

Employees' Turnover Intention Of Mice Industry In Jakarta Indonesia

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Abstract: *This study aims to analyze the effects of workload, the empowerment of employees towards job satisfaction and job stress and its impacts on the Turnover Intentions of the Employees of MICE industry. When this study was conducted, the number of respondents were 213 people which was eligible in MICE industry in as many as 71 companies which already have certified their employees at the Institute Professional Certification (LSP MICE). The locations of the companies are widespread in Jabodetabek (Jakarta, Bogor, Tangerang, Bekasi), Indonesia. Data analysis uses the Structural Equation Model (SEM) with LISREL software. The results of the study showed that the workload has no significant effects on the intention to move out, job satisfaction and work stress of the employees. The empowerment of employees has a direct effect on job satisfaction and work stress. Meanwhile, the empowerment of the employees has no direct effect on the intention to move out but has an indirect effect through variables of the employee's job satisfaction. This is because the employee's job satisfaction has a direct effect on the intention to move out. Whereas the work stress does not affect work satisfaction or the intention of the employees to change jobs.*

Keyword: *MICE, employees and Industry*

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I. Introduction

MICE (Meetings, Incentives, Conferences, and Exhibitions) industry is one of the short-term sectors in the tourism industry which is economically important for tourism. Since MICE industry involves various sectors, such as transportation, travel, recreation, accommodation, food and beverage, event venues, information technology, trade, and finance, MICE activities can be described as a multifaceted industry. This industry is growing rapidly, so it is in Indonesia, especially in DKI Jakarta Province and Bali Province.

The development of the MICE industry in Indonesia is supported by the government which expanded 10 MICE destinations to 16 MICE destinations in 2015, (PT Bali Discovery Tour 2015) it can be beneficial since it is a complex industry and involves many parties. This is the reason that boosts the growth of MICE business operators, so it is undeniable that the MICE industry is a modern industry much in demand by business people.

In Indonesia, the activities of MICE business have opened up new jobs, both permanent and seasonal ones. With irregular work of employees, one of the main problems faced by this business is the high turnover intensity. Some of the reasons that lead to employee turnover in MICE companies include: low job satisfaction, lack of employee empowerment, excessive workload, high levels of work stress, growing and competition in the MICE industry, many job opportunities in other business sectors, establishment of own business, low level of promotion and intention to immediately try to work in other fields or other similar companies (pre-interview survey, 2018).

Given the wide scope of problems in addition to the limited opportunities and the length of time of research in relation to the range of the problems mentioned above, the problem statement which explains the effects of exogenous variables on endogenous variables is set out, namely: The Effect of Workload, The Empowerment of Employees on Job Satisfaction and Job Stress and Its Impact on Turnover Intention Employees of MICE industry.

II. Material And Methods

2.1 Turnover Intention, Workload, Empowerment of Employees, Job Satisfaction and Job Stress

The ins and outs of employees from the organization have a significant influence in the life of the organization. In one side, the employee turnover has a positive impact. However, on the other side, most employees who quit or move for new jobs bring bad influences on the organization, both in terms of costs and in terms of loss of time and opportunities to take advantage of.

Turnover is the intention of an employee to move, quit or leave the place of work voluntarily or on his own or the decision of the organization. While the turnover intention is the tendency or the intention of employees to stop working from their jobs voluntarily according to their own choice, Abera E Y (2014). Some factors that influence the occurrence of turnover include external factors, namely the labor market, institutional factors namely the conditions of the workspace, wages, work skills, and supervision, personal characteristics of the employees such as intelligence, attitudes, workload, empowerment, gender, stress work, age, length of work and individual reactions to their work.

