

What is the Theory of Turnover Intention in Human Resource Management? A Bibliometric Analysis.



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ABSTRACT: This bibliometrics review aims to synthesize several studies related to turnover intention in human resource management. The methodology designed to analyze bibliometrics in this research involves two stages: the selection of research document sources and bibliometric analysis. The research sources were selected through a systematic search of articles in the Scopus database. A total of 8738 data were filtered using data inclusion criteria so that 558 data were obtained that were by the eligibility standards. There are four images that illustrate the research trends related to turnover intention. The first image shows the increasing trend from 2019 to 2023. The second image depicts the most highly cited journals. The third image represents the mapping of collaborations among authors. And the last image pertains to the variables most frequently associated with turnover intention.

KEYWORDS: Turnover, Turnover Intention, Human Resource Management, Bibliometric.

I. INTRODUCTION

Human resources (employees) are the key assets driving an organization (Badrut Tamam, 2022). The presence of highly loyal human resources within an organization has a significant impact on achieving organizational goals (Soetjipto, 2013). Therefore, it is important for companies to prioritize the search, recruitment, motivation, training, and development of desired employees, as well as retain high-quality employees (Akbar, 2018). The attitudes and behaviors of employees play a crucial role in determining the quality and sustainability of a company. Because based on Rahmi (2017) the primary responsibility for creating competitive and sustainable advantages for the company largely depends on its employees.

One of the steps taken to achieve the desired targets or goals of a company is to reduce the level of employee turnover by considering all factors that influence employees' desire to leave (Otache & Inekwe, 2022). Employees' desire to leave is considered as a sign that they feel that their job conditions no longer meet their expectations (Mahdi et al., 2012).

Turnover intention refers to employees' intention to leave a company. Employee turnover implies the ultimate reality where a number of employees leave the company within a certain period of time. On the other hand, employees' desire to switch refers to their individual evaluation of the continuity of the relationship with the company, which has not yet been manifested in concrete actions of leaving the company. According to Iskandar & Rahadi (2021), employee turnover results in several losses for the company, such as the costs incurred and the time required for recruitment, selection, and training to acquire employees of equivalent quality to those who have left the company.

According to Cho & Lewis (2012), turnover intention is one of the factors that lead to employee turnover and can directly impact employees who leave their jobs, even without having alternative employment options. Factors influencing turnover intention include rewards, equity, and a sense of security regarding conflicts within the organization.

Based on the above descriptions, it is evident that turnover intention is an important variable that companies need to consider in order to achieve organizational goals. Therefore, the aim of this study is to conduct a comprehensive bibliometric analysis to map the research development on turnover intention in the past five years. The next step is to input keywords to identify and cluster the research themes. Co-authorship analysis is used to evaluate the collaboration between authors and other co-authors (Higaki et al., 2020). The analysis results will be presented in visual form based on author names, author affiliations, or author country of origin. We also conduct fractional co-occurrence analysis to confirm the strength of the main clusters and sub-themes within them. Using articles with the highest impact on turnover intention, we conduct a review and further analysis of the development of each research theme related to turnover intention. Ultimately, the researchers gather observational findings to conduct analysis and provide suggestions for future research.

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This review aims not only to present the structure and dynamics of research on turnover intention but also to provide recommendations for future research related to the theme, as identified from various regions. Compared to conventional structured review methods, bibliometric analysis has the advantage of reviewing a large number of articles to establish scientific research topics, identify areas of interest, explain relationships, and focus on thematic research while minimizing subjective bias from researchers. In this study, VOSviewer is adopted to analyze the conceptual structure of turnover intention, as it can generate powerful graphical visualizations and create maps that depict connections between the analyzed themes. Additionally, bibliometric methods offer systematic analysis and replication, enhancing understanding in the field of study and identifying research gaps and opportunities for advancements in the analyzed discipline.

