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Upwarding Social Mobility for Hotel Workers in the City of Palembang

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ABSTRACT

Social mobility becomes a problem for companies when employees who have a good performance leave the company. The purpose of this study is to test and analyze empirically the effect of respondent identity on the work shift of hotel workers in the city of Palembang. This study examines several determinant variables of social mobility at hotels, especially focusing on upwarding social mobility. The object of research is hotel workers with star rating. The research sample was 360 respondents. Sampling was done by purposive method. The analysis technique used is the multinomial regression logit model. The results showed that there were influences of the respondent's identity variables, job satisfaction, age, wage, training and length of working, which simultaneously affected employee upwarded social mobility. The real result is that general education has no effect on the transfer of hotel workers, considering that the hotel industry uses skilled workers formed from training in mastering the fields of work. While conflict is a common thing in hotels so that workers can minimize conflicts that occurs. The novelty of this research is the social mobility that occurs in multilevel positions, ranging from one-star hotel workers to five-star hotels. This research has not examined the non-economic factors that affect the job transfer of workers, it is necessary to conduct further studies to obtain maximum results.

1. Introduction

The Ministry of Tourism has set the city of Palembang as a model *sport tourism* and MICE (Meeting Incentive Convention and Exhibition) or organizing meetings, conventions and exhibitions in Indonesia. Complete facilities from Jakabaring Sport Center making the city of Palembang often host national and international scale sports events. Several national and international level activities have been carried out in the city of Palembang such as; Pekan Olah Raga Nasional XVI (PON 2004), Southeast Asian Games (26th SEA Games, 2011), 3rd Islamic Solidarity Games, 2013, Musi Triboatton, Asean University Games, 2014 and Asian Games, 2018.

This has a positive influence on tourism development, marked by the high number of spectators who want to watch the match, so that more accommodation facilities are needed for participants, committees, supporters from their regions of origin and more sports families. In line with the above activities, the demand for accommodation facilities in the city of Palembang is increasing greatly, resulting in the emergence of accommodation facilities such as hotels. Hotels are accommodation facilities or places to stay that are used by tourists with several service facilities such as room services, food and beverage, and other accommodation services with conditions in the form of rewards or payments that are distinguished according to the type and level of facilities

owned. (Rumekso 2002, Ni Wayan Suwithi 2013).

Along with the number of sporting events in Palembang, there has been a rapid growth of star hotels. Based on data of BPD PHRI Sumsel before Pekan Olahraga Nasional (PON 2004) the number of star hotels in Palembang is 13 hotel, after PON 2004 to 18 hotels as the network enters international and nasional hotel such as Aston, Horison and Novotel. approaching SEA Games 2013 star hotel increased to be 28 hotel and increased 38 hotel after SEA Games 2011. The growth of the hotel is increasing with the existence of a grand sporting event Islamic Solidarity Games and ASIAN Games 2018 increased 58 star hotel bintang until now.

The dual influence of the growth of hotels in the city of Palembang has certainly opened up job opportunities for the people of the city of Palembang to be able to work in the hotel and other tourism sectors such as; travel agents, airline services, tour guides, taxi drivers, hotel suppliers, lodging for hotel workers and others. These job opportunities can improve their standard of living. In addition, the surge in hotel growth has an influence on the phenomenon of labor migration. If there is a new hotel established in the city of Palembang, other hotels will lose workers who are interested in moving for various reasons, both because of the large salary offered and promotions. For hotels that are abandoned by their workers, it is necessary to recruit new workers to fill vacant positions which of course takes time and money (Pearlman and Schaffer 2013), (Nassar 2018), (Hankir 2020)

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According to (Chen, Lin, and Liao 2014) the demand for workers in the hotel sector is influenced by the occupancy rate of the hotel or occupancy which led to an increase in hotel revenue. The empirical results of his research show that if the room occupancy rate increases, it causes hotel income to increase, causing a demand for labor. Meanwhile, according to research (Formby, Bishop, and Kim 2004) It is known the cause of low-income workers because they are not skilled at work so that it affects their income which is not sufficient to meet family needs.

The incidence of transfer of star hotel workers in the city of Palembang from year 2014-2018 seen on table 1.

Table 1 Work transfer rate for star hotel workers in the city of Palembang Year 2014-2018 (in percent)

Year	Work Transfer Rate %			
	Klasifikasi Hotel			
	5 Star	4 Four	3 Three	2 Two
2020	35,45	44,16	26,82	23,68
2019	16,02	26,61	15,25	5,07
2018	2,84	27,87	17,58	8,11
2017	14,37	10,77	16,67	18,42
2016	3,68	24,59	5,68	9,76
2015	1,02	12,00	5,68	10,00
2014	5,56	25,97	9,80	5,26

Source: BPD PHRI Sumsel (2020)

From the results of interviews with the hotel's General Manager, it is suspected that the movement of workers is mostly motivated by education, training, experience, number of dependents, job satisfaction, work conflicts and wages of hotel workers. Table 1 shows the displacement of star hotel workers in 2014-2020, but the data for 2020 is the era of the covid-19 pandemic or the new normal, where there are many reductions in hotel workers and a reduction in working time to keep hotel operations running. For this reason, work transfer in this study focuses on discussing transfer data in the era before the new normal, namely from 2014-2019.

In the normal era (before the Covid-19 pandemic) job transfer was a serious problem in human resources associated with high labor turnover (Kumar et al., 2012; Mohsin dan Lengler, 2015). The existence of a job transfer can have a negative and positive impact on the company. The negative impact for the company is when workers have good performance and then leave the company. The consequence is the company's ability to replace those workers who leave, which of course requires new time and costs in recruiting new workers (Huselid, 2018; Gibson dan Ivancevich, 2010). The costs incurred include: advertising costs, interviews, and training costs used to increase the productivity of the new workers (John dan Adebayo 2013). The positive impact is that when workers who leave have low performance and less potential, it provides an opportunity for the company to recruit new workers who have more potential than before (Mobley, 2011; Tulangow, Saerang, & Rumokoy, 2015; Kerby, 1991).

Job transfer can occur voluntarily or involuntarily. Voluntary job transfer is a worker's decision to leave the organization voluntarily because of how attractive the current job is and the availability of other job alternatives. On the other hand, involuntary work shifts represent the worker's decision to terminate the employment relationship. Thus, job shifts can be triggered by workers where they quit and then leave the company, the company can also lay them off (Costello, 2009).

