can develop previous research frameworks and apply them in sectors other than the health sector. Examples of sectors that can be alternative future research include the construction or maritime sectors (ports or sea shipping services). Apart from that, using qualitative methods such as system dynamics is an option for future research enrichment.

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Her Fin, Christian Harito, Cipto Purwanto

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