II. METHOD

The methodology designed to analyze bibliometrics in this research involves two stages: the selection of research document sources and bibliometric analysis (Lewison, 2020). The research sources were selected through a systematic search of articles in the Scopus database. This study includes all articles related to the theme of turnover intention by including the phrases "turnover intention" OR "intention to leave" OR "intention to quit", encompassing journals, conferences, and articles in English. Through comprehensive bibliographic analysis, the researchers successfully collected 8,738 articles related to turnover intention from the Scopus database. After filtering based on the timeframe (2019-2023), language, subject area, publication status, and relevant filters according to the research needs, 558 articles that were relevant to the research theme were obtained.

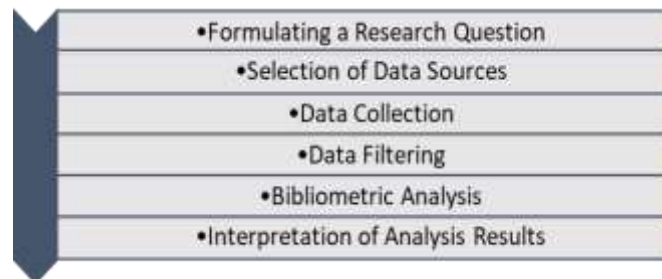


Fig. 1. Stages of the Bibliometric Method (Lewison, 2020)

1. Formulating research questions: The initial step in conducting bibliometric analysis on turnover intention is to formulate research questions. These questions may encompass topics such as trends in turnover intention literature, identification of key authors and journals associated with turnover intention, or mapping the intellectual structure of turnover intention.
2. Selecting data sources: The second stage involves choosing data sources for the turnover intention study. These sources can include databases like Scopus. The selection of data sources depends on the research questions and the desired scope of the study.
3. Collecting data: The third stage entails gathering data from the selected sources for the turnover intention study. This data can encompass publication metadata, author information, citation data, and keywords related to turnover intention.
4. Filtering and preprocessing data: The fourth stage encompasses filtering and preprocessing the collected data for the turnover intention study. This stage involves standardizing data related to turnover intention.
5. Bibliometric analysis: The fifth stage entails analyzing the data on turnover intention using bibliometric techniques. The analysis may involve calculations of publication frequency, citation indices, co-citation analysis, and clustering analysis. The results of the analysis can aid in understanding trends in turnover intention literature, identifying the contributions of key authors and journals in turnover intention, and mapping the intellectual structure of turnover intention.
6. Interpreting the results of the analysis: The final stage involves interpreting the results of the turnover intention analysis and applying them to answer the research questions regarding turnover intention. The findings from the bibliometric analysis of turnover intention can provide new insights into the topic and can be valuable for decision-making in academic or industry settings related to turnover intention.

In this research, bibliometric analysis tools are used to provide an in-depth summary of the latest trends in scholarly publications. Bibliometric methods are effective approaches for evaluating and monitoring the dynamics of research topic changes in specific fields of study. Bibliographic analysis is one of the computer-assisted text analysis approaches that can reduce researcher bias and enhance the efficiency and accuracy of content analysis. The analysis tool used to present visualizations is the VOSviewer software, which allows keyword mapping, author contributions, co-citation reference analysis, frequency calculations, and other visualizations and summaries.