According to Zeffane (2003) Job transfer is the tendency or intention of workers to stop working from their jobs, the initial indication of a work shift is usually marked by a desire to move which is commonly called a change in workers' work or work transfer. The desire to leave an organization is generally preceded by the intention of workers who are triggered by workers' dissatisfaction with their work and the low commitment of workers to bind themselves to the organization. (Sianipar dan Haryanti, 2014; Sijabat, 2011). Furthermore Huang, Lawler, dan Lei (2009) explained that job transfers were marked by various things related to worker behavior, including: increased absenteeism, starting to be lazy at work, increased courage to violate work rules, and courage to oppose or protest to superiors. This statement can be used as a reference to predict the work shift of workers in a company.

Job transfer in terms of education is also still not suitable, most hotel graduates choose to work outside the region. Literature research on human capital in hotels is still limited. The latest topic of further research requires complex studies, especially the study of hotel workers from the human capital side in the hospitality industry with a large number of workers is still small. (Cebile Mensele and Melinde Coetzee 2014), (Netswera 2014).

Furthermore in research Longhi (2009) as for the factors that influence job changes, namely demographic variables which are divided into age, gender, marital status, number of family members. Educational variables are divided into general education and education based on levels, namely higher, secondary, lower and special education. Job changes are also seen from work routines, skills, services and part-time workers, job transfers are also based on company size, namely medium with 50-199 workers and large with over 200 workers.

The result of research Sabrianova (2000) states that there are three things that influence a person to change jobs, namely 1) income which consists of a decrease in income from work before the current job and an increase in income from new job choices, 2) tenure, job changes decrease along with years of service, namely experience in a different job. equal and total of work experience in the job market. 3) Company characteristics, including type of ownership, industrial company and company performance.

The impact of job shifting for companies can be traced back, especially to the theory of human capital, namely that individual productivity depends on two components of human capital in general and in particular. Opinion Fedorets (2018) General human capital is knowledge/skills that can be transferred between occupations without loss and not resulting in a reduction in income. Specific human capital cannot be transferred through knowledge/skills when change occurs. Transfer of ability also depends on the source and target of the occupation, the more similarities in the occupation, the higher the classification of special human capital that can be transferred.

According to Ludiya (2018) there is a negative and significant effect of work life policies and work stress on job changes. That is, when work life policies are improved and work stress is decreased, it results in a decrease in job turnover. Meanwhile, work life conflict and loneliness have a positive and significant influence on the intensity of displacement. This means that when work-life conflict and loneliness increase, it can increase the intensity of work changes to be more. Based on interviews with Human Resources and Development (HRD) Hotels, hotel worker conflicts often occur because work in hotels requires a predetermined time limit so that they often work under pressure given by their supervisor or supervisor. This is still said to be reasonable considering that they have to meet the deadline for completing the work. Besides, the leadership style of a supervisor will determine the level of conflict that occurs.

Changes in job transfer are also influenced by years of service. Research McConell (1999) shows that the ability with the level of intelligence possessed is closely related to the amount of sacrifice made to improve the quality of human resources through education, experience and length of work. Workers feel more fortunate if they work with the same employer for a long time due to their economic and psychological reasons. Regarding the economy, work benefits will increase if the work period is longer, for reasons that are familiar with environmental psychology. From the employer's point of view, the company will continue to use old workers because the company has made a sizeable investment in the form of costs for hiring workers and training costs. (Nurlina, 2012), (Hazra, Ghosh, and Sengupta 2017), (Ma and Chang 2013), (Sobaih 2011).

Research Fedorets (2018) also view and measure time and workload. As an indicator variable of job transfer, it can estimate the relationship between income and other components, namely changes in the value of suitability between jobs and workers (measured by indicators of job changes), transfer of human capital between work groups or occupations (indicators of similarity between sources and targets of work), changes in the value of work professionalism or overtime for workers who do not make job changes (an indicator of a measure of the similarity of workloads at different points in time).

Associated with the transfer of work to workers can not be separated from the issue of wages or compensation provided. The provision of compensation to workers can also be interpreted as a form of company appreciation for the work contribution of workers. The passage of other resources cannot be separated from the existence of human resources, therefore it is necessary to increase human resources so that they can compete so that the goals of an organization can be implemented. In order for human resources to contribute optimally to the company, adequate compensation is given in the form of salary, through a salary system that is well managed, and transparently. Every worker is different in terms of human capital, and the type of work therefore requires different abilities. It is

the same with wages given because companies have different respect for a person's status and the attitude of employers towards workers (Nurlina, 2012). Wages are also influenced by the bargaining rights of workers in the name of wages and work flexibility, but unions often work together with employers (Bryson 2014). (Al-Qathmi and Zedan 2021), (Eriksson and Long-Hwa 2009).

The problem in the hospitality industry is not only job transfer and available human capital, but there is a need for a study so that it can be understood how far it affects the phenomenon of job transfer and the level of satisfaction of hotel workers working (Seo *et al.* 2020), (Yu *et al.* 2020), (Susskind *et al.* 2000)

Work migration theory refers to work migration, where work migration is influenced by several existing labor turnover factors, including ethnicity (Longhi, 2009), (Sanon 2014), (Dobson 2009), (Nasser 2012) training (Longhi, 2009; Fedorets, 2018; Lavenson, 2010), job satisfaction (Lavenson, 2010; Fedorets, 2018; Nadiri and Tanova, 2010; Kusluvan *et al.* 2010; Shahzad, 2011), work conflict (Sheraz *et al.* 2014; Akinyomi, 2016; Xue Wu, An-Jin Shied and Gordon, 2017; Hinkin dan Tracey, 2010), long work (Shahzad, 2011: Longhi, 2009; Sheraz *et al.* 2014), marital status (Fedorets, 2018; Longhi, 2009), education (Fedorets, 2018; Longhi, 2009; Lavenson, 2010), age (Fedorets, 2018; Longhi, 2009), income (Vitaliano, 2010; Davidson *et al.* 2009, Fedorets, 2018; Longhi, 2009) and total liabilities (Fedorets, 2018; Longhi, 2009).

However, the transfer of hotel workers is strongly influenced by the desire of workers to self-actualize in social identity, they also move to hotels to get better job positions and hotels considering the good impact of job transfers is for individual welfare but this desire cannot be direct. achieved because it must go through a process (Clark and D'Angelo 2010) (Hadjar and Samuel 2019) (Be'nobou and Ok 2001) (Falk *et al.* 2006) (Chety *et al.* 2020) (Akerlof and Kranton 2000)

This research is more focused on job transfer in job positions or employee positions in all five-star hotels in the study area of the city of Palembang. Research on job transfer in the city of Palembang is still relatively small. Research on hotels is more about moving between hotels of the same or the same star. Previous research has focused on displacement because of the company, not the desire of the workers themselves. Research Maidiana (2017) focuses on the movement of workers between three-star hotels in the city of Palembang who move based on the type of income and the movement of workers to a permanent location, the work changes, the location changes to a permanent job and the location changes to a job, with the assumption that four-star and five-star hotel workers tend not to change jobs because they already have a job. special skills and sufficient income.