Dimension of turnover intention, according to many experts study adopted, is very diverse. This the turnover dimension as proposed by Mobley (2002), namely; thinking to quit, job search and attempt to get out. Allard et al., (2011) stated that workload is a psychological and physiological sacrifice of the employee to carry out tasks in order to achieve predetermined requirements. Ippolito et al., (2010) proposed that workload is basically the quality of work, the way of working, the required time and workday in which an individual must complete within a certain period. Ksenia, (2012) considered workload as a work facility and working conditions provided by the organization. From the various definitions above, the workload that can be synthesized is the quality of work, the number of jobs that must be completed by an individual in a certain period of time and how to work and how to distribute work. Workload which can be either physical or mental burden can be viewed from an objective and subjective point of view.

Dimensions of the workload proposed in this study are tailored to the study phenomena in the MICE industry (Mobley (2002); Hart and Staveland (1988); Mueller et al., (2003); Nasrin et al. (2013); Munandar, 2001 ; Tarwaka, 2011), namely work quality, work time, work methods, work distributions and conditions and work facilities.

According to Riley, D. (2006), empowerment is a process of how people become increasingly strong enough to participate in sharing control and influencing events and institutions that affect their lives. According to Cook and Macaulay in Wibowo (2014), empowerment is a change that occurs in the philosophy of management that can help create an environment in which each individual can use his/her abilities and energy to achieve the goals of the organization. According to Hansen and Mowen in Mahardiani (2004), employee empowerment is to give authority to the employees to plan, control and make decisions about work which is their responsibility, without having to get explicit authority from their direct manager.

Dimensions of employee empowerment proposed in this study adapt some dimensions proposed by previous experts (Allen, 2003; Mahardiani, 2004), namely; work ability, confidence, authority to make decisions and a sense of responsibility.

While work stress is defined as a dynamic condition in which an individual is confronted with an opportunity, obstacle, or demand associated with what is highly desirable in which its results are perceived as uncertain and important Robbins (2008). According to Robbins and Judge (2009), work stress is the inability of employees to deal with their environment which may interfere with their work implementation. Job stress felt by employees will cause decreased performance and interfere with the work implementation.

Luthans (2011) stated that stress is a response to adapt, which is influenced by individual differences or psychological processes namely a consequence of each external action (environment), of the passing situations or events which demand a lot of psychological and physical claims to someone. According to Beehr (2008), stress is physical, mental or emotional suffering caused by the interpretation of an event as a threat to an individual's personal agenda. In a company, the greater the company, the more employees will work for it, so that it is likely to cause the more organizational problems, as well as human problems.

The work stress dimension proposed by this study adapts several dimensions proposed by previous experts, namely physical fatigue, feeling depressed and disability (Luthans, (2011); Robbins, (2008); Cooper, (2008)). Job satisfaction reflects a person's feelings for his job. This job satisfaction appears in the positive attitude of employees towards work and everything that is faced in the work environment. Mathis and Jackson (2009), defined job satisfaction as a positive emotional state of evaluating one's work experience. Job dissatisfaction arises when these expectations are not fulfilled. According to Rivai Veizthal (2014), job satisfaction is an emotional attitude to have a pleasant feeling and to love their job. Job satisfaction of the employees must be created as much as possible so that work morale, dedication, love, and discipline increase.

According to Luthans (2011), job satisfaction is a contented emotional state or positive emotion that comes from an individual's work or experience. Job satisfaction is the result of employees' perceptions of how well their work provides things considered important. The dimensions of job satisfaction proposed by this study adapt several dimensions proposed by previous experts (Robbins and Judge, (2009); Spector, (2007); Robin (2009), Luthans (2011)) namely the nature of work, incentives, supervision, promotion, and co-workers.

The study results of Muhammad and Iftikhar (2013), on the samples of employees who sent shipping packages in Pakistan. The results of the analysis state that workload, stress, and a bad work environment affect the intention to change the job. The study results of Gabriella and David (2015), on the employees of PT Hasjrat

Abadi Manado stated that work stress, excessive workload, and work environment have a significant and simultaneous effect on the employee turnover.