III. RESULT

A. Number of Publication by Year

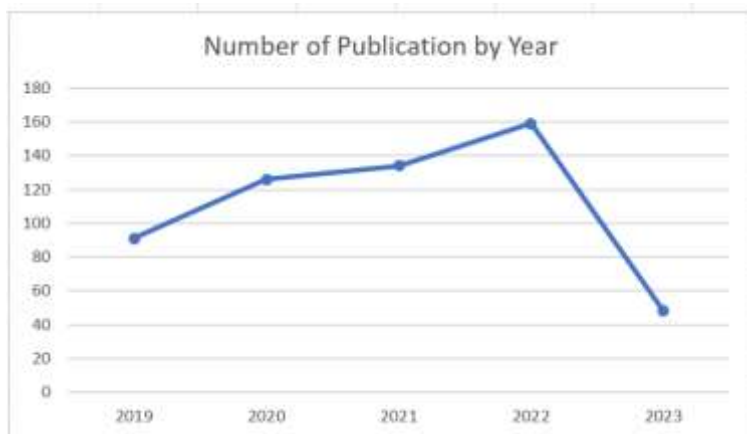


Fig. 2. Trend of Publication by Year

Research activities are often measured by the number of publications generated during a specific period. In this study, the distribution of publications on turnover intention from 2014 to 2023 is the main focus. Figure 1 illustrates the pattern of this publication distribution, providing an overview of productivity changes over time. The analysis results indicate a positive trend or significant increase in turnover intention, which is the central topic of this research.

During the period from 2019 to 2022, there was a noticeable increase in the number of publications. A total of 510 articles related to turnover intention were successfully published during that period. Although it is still 2023 and there is no definitive data yet, based on the observable trend, we can conclude that there is likely to be an increase in the number of publications this year. This phenomenon indicates that interest and focus on turnover intention in research are still growing.

In the context of this research, the high attention given to turnover intention is an important indication that this phenomenon is highly relevant in the field of research and practice. Through the conducted research, our understanding of turnover intention can be expanded, and this study is expected to make a meaningful contribution to the development of theory and practice in this field.

By studying turnover intention, researchers can delve deeper into the reasons behind individuals' intentions to leave an organization or their job. This is important because turnover intention can have significant impacts on organizational success, such as the costs of employee replacement, loss of knowledge and experience, and negative effects on overall organizational productivity and performance.

Thus, this graph is expected to provide valuable contributions in understanding and addressing turnover intention, as well as laying the foundation for the development of better strategies and policies at the organizational level to enhance employee retention and promote organizational sustainability.

B. Articles in journals with the highest citation counts.

Journal	Cited
International Journal of Hospitality Management	170
International Journal of Human Resource Management	85
Annals of Behavioral Medicine	70
Review of Public Personnel Administration	65
Annals of Tourism Research	59
Human Resource Development International	55
Computers in Human Behavior	46
Frontiers in Psychology	46
Personnel Psychology	43
Frontiers in Psychology	41

Fig. 3. Articles in journals with the highest citation counts.

The figure provides information about 10 journals that have significant influence in the publications on the topic of turnover intention. Some journals listed in the figure include the International Journal of Hospitality Management, International Journal of Human Resource Management, and Annals of Behavioral Medicine. The journal with the highest number of citations is the

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International Journal of Hospitality Management with 170 citations, followed by the International Journal of Human Resource Management with 85 citations, and Annals of Behavioral Medicine with 70 citations.

These findings confirm that the topic of turnover intention is of interest to academics and practitioners, prompting further research in the field. It indicates that this topic plays a crucial role in both academic and professional contexts and has a significant impact on our understanding of the turnover intention phenomenon.

Additionally, the figure also illustrates that the theme of turnover intention attracts attention from various disciplines, not just within the scope of HRM (Human Resource Management) or IHRM (International Human Resource Management). Findings related to turnover intention also emerge in journals related to psychology and health, indicating that the impact of turnover intention extends to various aspects of life and organizations.

The involvement of journals from different disciplines also highlights the importance of interdisciplinary approaches in comprehensively understanding the turnover intention phenomenon. By integrating perspectives from various fields, we can gain richer and holistic insights into the factors influencing turnover intention and develop more effective strategies and practices in managing turnover intention in various organizational contexts. Overall, the figure provides an overview of the influence of publications in the field of turnover intention, highlighting the high interest from the academic and professional community and the dissemination of this research across various disciplines.

C. Bibliographic Analysis Based on Co-Authorship

This research utilized bibliographic analysis using the VOS (Visualization of Similarities) software to explore turnover intention. The main objective was to identify collaboration patterns among authors involved in the field of turnover intention and describe the relationships formed through such collaborations.

The data used in this study consisted of various publications related to turnover intention listed in Scopus from 2019 to 2023. After collecting the data, a total of 558 publications involving 1703 authors were identified. The data was then analyzed using VOSviewer software to map the collaboration network among the participating authors.