While this study observes the job transfer of hotel workers that occurs at all hotel levels, ranging from one-star hotels to five-star hotels. By looking at the phenomena that occur in job transfers and transfers to hotel classes, six possible displacement groups can be formed, namely 1). Group of the same job transfer to the hotel with the same star (PSHS), 2). The same group of job transfers to a higher star hotel (PSHT), 3). The same group of job transfers to a lower star hotel (PSHL), 4). Different groups of job transfers to the same star hotel (PBHS), 5). Different groups of job transfers to higher star hotels (PBHT), and 6). Different groups of job transfers to lower star hotels (PBHL).

However, this research specifically focuses on the upward social mobility of hotel workers so that it is divided into three typologies of displacement, namely; The same job transfer group to a higher star hotel (PSHT) and a different job transfer group to a higher star hotel (PBHT) towards the Other Job Transfer Group (KPPL), which consists of 1). Group of the same job transfer to the hotel with the same star (PSHS), 2). The same group of job transfers to a lower star hotel (PSHL), 3). Different groups of job transfers to the same star hotel (PBHS), and 4). Different groups of job transfers to lower star hotels (PBHL).

2. Literature Review

2.1 Social Mobility

Sorokin defines social mobility as a phenomenon of movement of individuals in social space. Social space is different from geometric space, people who geometrically live close together are often very far apart in social space, and vice versa. People who are members of social groups and have the same function, tend to have identical social positions. To be able to see one's position in the social space, Sorokin argues that one's position can be based on economic criteria, which focus on the differences between rich and poor as well as on political and occupational criteria. The difference between Sorokin's social mobility thinking and other thinkers is that Sorokin does not pay attention to individual phenomena, but to collective phenomena, as well as the consequences of these changes differently among social groups in the social structure. (Sorokin, 1959).

Social mobility is influenced by contact and communication, in closed social interactions (the boundaries of association between the upper class minority and the lower class majority), exclusive association, the possibility of mobility is very difficult. Vice versa, with openness in interacting, wide association will facilitate social mobility. The criteria for high social mobility are people who have many opportunities for social interaction and social contact and are supported by individuals who almost every day travel outside their residential area or out of town (Sorokin, 1959).

2.2 Education

Education is a long-term investment to change the quality of the future. The higher the level of education will certainly affect the acquisition of a person's wage level or income. As expressed by Jouhatorun (2018) that education can provide two benefits at once, namely increasing the value of self-esteem and great productivity capabilities. So that education is closely related to the level of quality of workers and their productivity (Borjas, 2016). Opinion Mangkunegara (2013) education level is a long-term process using a systematic and organized procedure, by which managerial workers learn conceptual and theoretical knowledge for general purposes. Regarding the notion of education (learning) is an action taken by workers in an effort to master certain skills, knowledge, and attitudes that result in relatively permanent changes in their work behavior. (Hasibuan, 2010).

2.3 Training

According to Dessler (2009), The definition of training is to give new or old workers the skills they need to carry out their jobs. Thus, training means showing someone how to do their new job, for example, for a receptionist who has just received training, it is how to make a reservation process for guests who will stay at the hotel and try to introduce and sell hotel products, so that guests will return to stay at the hotel with the friendliness and convenience. given by the receptionist. Meanwhile, according to Hamalik (2007) training is also provided in the form of assistance. Assistance in this case can be in the form of direction, guidance, facilities, delivery of information, skills training, organizing a learning environment, which basically workers have the potential and experience, motivation to carry out their own training activities and improve themselves so that they are able to help themselves..

Martoyo (1996) additional that training is a short-term educational process using a systematic and organized procedure by which non-managerial workers learn technical knowledge and skills for a limited purpose. Whereas, Mondy (2008) said training is a step in determining training and development needs from the perspective of the organization as a whole, the missions, objectives, and strategic plans of the company are studied, along with the results of human resource planning.

2.4 Experience

Opinions about length of work or experience according to Foster (2001) work experience is a measure of the length of time or period of work that a person has taken in understanding the tasks of a job and has performed them well. Whereas Borjas (2013) The more emphasis is placed on investment in work experience, the longer a person works they have a better work value in their field. Work experience is the process of forming knowledge or skills about the method of a job because of the worker's involvement in carrying out work tasks (Heni, 2016).

Extensive studies on the relationship of seniority to productivity have been carried out, and the result is that there is a positive relationship between seniority and work productivity of a worker (Robbins, 2006). According to Handoko (2002) Length of work is a period of time or the length of time the worker works in a place. The period of time starts from someone starting to work at the company until a certain period of time. The tenure of an employee's previous job is a powerful predictor of employee resignation in the future (Robbins, 2006). The longer the workforce is in work that matches their expertise, it is expected to increase their productivity. Victor (2006) states that work experience is a reflection of workers who have the ability to work in other places before. The more experience the workforce gets, the more trained they will be in doing the job.

2.5 Age

Age can be used as a proxy for experience because older people usually experience many things in their lives. Opinions about age include according to Elisabeth translated from Nursalam (2003) Age is an individual's age from birth to birthday. According to Huclok (1998) the older one gets, the more mature one's level of maturity and strength will be in thinking and working. According to Suryabudhi (2003) A person who lives a normal life can be assumed that the longer he lives, the more experience he has, the wider his knowledge, the deeper his expertise and the better his wisdom in making decisions about his actions.

Age is also a factor that determines labor productivity because of natural influences where older age will certainly reduce strength, both physical and non-physical (Moulet, 2001). The older they get, the more their grasping power and mindset will develop, so that more and more knowledge is gained (Notoatmodjo, 2003).

2.6 Job Satisfaction

The most popular definition of job satisfaction put forward by Locke (1976) Job satisfaction is a positive emotional state resulting from an assessment of one's work experience. This definition consists of two things, namely cognitive (assessment of one's work) where someone concludes something based on the results of experience and information obtained, and affective (emotional state), affective is influenced by two factors, namely emotional atmosphere and cognitive schema. Emotional mood is the state in which a person is strongly influenced by the mood or feeling at the time, while cognitive schema shows the extent to which individuals feel positively or negatively about their work. According to Bangun (2012) Jobs that provide job satisfaction for the perpetrators are jobs that are felt to be fun to do. On the other hand, an unpleasant job to do is an indicator of a person's dissatisfaction at work.