2.2 Methodology

This study is an expo facto study. It seeks to explain the effects on the influences of variables being hypothesized in a model so that the approach used is a causal relationship through structural equation modeling (Structural Equation Modeling - SEM). The variables used in this study include workload variables, employee empowerment, job satisfaction, work stress and the intention to move for a new job. The variables are downgraded to the study instruments as follows:

Table 1. Research Instruments

Variable	Dimension	Indicator	Scale
Turnover intention is when the MICE employees start thinking to move outm find new jobs, make efforts to leave the organization. Mobley (2002), Mueller et al., (2003), Nasrin et al., (2013)		Thinking of quitting job at present	Interval
		Search for new job opportunities	Interval
		Efforts to leave the organization	Interval
Workload is a working condition felt by MICE employees which is caused by work quality, time and workday, how to work, woek distribution and conditions and work facilities (Tarwaka (2011); Hart and Staveland (1988))	Work quality	1. Complete work on time. 2. Meet the standard demands of the specified quality	Interval
	Working time and working days	3. Working time are in line with the rules and physical abilities 4. Working days are in line with the rules and work balance	Interval
	Ways of work	5.Way of work is well coordinated 6. Way of work is in line with the duties and responsibilities	Interval
	Job distribution	7. Workload is in line with physical ability to do it 8. Work does not overlap	Interval
	Work conditions and facilities	9.Work facilities are sufficient to complete the work 10. Workload is consistent every month	Interval
Empowerment of the employees is how to encourage the MICE employees to show their ability, trust, authority and responsibility for work results. Allen .D (2003), Mahardiani (2004)	Ability	1. Types of work are in line with the skills 2. Types of work are in line with education	Interval
	Trust	1. High self-esteem of the task load 2. Open to carry out the tasks	Interval
	Authority	1. Given the opportunity to express the ideas/innovations 2. Given the rights in decision making	Interval
	Responsibility	1. Dare to make a decision to complete the tasks 2. Dare to take the risks to get the jobs done	Interval
Stress is a situation faced by MICE employees which describe feelings of tiredness, depression, and inability to carry out work. (Cooper (2008); Robbins (2008); Luthans, (2011))	Feeling tired	1. Feeling tired all day after work 2. Feeling weak and unmotivated to work	Interval
	Depression	3. Feeling emotionally drained by the work 4. Feeling irritable when in the office	Interval
	Inability	5. Feeling boredom to do the assigned work 6. Do not understand the duties and the responsibilities of the work assigned by the company	Interval
Job Satisfaction is a positive response to MICE employees on the aspects of work including the nature of work, wages, supervision, promotion opportunities and co-workers. (Robbins and Judge (2009); Spector (2007); Luthans (2011))	Nature of work	1. Types of work and assignments are fun 2. Types of work do not drain the energy and time	Interval
	Wages	1. Wages according to workload 2. Out-of-pay incentives/wages are adequate	Interval
	Opportunities for Promotion	1. Office promotions are clearly regulated. 2. Out-of-pay incentives/adequate income	Interval
	Supervision	1. Supervision quality of supervisor runs well 2. Smooth communication with the supervisors/bosses	Interval
	Co-workers	1. Smooth cooperation with co-workers 2. Good relationship with co-workers	Interval

Source: Processed by researchers, 2019

Each indicator will be given a scale from 1 to 5, each in the form of an alternative answer agree-disagree (Likert Scale). Malhotra (2010) states that the Likert scale delivered to the respondents should use 5 scale points, namely 5 = *Strongly agree*, 4 = *Agree*, 3 = *Neither agree nor disagree*, 2 = *Disagree*, 1 = *Strongly disagree*.