The graph indicates the existence of several closely related clusters of authors in the field of turnover intention. Authors within the same cluster tend to have similar or even identical research themes and collaborate more frequently with each other. The most common research theme in the field of turnover intention is the relationship between turnover intention and organizational performance and human resource management.

Furthermore, the bibliographic analysis based on co-authorship in turnover intention using VOSviewer software revealed the presence of some authors who are more active and productive in collaborating within the field of turnover intention. These findings highlight the important role of these authors in the development of knowledge and understanding of turnover intention.

By analyzing collaboration patterns among authors involved in the field of turnover intention, this research contributes to mapping the collaboration landscape and describing the relationships formed among them. This information provides valuable insights for researchers and practitioners interested in turnover intention, facilitating further knowledge exchange and collaboration, and fostering advanced and innovative research developments in the future.

Here is a cluster map of the authors:

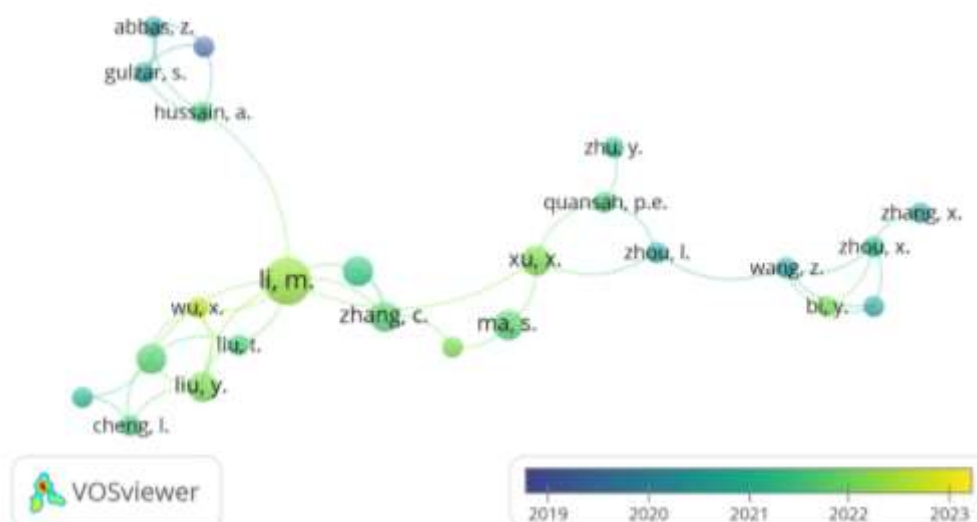


Fig. 4. Overlay visualization for co-authorship

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By considering these factors and implementing relevant practices, organizations can reduce turnover intention and enhance the retention of potentially departing employees. This will have a positive impact on organizational stability, operational continuity, and the achievement of long-term goals.

CONCLUSIONS

Through a bibliometric approach, this research aims to provide new insights into the research trends on turnover intention, identify the contributions of authors and key journals, and map the intellectual structure in this field. The results of bibliometric analysis can serve as a basis for developing better strategies and policies to address turnover intention and enhance employee retention.

In summary, the factors that can influence employee satisfaction and engagement and help address turnover intention are:

1. Compensation enhancement: Ensuring fair rewards and adequate compensation for employees can enhance job satisfaction and reduce the desire to leave .
2. Improved job satisfaction: Enhancing the work environment, providing development opportunities and career growth, and facilitating a healthy work-life balance can contribute to higher job satisfaction.
3. Career development: Providing development opportunities, training, and mentorship programs help employees plan and achieve their career goals, thereby increasing their attachment to the organization.
4. Enhanced organizational communication: Ensuring open and transparent communication channels between management and employees can increase employee satisfaction and engagement.

By considering these factors and implementing relevant practices, organizations can reduce turnover intention and enhance the retention of potentially departing employees. This will have a positive impact on organizational stability, operational continuity, and the achievement of long-term goals.

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