Job satisfaction according to Robbins (2005) is an individual's general attitude towards his job. Work demands interaction with colleagues and superiors, following organizational rules and policies, meeting performance standards, living in work conditions that are often less than ideal. This is a worker's assessment of being satisfied or dissatisfied with the work they are doing Whereas according to Mathis and Jackson (2002) is a positive emotional state of evaluating one's work experience. When these expectations are not met, job dissatisfaction will arise. Job satisfaction consists of several things, while these include job satisfaction in the job itself, salary, recognition, the relationship between managers and workers and career opportunities. According to Kreitner and Kinicki (2001) job satisfaction suatu efektifitas atau respons emosional terhadap berbagai aspek pekerjaan

According to Handoko (2000) job satisfaction as a pleasant or unpleasant emotional state and how workers perceive their work. Job satisfaction reflects a person's attitude towards his job. According to Abdurrahmat (2006) Job satisfaction is a form of emotional attitude that is pleasant and loves the work he is doing. While the opinion Ahmad et al (2010), Job satisfaction is functioned to be able to increase employee morale, worker productivity, reduce absenteeism, increase employee loyalty and keep workers working at the company.

2.7 Work Conflict

Definition work conflict according to Stoner, Feeman, Gilbert (1985) is differences of opinion between two or more members of the organization or group, because they have to share scarce resources or work activities and have different statuses, goals, assessments, or views. As for opinion Mangkunegara (2013) work conflict is the conflict that occurs between what is expected by a person of himself, others, the organization and the expected reality. Opinion Robbins (1996) the existence of limited resources, obstacles, and the assumption of a mismatch of interests and goals between two or more groups. Other opinions regarding work conflicts are expressed Handoko (2010) work conflict is incompatibility of two or more people in organizational groups that arises because of the fact that they have to share limited resources or work activities or because of the fact that they have different statuses, goals, values and perceptions.

2.8 Wages

Wages according to Wursanto (2010) is a form of compensation, namely the benefits of services provided regularly for work performance given to a worker. The difference between wages and salaries is seen from the period of receipt, salaries are generally given every month while wages are paid with the results of work. Meanwhile, according to Harianja (2008) salary as a fixed fee that a person receives from his membership in an organization. While wages are received by workers or operational workers for their service contributions which are calculated based on hourly or daily wage rates.

according to the opinion of Rivai (2005) wages are paid to workers based on the hours worked, the number of goods produced or the number of services rendered (Rivai, 2005). Work wages are a reflection of national income in the form of money wages received by workers in accordance with the amount and quality devoted to the manufacture of a product. (Sinungan, 2005). According to Soemarmo (2009) Wages are defined as rewards for workers who do menial work and rely more on physical strength and the amount is usually set on a daily, piece or piece basis. Wages are rewards received by workers from employers for services provided to companies based on the length of working hours and the number of products produced, as well as an agreement between workers and employers in determining the amount of wages for their workers.

2.9 Previous Study

The following are some previous studies that were used as a reference in conducting this research. Fedorets (2018) in his research produced evidence of a relationship between changes in the content of professional duties and individual income, namely; 1). Using the income approach shows that changes in content within the profession are associated with higher earnings. 2). Job changes result in the loss of certain human capital. 3). There is a matching income earned for workers changing jobs. 4). The estimation results using the task-based approach confirm that the main predictions of the human capital theory, search and fit.

Research Xue Wu, An-Jin Shied and Gordon (2017) The results of his research are that customer orientation is positively related to turnover intention and the emotions of workers are used as intermediaries. Research Ludiya (2016) the results of his research there is a negative and significant effect of work life policies and job stress on turnover intentions. Whereas Akinyomi (2016) The result of his research is that the high turnover rate in a company will be very detrimental to the company, both the cost of job advertisements, interviews, training and lost productivity caused by inefficient productivity of newly recruited workers. Research Sheraz et al (2014) The results of his research are that there is an effect of job stress, job satisfaction on turnover intentions. Whereas research Haven-Tang dan Jones (2012) the results of his research that turnover intentions, job stress, social is the cause of high employee turnover is due to poor management, low wages or a bad environment.

As for research Shahzad (2011) The result of their research is that there is a positive relationship between work life policies, job stress and turnover intentions in customer service workers. While research Kuslivan et al (2010) The results of his research are that some of the causes of high employee turnover are due to poor management, low wages or a bad work environment and poor communication. As for research Davidson et al (2009) The result of this research is that the labor turnover is relatively high this is due to the low career development for workers, as well as excessive hours and workload. While research Noor and Maad (2008) with the results of his research that there is a positive and significant influence between work life conflict and stress on turnover intentions in marketing executives.

Research Kim, Shin, & Umbreit (2007) The result of their research is the relationship between employee pleasure and job stress related to labor migration. While Research Hendrie (2004) The results of the study indicate that there are reasons for worker dissatisfaction in different situations that lead to worker displacement. While research Newman (2001) the result is that the variables of service quality and customer satisfaction affect the movement of workers.

Research Bartel and Borjas (2000) shows that job change is a significant factor in influencing income growth, either between jobs or within those jobs. Research Spinelli and Canavos (2000) The results show that guest satisfaction is very important because it encourages repeat business and becomes word of mouth advertising. Study Kielhofner (1997) emphasizes that human systems are brought about and shaped by the behavioral nature of their work. When the human system is involved in the action, the action or behavior is imprinted on the human system, work behavior is a dynamic process through which we can maintain the organization of our body and mind. Study Wilson (1990) found evidence among young male workers that investing in the profession is an important determinant of earnings.

As for research Shaw (1987) which discusses the job transfer model, employer change and the transferability of skills, the results of his research are the model developed here hypothesizes that the intensity of human capital investment in job skills varies across companies and individuals, and that a portion of job investment can be transferred to change. Next there is research Smith et al (1986) The results of the study also explain that activity motives cannot be explained only by volitional characteristics. Study Moreton (1974) The result is that job opportunities and worker behavior are positively related to job transfer.

2.10 Research Originality

This study is more in analyzing social work transfer at each level of star hotels, which are classified into one, two, three, four and five star hotels. The study examines individual social work displacement, where this work shift is expected to be able to overcome economic problems and social inequality. This study uses categories, consisting of 4 (four) categories of displacement, namely (1) Permanent Locations of Permanent Jobs, (2) Permanent Locations of Changed Jobs and (3) Changing Locations of Permanent Jobs (4) Changing Locations of Changed Jobs, while in this study Migration Work is analogized into 6 categories, namely as follow;

1. The same group of work transfers to the same star hotel (PSHS),
2. The same group of work transfers to a higher-star hotel (PSHT),
3. The same group of work transfers to a lower star hotel (PSHL),
4. Different groups of job transfers to the same star hotel (PBHS),
5. Different job shift groups to higher star hotels (PBHT), and
6. Different groups of job transfers to lower star hotels (PBHL).