III. Result

3.1. Results and Discussion

This research uses technical analysis of *Structural Equation Model (SEM) with LISREL software*. Before the analysis is carried out, the test of *Goodness of Fit* is conducted using indicators which are grouped into 3 (three) criteria. According to Hair et al. (2010), the use of 4-5 indicators that meet the requirements for the *goodness of fit* is adequately provided that each indicator of the criteria has been represented, as follows:

Table 2. Criteria of Goodness of Fit Index

Criteria of Goodness of Fit Index	Goodness of Fit Index	Cut-off Value	Research Result	Conclusion
Criteria of Absolute fit indices	$\chi^2 - Chi-square$	> 0,05	0,00	Not Fit
	Root Mean Square Error of Approximation (RMSEA)	$\leq 0,1$	0,084	Good Fit
	Goodness of Fit Index (GFI)	> 0,9	0,84	Marginal Fit
Incremental fit indices	Adjusted Goodness of Fit Index (AGFI)	> 0,9	0,80	Marginal Fit
	Normed Fit Index (NFI)	> 0,9	0,68	Marginal Fit
	Comparative Fit Index (CFI)	> 0,9	0,75	Marginal Fit
	Incremental Fit Index (IFI)	> 0,9	0,75	Marginal Fit
	Relative Fit Index (RFI)	> 0,9	0,62	Marginal Fit
Criteria of Persimionous fit indices	Expected Cross-Validation Index (ECVI)	<independence ECVI	ECVI 1,91 <independence ECVI 7,86	Good Fit
	Akaike Information Criterion (AIC)	<independence AIC	nilai AIC 380,0 <independence AIC 1646,24	Good Fit
	Consistent Akaike Information Criterion (CAIC)	<independence CAIC	saturated CAIC 1196,68 <independence CAIC 1646,24	Good Fit
	Parsimonious Goodness of Fit Index (PGFI)	> 0,60	0,64	Good Fit
	Root Mean Residual (RMR)	<0,1	0,06	Good Fit

Source: Outpur Lisrel, 2019

Based on all indicators used for the Goodness of Fit test, it is known that there are 6 indicators which support that the research model is suitable or proven. However, none of the 6 indicators are in the *Incremental fit indices*. Furthermore, hypothesis testing can be carried out based on the research model.

3.2. Influence Test between latent variables in the model

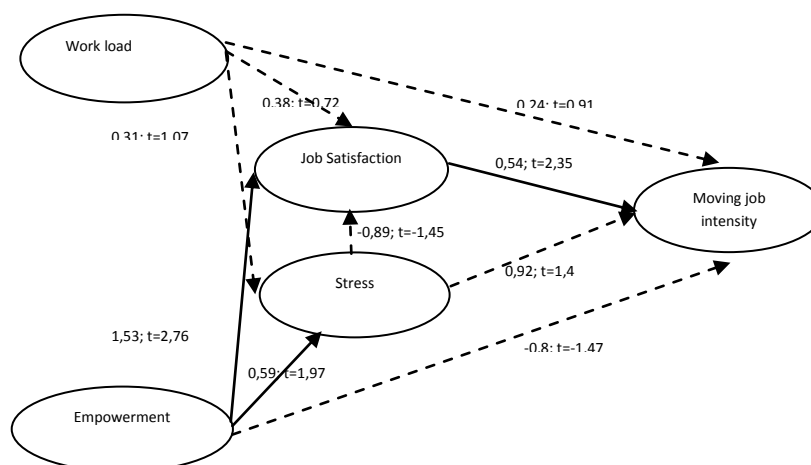


Figure 1. Research Model
Source: Processed by researchers (2019)

Based on the running model of SEM, the results of the research hypothesis test can be summarized as follows:

Table 3. Summary of the Results of Report Hypothesis

No	Hypothesis	Results
H ₁	Workload has an effect on the intention to move for a new job	Positive and insignificant
H ₂	Empowerment of employee has an effect on intention to move for a new job	Negative and insignificant
H ₃	Job Satisfaction influences the intention to move for a new job	Positive and significant
H ₄	Job stress affects the intention to move for a new job	Positive and insignificant
H ₅	Workload has an effect on job satisfaction	Positive and insignificant
H ₆	Empowerment of employees has an effect on work stress	Positive and significant
H ₇	Workload has an effect on work stress	Positive and insignificant
H ₈	Empowerment of employees has an effect on job satisfaction	Positive and significant
H ₉	Job stress has an effect on job satisfaction	Negative and insignificant