This study uses different variables from previous studies, namely by adding the variables of conflict, job satisfaction, and the number of family dependents.

2.11 Framework

This study uses seven variables, namely education, training, experience, number of dependents, job satisfaction, work conflict and wages. The following is the framework for this research (Sholahuddin et al, 2021) :

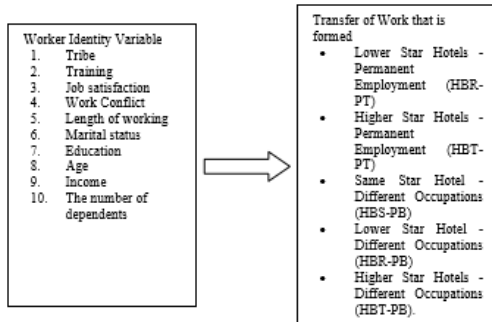


Figure 1. Framework this research

2.12 Research Hypothesis

To answer the research problem, a hypothesis or provisional assumption is put forward based on the theory, previous studies and the framework that has been prepared previously. In this study will prove the hypothesis which is formulated as follows:

1. It is suspected that the variables of Education, Training, Experience, Number of Dependents, Job Satisfaction, Work Conflict, and Wages have a significant effect on the job transfer of hotel workers in the city of Palembang.
2. It is suspected that the probability that the factors that influence the job transfer of hotel workers in Palembang City are significantly different from the reference group.

3. Research Method

3.1 Scope of Research

This study discusses the relationship between education, training, experience, age, number of dependents, job satisfaction, work conflict, and wages on job transfer from star hotel workers in the city of Palembang. Thus, it will be known what factors influence job transfer in the hotel sector in the city of Palembang and the probability of the factors causing job transfer.

3.2 Research Design

The research design in this dissertation uses a quantitative approach. Quantitative research is a research that basically uses a deductive-inductive approach. This approach departs from a theoretical framework, the ideas of experts, as well as the understanding of researchers based on their experiences, then developed into problems that are proposed to obtain justification (verification) or rejection in the form of field empirical data documents.

Specifically, the research design begins with identifying the problems to be raised. After the problems are identified, the objectives and benefits of the research are described as guidelines and guidelines in conducting the research. In detail, each research process will be explained in the sub-chapter of this section.

3.3 Types and Sources of Data

3.3.1 Primary Data

Primary data is data obtained directly from research sources in the field. The primary data in this study is in the form of direct interviews with the General Manager to see the hotel's vision and mission and the Human Resources Manager, to look for programs in the personnel department. According to Sekaran (2008) primary data is a data source that directly provides data to data collectors. Primary data is data created by researchers with a specific purpose to solve the problems being researched, collected by the researchers directly from the first source or the place where the object of research is carried out, in the form of results and filling out questionnaires carried out to informants, namely star hotel workers, both staff worker status as well as casual or workers who have a Specific Time Work Contract Agreement (STWCA).

3.3.2 Secondary Data

In this study, secondary data is information about hotels sourced from hotel data owned by BPD PHRI Sumsel and the Tourism Office as well as statistical data on hotel growth in Palembang City.

3.3.3 Research Instruments

The data collected in this study used a closed questionnaire in the form of a list of written questions used to obtain information from respondents. The questionnaire in this study consists of two main parts, in the first part is the characteristics of the respondents then the second part is a closed question regarding the variables to be studied, namely: work conflict and job satisfaction of star hotel workers in the city of Palembang. The statements in this questionnaire consist of structured statements using 5 weighting Likert scales.

3.4 Data Collection Techniques

Data collection in this study was carried out using a survey method, after determining the sample of respondents, it was carried out according to the procedure and according to the hotel based on its star classification. Primary data were obtained by structured interviews using questionnaires and in-depth interviews with selected respondents. Secondary data was obtained through literature study of various references such as textbooks, publication of annual reports, publication of official company documents, journals, magazines, and articles related to this research.

Given the data collection was done using a questionnaire, the seriousness of the respondents in answering the questions is very important in this study. The validity or validity of a social research result is largely determined by the measuring instrument used. If the measuring instrument used is not valid and cannot be trusted, then the research results obtained will not describe the real situation. To overcome this, two kinds of tests are needed, namely: test of validity and test of reliability in order to test the sincerity of the respondents' answers.

1. Test of Validity

Test of validity This is done to find out whether the measuring instrument that has been compiled actually measures what needs to be measured. Validity test is useful for determining how accurately a tool performs its size function. A high validity measuring instrument means that it has a small error variance, thus providing confidence that the data collected is reliable valid data.

Validity test is done by correlating each question with the total score for each variable. From the results of this correlation, the t-value for each item will be searched, if the value of t-hitung > t-table means that the data is significant and feasible to use in testing the research hypothesis. On the other hand, if nilai t-hitung < t-table means that the data is not significant and will not be included in the research hypothesis testing. After it can be determined that the questions used in this study are valid, then the questions that are declared valid are tested for reliability.

2. Test of Reliability

After testing the validity of the questions and/or statements used in this study, the reliability test is then carried out. The reliability test aims to determine whether the data collection tool basically shows the level of accuracy, accuracy, stability or consistency of the tool in revealing certain symptoms from a group of individuals, even though it is carried out at different times. Reliability tests were carried out on questions or statements that were already valid. This test is carried out using Cronbach alpha. (Sekaran and Bougie 2014) generally said that reliability less than 0.6 is said to be less reliable, between 0.6 to 0.8 is quite reliable, and above 0.8 an instrument is said to be good, or according to (Hair, Black, Tatham, & Anderson, 2010) an instrument can be said to be reliable if its value is above 0.7.

Thus, the implications of the results of the validity and reliability tests on these research instruments meet the required criteria, namely valid and reliable. This means that the test results on the validity and reliability of the research instruments and variables have met the requirements for use in further analysis, especially for parameter estimation of each research variable and the model testing used.

3.5 Population and Sample

3.5.1 Population

The population in this study were hotel workers in Palembang based on the largest number of workers in each hotel classification. Based on data obtained from BPD PHRI Sumsel, there are 4 5-star hotels, 11 4-star hotels, 10 3-star hotels and 25 2-star hotels while 1-star hotels are 8 hotels. The following will present data on hotels in the city of Palembang.

Table 3.1 Number of Star Hotel Workers in Palembang City

Hotel	Populasi
Bintang 5	509
Bintang 4	1095
Bintang 3	777
Bintang 2	1057
Bintang 1	137
	3575

From the data presented in table 3.1, it is known that there are hotels with the largest number of workers, namely in two-star and four-star hotels. From the data, the total population in this study was 3575 workers.

3.5.2 Sample

From the research population as many as 3575 workers, the next step is to determine the number of samples in the study using the opinion Roscoe (1975) provide general reference for the research sample as follows:

1. Sample sizes of more than 30 and less than 500 are appropriate for most studies.
 2. In multivariate research (including multiple regression analysis), the sample size should be 10x larger than the number of variables in the study
- In this study, the sample size was determined using the Slovin formula as follows:

$$N = N / (1 + Ne^2)$$

n is the sample size, N is the population and e is the error rate of 5%.

$$N = 3575 / (1 + 3575 \times 0.05^2)$$

$$N = 3575 / 9,9375$$

$$N = 359,74842$$

$$N = 360 \text{ (rounding)}$$

After determining the number of samples in the study based on the Slovin formula, a sample of 360 respondents was obtained. Furthermore, by using the percentage proportion method, a representative sample of the respondents in each hotel classification is obtained as shown in table 3.2. In this study, the sampling technique used is the Proportional Random Sampling method, namely the grouping of respondents based on certain classes or groups at star hotels in Palembang City in table 3.2 with a total sample of 360 people with the following details:

Table 3.2 Jumlah Sampel Penelitian

Hotel	Sample
Bintang 5	51
Bintang 4	110
Bintang 3	78
Bintang 2	106
Bintang 1	15
Total Sampel	360

3.6 Analysis Techniques

3.6.1 Multinomial Logistics Regression Analysis

The multinomial logit model is a dependent variable model which is not a dichotomous choice (yes or no) but multiple (Nachrowi, 2002). The multinomial logit model is an extension of the binary logit model and is used to describe how an individual chooses between three or more discrete choices (Garrow, 2010). Multinomial logistic regression is an extension of logistic regression with binary respondents who can take response variables with more than two categories, the categories are in the form of choices, namely the first category, the last category or the category that has a high frequency value as a reference. The advantages of multinomial regression are that it is more flexible than other techniques, namely logistic regression does not have an assumption of normality for the independent variables used in the model, the independent variables of multinomial logistic regression can be a mixture of continuous, discrete and dichotomous variables, logistic regression is useful if used if the distribution of responses to variables are expected to be non-linear with one or more independent variables.

Regression is how one variable, namely the dependent variable, is influenced by one or more other variables, namely the independent variable with the aim of predicting the average value of the dependent variable based on the known value of the independent variable. The main purpose of regression is to predict the value of the dependent variable based on one or more independent variables (Widarjono, 2010). There are many cases in regression analysis where the dependent variable is qualitative. This dependent variable can have two classes or categories (binary) and more than 2 (two) classes (multinomial). One approach used to estimate regression models with qualitative dependent variables is the

logistic probability model or abbreviated logit. (Widarjono, 2010). Opinion Agresti (2007) states that the variables in logistic regression can be either categorical or qualitative. According to Hosmer and Lemeshow (1989), the purpose of data analysis using logistic regression is to get the best and simplest model, but the model is in line with studies from biology to explain the relationship between the results (response variable) and the independent variables (explanatory variable).

3.6.2 Model Specification

In calculating the variables that affect job changes, multinomial logit analysis is used. The movement of workers as the dependent variable depends on the independent variables, namely: Education, Training (Skills, Certification, Competence), Experience (Age, Length of Work), Number of Dependents, Job Satisfaction, Work Conflict, and Wages. Thus the general form of the work transfer model can be expressed as follows:

The nature of the dependent variable is nominal scale qualitative data. This study consists of six multinomial logistic regression models. The following is a mathematical work transfer function, namely::

Job transfer = f(Education, Training (Skills, Certification, Competence), Experience (Age, Length of Work), Number of Dependents, Job Satisfaction, Work Conflict, and Wages).

If it is transformed in the form of a linear equation, then the form of the multinomial logistic model in this study is:

$$OC_i = \alpha_{0i} + \alpha_{1i}EDU + \alpha_{2i}TRAIN + \alpha_{3i}SERT + \alpha_{4i}KOMP + \alpha_{5i}AGE + \alpha_{6i}LNG + \alpha_{7i}NDEP + \alpha_{8i}SAT + \alpha_{9i}KON + \alpha_{10i}WAGE$$

3.6.3 Operational Definition and Measurement of Variables

Operationalization of variables is needed to describe the concept into research variables based on dimensions, indicators and measures that are directed to obtain the value of other variables. In addition, the aim is to facilitate understanding and avoid differences in perceptions in this study. The operational definitions of variables in this study are as follows:

1. Job Transfer (OC) is the transfer of workers' jobs and workers' work places (hotels) which are measured nominally as follows: PSHS is the same work at the same star hotel, PSHT is the same work at a higher star hotel, PSHL is the same work at a hotel with a higher star rating, lower star hotel, PBHS is a different job at the same star hotel, PBHT is a different job at a higher star hotel, PBHL is a different job at a lower star hotel as measured by a nominal scale.
2. Education (EDU) is the level of education achieved by the respondent according to the level of education which is divided into 3 groups, namely Middle School (SLTP and SLTA), Diploma (D1-D3), and Bachelor (D4, S1, and S2) which measured on a nominal scale.
3. Skills training (TRAIN) is a training activity that can improve the skills of workers in carrying out their duties, grouped into training according to job support and training not in accordance with daily work measured on a nominal scale.
4. Training with certification (SERT) is training to improve abilities and skills in carrying out tasks followed by workers, namely certified and uncertified workers, which are measured on a nominal scale.
5. Competency training (KOMP) is training to improve abilities and skills in carrying out tasks followed by workers, namely competent workers and those who have not participated in competent training measured on a nominal scale.
6. Age (AGE) is the age of the worker at the time of the research in years measured by a ratio scale.
7. Length of Employment (LNG) is the length of time employees have worked in hotels grouped into 3 groups as measured by a nominal scale.
8. Number of Dependents (NDEP) is the number of dependents of workers who are grouped into 3 groups as measured by a nominal scale.
9. Satisfaction (SAT) is the satisfaction obtained by workers in the field of work they are engaged in as measured by an interval scale.
10. Conflict (KON) is a conflict faced by workers in the place where they work which is measured by an interval scale.
11. Wage is the wages received by workers as compensation for the energy and thoughts that have been contributed in the hospitality sector as measured by a ratio scale

4. Result and Discussion

4.1 Job Transfer

Job transfer is a problem faced by companies in many developing countries, because the high turnover rate causes an increase in the burden of the recruitment process for new workers. The following table of work transfers presented by the researcher.