Source: Processed by researchers (2019)

IV. Discussion

This study confirms previous research that the workload has a positive effect on the intention to move for a new job (Muhammad and Iftikhar, 2013). At the same time, it argues the study conducted by Gabriella and David (2015), who stated that work stress, excessive workload, and work environment have a significant and simultaneous effect on employee turnover. This can be explained because the intention to change the jobs of the employees is due to non-work factors because employees are more interested in other jobs that are more in line with their expectations. The implication of this finding is an effort to reduce the intention of the employees to move for a new job through workloads which can be done by making rules on working hours, working days, work distribution and conditions and work facilities in order to complete the tasks.

Some of the results of previous studies have shown that there is a positive relationship of empowerment influence with the intention to move for a new job, as mentioned by Sun and Fernandez (2015), Füsün (2012), Lawson and Alan Luks (2001). But other studies stated that appropriate empowerment of competencies will have a negative impact on the intention to move for a new job (Nazim, 2013).

The results of this study state that empowerment has a negative but insignificant or has a weak effect on the intention to move for a new job. The results of this study are similar to Nazim's study (2013) on the negative influence of the employees of private banks in Pakistan who moved for a new job. The weakness of this influence is descriptively known because the intention to change the job of the employees is due to non-work factor because the employees are more interested in other jobs that are more in line with their expectations.

No matter how good the empowerment is, it cannot change the intention to move job. Similarly, there is no effect on the workload of the intention to move job, so when recruiting and selecting new employees the company should know whether the job to do is the long lasting one for employees. Thus, the theoretical implication is it is very weak to say the employee empowerment can affect the intention for the employees to move for a new job.

As explained earlier, employees who work in any organization and profession often express concern about job satisfaction. Job satisfaction is a condition that is expected to be the same as in reality that employees receive and how the employees perceive their job. Various studies have succeeded to prove that job satisfaction is most related to work performance, employee turnover, high absence and deviant behavior in the workplace.

Some previous studies stated that the intention to leave was also caused by a low level of job satisfaction, especially in other similar companies that opened up opportunities that were more in line with expectations. Also, some recent studies suggest that job satisfaction has a negative effect on the intention to leave because the intention to leave is often due to the nature of work such as field work, time and workdays, inappropriate wages, unclear arrangements that ultimately force someone to quit his job.

The results of this study also found interesting and different results from the hypothesis which states that job satisfaction has a positive and significant effect on the intention to move for a new job, meaning that the high level of job satisfaction of the employees of MICE companies still encourages the strong intention to move for a new job. These findings are similar to the results of Kipkebut's study, (2010) in 3 (three) State universities and 3 (three) Private universities in Kenya with the respondents of 829 permanent lecturers and 705 administrative employees. The study described that lecturers 'and employees' job satisfaction have no influence on the intention to change the job. This means no matter how unsatisfied they are, the intention to move for a new job among the lecturers and the employees is low. The reason is that the lecturers can still work as consultants and the employees can help with financial administration and the administration at the doctor's office. The magnitude of this influence is known descriptively since the intention to move for a new job is more likely caused by non-job satisfaction factors. The reason is that the employees are more interested in other jobs that are more in line with their expectations.

The company managers must understand the conditions of their employees. If the employees have a burden of problems that can hinder the performance of the company then the leaders can immediately reduce and resolve the burden, especially regarding stress at work which should be managed in a sustainable manner so as not to hamper the company's performance.

Some results of the study state that work stress are negatively related to the intention to move; something that has been done by Amarjit, Flaschner, and Bhutani (2010), Lynn, Holdsworth and Cartwright (2015) and Deepa and Paramanandam (2015). Nevertheless, there is a positive relationship between stress and intention to move for a new job, by Ali and Mosadehgrad (2013), with samples using the data of 316 paramedic from 6 hospitals in Iran, the results of the study showed that there is a positive but insignificant relationship between the stress and the intention to move out.