Table 4.1 Distribution of worker respondent identity by job transfer

Perpindahan kerja pada:	Jumlah	Persentase
Pekerjaan Sama Pada Hotel Berbintang Lebih Tinggi (PSHT)	225	62,5
Pekerjaan Berbeda Pada Hotel Berbintang Lebih Tinggi (PBHT)	108	30
Lainnya	27	7,5

Sumber: Data diolah, 2021.

Based on Table 4.1 shows that the percentage of job transfers for hotel workers is higher in job transfers with the same position with higher hotel stars, the number reaches 225 respondents with a percentage of 62.5 percent. This indicates that workers who have a tendency to move prefer to move to a better place even with the same job position, in addition to increasing individual abilities, of course this increases their knowledge. In addition, hotel workers feel that their social status will increase if they work in hotels with higher stars in the hope that their income will also increase.

Job transfers to different jobs at higher star hotels (PBHT) amounted to 108 respondents or 30 percent. From the description of the hotel's Human Resources Manager, usually work shifts to higher hotels with different jobs as promotions such as from cleaning service to room attendant or from waitress to reception. Transfer of work to master the new field of work obtained from trainings that have been held at the hotel and get a training certificate from the hotel, then the workers prove that they have passed the competency test issued by the BNSP (National Professional Certification Agency) which is declared they are competent by his field of work. Given the demands of the hotel that workers must have more than one area of expertise which is a challenge for workers.

However, there are still 27 respondents or 7.5 percent of the total respondents who choose other jobs, namely the same job and a different job at a lower hotel. In job transfers to different jobs at lower hotels, this happens because workers want to get promotions quickly by moving jobs to lower hotels even though the consequences of the income they get will be the same or even less. As for workers who move to the same position in a lower hotel, this is because the worker does not prepare himself before the end of his work contract or the work contract is not renewed, so workers choose a lower hotel in order to meet their daily needs.

To some extent, shifting workers' work is a good thing but if it is not appropriate it can have a bad impact. Regarding the positive impact, these workers can learn new skills by moving them, learning this will certainly take time, unless they used to have a high position in their old job, then got a new job with a lower position but still in the same skill, but in a hotel position with with higher stars, the bad thing is they can't adjust to the situation quickly, used to be in high positions, now back to lower positions, as well as in hotels with higher stars.

4.2 Characteristics of Respondents' Identity of Hotel Workers

Several classifications of workers in hotels include 1). Workers who are not directly related to production, which consist of the level of captain, leader, supervisor and manager and general manager, 2) Workers who are directly related to production such as receptionists in the front office, waiters in restaurants, cooks in the kitchen and Room Attendants in the rooms . 3) Support workers, security, back office. The criteria and conditions for being able to work in hotels in general are appearance, skills, English conversation skills, education and work experience.

4.2.1 Respondent's Age

Age classification is used to make it easier for researchers to group together so that it is known which age group has a lot of job transfers. Indicators of the age of hotel workers who make job changes are grouped in the table. the following is a list of age groups in the form of a table 4.2.

Table 4.2 List of Respondent's age

Umur	Bintang1	Bintang2	Bintang3	Bintang4	Bintang5	Total
<25	10	22	16	29	16	93
26 - 35	13	31	33	46	41	164
36 - 45	6	22	10	26	12	76
46 ->55	10	4	1	7	5	27
Total	39	79	60	108	74	360

Based on table 4.2 that under the age of 25 years, quite a lot of workers work in 4-star hotels with a total of 29 workers, the relatively young age of workers can provide opportunities to get a job according to their wishes, considering that the age of 18 is a fresh graduate from high school, vocational school, Diploma

and Bachelor. The distribution of workers in the age group 26-35 years as many as 46 respondents work in 4 stars, in this age group there has been maturity and maturity in taking action in work and the nature of leadership is already visible. 26 respondents work in 4-star hotels. In this age group, workers will get a promotion as Manager or General Manager. It is very difficult for workers to get promotions in the same hotel considering that managerial positions are very limited. The age group 46 -> 55 as many as 10 respondents who are in 1 star hotels are the age group of workers who are trying to find a permanent position and get closer to their families.

4.2.2 Respondent's Marital Status

The identity of the next respondent is the respondent's marital status (when the research is being conducted). The following table 4.3 distribution of workers according to their marital status obtained by researchers.

Table 4.3 Marital status and hotel classification in percent (%)

Status Perkawinan	Bintang 1	Bintang 2	Bintang 3	Bintang 4	Bintang 5	Total
Belum Kawin	4,7	8,1	6,1	11,1	7,5	37,5
Kawin	6,1	13,9	10,6	18,9	13,1	62,5
Total Persentase	10,8	21,9	16,7	30	20,6	100

Based on table 4.4, The marital status of respondents who work in hotels is divided into two, namely unmarried and married. Unmarried workers amounted to 135 respondents with a percentage of 37.5 percent while married workers were 225 respondents with a percentage of 62.5 percent. The identity of the respondents based on marital status is more married, the highest number works in 4-star hotels with a total of 108 respondents, workers move jobs to improve their welfare, workers who are married to finance their living needs, such as car payments, house installments, expenses for necessities children and health so that they always think about how to increase their income to meet family needs. As for unmarried workers, it is to save, pay for their own living and help relatives and parents, so they are not too interested in moving unless there is something interesting such as a higher hotel classification or opportunity for promotion. Usually they are not sure about their abilities to make job transfers.

4.2.3 Respondent's Ethnicity

The identity of respondents based on ethnicity aims at how many ethnicities from South Sumatra and from outside South Sumatra work in hotels, the distribution of respondents will be presented in the table 4.4

Table 4.4 List of respondent's ethnicity

Etnis	Bintang 1	Bintang 2	Bintang 3	Bintang 4	Bintang 5	Total
Lokal	19	47	29	66	40	201
Persentase	5,3	13,1	8,1	18,3	11,1	55,8
Pendatang	20	32	31	42	34	159
Persentase	5,6	8,9	8,6	11,7	9,4	44,2
Total %	10,8	21,9	16,7	30	20,6	100
Total n	39	79	60	108	74	360

Based on table 4.4 it can be seen that the majority of hotel workers are of local ethnicity, namely from the province of South Sumatra with a total of 201 respondents with a percentage of 55.8 percent, of the total number of respondents working in 4-star hotels with a total of 66 respondents. There were 159 migrant workers with a percentage of 44.2 percent, workers from outside South Sumatra mostly worked in 4-star hotels, namely 42 respondents. This condition is related to the increasing number of hotel workers from the South Sumatra region who have mastered the work in hotels. This is in contrast to the time when the hotel establishment boom was approaching Pekan Olahraga Nasional 2004, hotel workers came from both Java and the neighboring province of Jambi, considering that the Novotel hotel had been established and skilled hotel workers moved to hotels in Palembang. The development of hotels in Palembang is very rapid with many star hotels standing, so that many work shifts are carried out by workers from South Sumatra. Considering that workers from South Sumatra understand better the conditions in their area, especially related to the existing work environment. This is also supported by the theory of planned behavior that ethnicity is very influential in controlling the beliefs that arise about comfort in interacting in the same area of origin. By understanding the existence of a similar working environment, it is hoped that workers will be able to maintain their jobs, in case of displacement, not outside their area.