The results of this study state that stress at work have a positive effect, but the intention to move is weak. The weakness of this influence is descriptively known because the intention to move of the employees is due to non-work factor because employees are more interested in other jobs that are more in line with their expectations.

By paying attention to this finding, it can be seen that stress at work has a positive but insignificant effect on the intention to move job, so there are some theoretical implications of the stress at work which can restrain the intention of the employees to move job such as work morale, work atmosphere, understanding of tasks. The implication of this finding is an effort to reduce the intention to move job of the employees through work stress which can be done by giving work motivation and communication and giving more trust.

Employees should have a workload in accordance with their duties and responsibilities. However, the workload can be reduced or excessive depending on the company's workload as well. So, the overloading factor becomes a common phenomenon in an organization. However, the stable tendency of excessive workload will have an impact on fatigue and saturation of the employees. And, if the situation continues then the disappointment might arise.

Some results of the study show that the work with orderly and flexible work schedule have a positive impact on job satisfaction while the overloaded work will have a negative impact on the job satisfaction of the employees, as mentioned in the previous study done by Malik (2013), Hande and Sahingoz (2013), Goetz and Musselmann (2013) and Houston and Meyer (2006). The results of other studies suggest that excessive but flexible and challenging workload has only a small effect on the work discomfort.

The results of this study state that workload has positive and insignificant effects on job satisfaction which indicate that workloads are generally varied and not so excessive while job satisfaction is not so high and varied either. This is due to the background of employees who pay less attention to being satisfied or unsatisfied at work, but the main point is only a hope to get trust at work. The results of this study are the same as those of Handed and Sahingov (2013), using the data from 340 staff of accommodation and nutrition services for 4- and 5-star hotels in Turkey with the workload but have no effect on their job satisfaction.

By paying attention to this finding, it can be seen that workload has a positive and insignificant effect on job satisfaction so that the theoretical implications are that workload can lead to job satisfaction such as good work performance, work distribution, work facilities. The implication of this finding is that an effort to improve job satisfaction can be done by making a fair distribution of work and workdays in accordance with labor regulations and providing adequate support and work facilities.

Some of the results of the previous studies proved that the influence of empowerment has a negative relationship with work stress, and the study by Mustafa and Taşkaya (2016), successfully conducted study by using a sample consisting of 140 employees working in government hospitals in Turkey which include doctors, nurses and other non-medical employees. And the results of the study state that employee empowerment is negatively related to the employee stress supported by the previous study conducted by Amarjit, Flaschner, and Bhutani (2010), Lynn, Holdsworth and Cartwright (2015) and Deepa and Paramanandam (2015).

However, other studies stated that excessive empowerment will have a positive impact on work stress. In fact, there are also study results which state that the effect is insignificant both positively and negatively.

The results of this study also state that empowerment has a positive and significant effect on work stress. The positive influence of the employee empowerment on work stress can mean that empowerment can increase employee stress if it is done excessively beyond their abilities and responsibilities. For MICE companies, they need to consider that the empowerment of employees which is beyond their ability and responsibility will not result in the increasing ability of the employees, but on the contrary, it will increase the level of work stress. This influence is descriptively known because the work stress of employees is caused by a non-work factor since employees are more interested in other jobs that are more in line with their expectations.

No matter how good the empowerment is, it cannot change the level of work stress. Similarly, the workload does not affect the work stress, so companies which empower the employees should know whether the job to face is a job that can give stress levels.

The results of this study also state that workload has a positive but insignificant effect on work stress, since it has only small effect in contrast to previous studies which stated that workload has a significant effect on job stress (Beheshti and Hajizedah, (2013); Tianan, Yu-Ming and Mingjing Zhu (2015)).

The workload of the employees at MICE companies is more varied compared to that of other service industries so that the workload at certain times is excessive but at other times it is moderate. As a result, the work stress felt by employees varies, at certain times they experience relatively high stress but at other times they experience low stress because the workload is reduced, since the nature of the work in MICE industry is events (projects) and must be completed and implemented in accordance with the work order (SPK) or the contract agreement. By paying attention to this finding, it can be seen that workload has a positive and insignificant effect on work stress so that the theoretical implications is that the workload can cause work stress such as good work performance, work distribution, work facilities. The implication of this finding is that an effort to maintain the level of work stress can be done by conducting a fair distribution of work and workdays in accordance with labor regulations and provide adequate supports and work facilities.

The results of the study state that empowerment has a positive and significant effect on job satisfaction. The strength of this influence is descriptively known because employee satisfaction is caused more by being given authority, responsibility, and opportunity to innovate at work because employees feel more in line with their expectations. These results reinforce the findings of the previous studies conducted by Mushipe (2011, Elbeyi, Pelit and Yuksel Ozturk (2011); Hasnain, Mahmood, Owais (2015); and Syed, Akbar, and Yousaf (2010).

Good empowerment can change for job satisfaction. Similarly, the workload has no effect on job satisfaction, so companies should need to pay more attention to authority and responsibility and should motivate the employees to make decisions so that they feel proud if they succeed.

For certain types of work, there is a small effect of stress on job satisfaction. Likewise, from the results of the study of Usman et al (2013), it was found that stress has a negative but weak effect on job satisfaction. And the results of a study by Mansoor, Fida and Jinnah (2011) using a sample of 134 employees from the telecommunications sector in Pakistan with probability-based sampling, it was found that work stress had a negative impact on job satisfaction and what was done by Natasha, Oldenburg and Peltzer (2015), Naser, Hoboubi, Choobineh, and Kamari (2016). The results of this study state that work stress do not affect job satisfaction because work stress is not excessive or stress often occurs in fieldwork and time pressure and varied among employees while job satisfaction is not too high and varied. Thus the effect that occurs is weak.

By paying attention to this finding, it can be seen that work stress has a negative and insignificant effect on job satisfaction, so the theoretical implications of work stress can lead to reduced job satisfaction such as the nature of work, time to complete work, pleasure to carry out tasks and understanding of tasks. The implication of this finding is that the effort to improve employee job satisfaction through work stress can be done by giving work motivation and communication and giving more trust.

V. Conclusion

Based on the results of quantitative analysis and the results of the discussion that has been explained, it is concluded that workload does not significantly influence the intention to move for a new job, job satisfaction and work stress of employees. Employee empowerment has a direct effect on job satisfaction and work stress. Employee empowerment does not have a direct effect on the intention to move for a new job but indirectly influences through the variables of employee's job satisfaction. This is because the job satisfaction of the employees has a direct effect on the intention to move for a new job. While work stress does not affect job satisfaction or intention of employee turnover.

Business Implication

The management of MICE companies needs to pay attention to job analysis and make a job description for each job. Another thing that needs to be done is at the time of recruitment; during the interview, the employees need to be explained about the workload and the nature of work of MICE companies so the accepted employees can understand the job that they will do after being accepted and it is not just for trial and error. In addition, companies need to improve employee competencies by including in training programs so that employees feel unburdened to carry out the tasks assigned by company management and need to equip the supervisors' ability to make the subordinates have the confidence, ability, and responsibility to carry out their duties. The company also needs to provide training for new employees so that they can adjust in carrying out their duties explaining the nature of work in MICE companies, from time, day, place of work that is very different from the company in general.

Theoretical Implications

To strengthen the results of this study, it is necessary to do research in different places as well as in broader population such as the whole population of Indonesia. To strengthen and emphasize the relationship between variables to become an established theoretical concept, it is recommended to use research units for subsequent research in different industries, different methods or different sampling techniques.

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