4.2.4 Responden's Education

Job transfer is also related to the education of workers, education has an important role in improving the quality and ability of workers. Higher education will increase their work productivity. The following table 4.5 distribution of hotel workers education.

Table 4.5 List of distribution of hotel workers education

Pendidikan	Bintang 1	Bintang 2	Bintang 3	Bintang 4	Bintang 5	Total
Sekolah Menengah	28	41	38	46	47	200
Persentase	7,8	11,4	10,6	12,8	13,1	55,6
Diploma	6	16	9	29	15	75
Persentase	1,7	4,4	2,5	8,1	4,2	20,8
Sarjana	5	22	13	33	12	85
Persentase	1,4	6,1	3,6	9,2	3,3	23,6
Total	39	79	60	108	74	360
Total Persentase	10,8	21,9	16,7	30	20,6	100

Based on Table 4.5, it can be seen that the distribution of the Middle School group (SMP, SMA/K) is the largest among the distribution of education for other groups, the number is 200 people with an overall percentage of 55.6 percent. These graduate workers are divided from 1-star to 5-star hotels, the largest number of these graduate workers are in 5-star hotels, amounting to 47 respondents. Some of the reasons that make SMK graduates accepted for work, because they already have internship experience during school, as well as vocational support certificates, besides that most of them are in low management positions, such as front office, room boy, kitchen.

Meanwhile, the education group for diploma graduates is 75 people with a percentage of 20.8 percent. Most of the positions held are in middle-low management, the highest number is 29 people working in 4-star hotels, they are already in a comfortable position according to their field of work. The distribution of working groups with undergraduate education (S1, S2) amounted to 85 people from the total respondents. The entire group of education levels will be an opportunity for universities to open a fast track program for workers who graduate from D3 to S1 tourism and S2 Masters in tourism (M.par). Meanwhile, high school graduates will be rewarded for their work skills by the world of education by using Recognition of Prior Learning (RPL) or past expenditure recognition, namely the process of recognizing one's learning achievements previously achieved either through formal, non-formal, informal education or trainings. related to his work or carried out self-taught through experience.

4.2.5 Respondents Working Length

Workers who have been in their work for a long time will have broader knowledge and better abilities related to their work than new workers. The following table 4.7 distribution of respondents' length of service.

Table 4.6 List of respondent

Lama Bekerja	Bintang 5	Persentase
< 5 Tahun	231	64,2
5 Tahun - < 10 Tahun	76	21,1
Diatas > 10 Tahun	53	14,7
Total Persentase	360	100

The results of table 4.6 the majority of workers who make the most displacement when they have been working for < 5 years, the number reaches 231 respondents, with a long working period at that frequency, workers have sufficient expertise and expertise in the division that is the basis of their work. The results from interviews with hotel general managers and hotel human resource managers, that the length of the employee is under 5 years, indicates that workers expect promotion from ordinary staff to become supervisors. Meanwhile, for workers with more than 5 to 10 years of service, workers are looking for promotion positions from supervisory level to managerial level. For workers over 10 years old, it shows employee loyalty and mastery in certain fields, for example in the kitchen, in the room. This, for the hotel, deserves to be maintained because the workers have special expertise in certain fields.

4.2.6 Respondent Job Training

One's field of work must be honed again, so that it can develop even better by means of training. The following table 4.7 hotel respondent worker training.

Table 4.7 List of respondent worker training

Pelatihan	Bintang1	Bintang2	Bintang3	Bintang4	Bintang5	Total
Sesuai	28	72	54	101	70	325
Persentase	7,8	20	15	28,1	19,4	90,3
Tidak Sesuai	11	7	6	7	4	35
Persentase	3,1	1,9	1,7	1,9	1,1	9,7
Total	39	79	60	108	74	360
Total Persentase	10,8	21,9	16,7	30	20,6	100

Based on table 4.7 shows that the distribution of respondents in hotels is more involved in training, because with the training the ability of workers will increase and become a separate added value in order to improve careers and self-development of workers. The presence of workers who have never been or whose training does not support their daily work, indicates that the hotel has not been able to provide internal training for workers. This often happens in hotels classified as one star and non-star, with cases like this meaning that more training programs are needed to be carried out by the Palembang city government to improve the skills of workers.

4.2.7 Respondent Work Conflict

Every worker will have problems, both between individuals and with their work groups, the following table 4.8 regarding hotel workers work conflicts.

Table 4.8 List of regarding hotel workers work conflicts

Konflik Kerja	Jumlah	Persentase
Rendah	81	22,5
Moderat	189	52,5
Tingg	90	25

Based on table 4.8 shows that work conflicts that occur on average are at a moderate level, both between individuals and individuals with organizations and vice versa. With this high number, it triggers the movement of workers, because workers also need comfortable and peaceful conditions at work. Incompatibility of two or more people in organizational groups arising from the fact that they have to share limited resources or work activities or because of the fact that they have different statuses, goals, values and perceptions. Of course, this will be a consideration for workers in making job transfers. According to the hotel's General Manager, moderate and high work conflicts reached 52.5 percent because the intensity of work at the hotel requires high speed considering service standards and avoiding complaints from guests. So that conflicts often occur between subordinates and superiors, but this is common in hotels considering that workers always show their professionalism at work, but this is sometimes the main cause of worker displacement. From the General Manager's explanation, it means that actually moderate conflict can be categorized as high conflict, but workers can handle it and consider that conflict is a normal thing in hotels so it is categorized as moderate.

4.2.8 Respondent's Wages

Respondents' income is important and affects the occurrence of work shifts, the following table 4.9 respondents' income.

Table 4.9 List of respondents' income

Pendapatan	Jumlah	Persentase
1 Juta - < 2 Juta	35	9,8
2 Juta - < 3 Juta	208	57,8
3 Juta - < 5 Juta	78	21,6
5 Juta	39	10,8
Total	360	100

Wages in table 4.9 are in the range of 2 million - < 3 million, work shifts that occur are not only due to high wages, but there are non-wage factors from the work such as training, holidays, a better atmosphere and according to their wishes. Wages are not singular, but there are differences due to their human capital, employment,

and education. From the results of the researchers that workers who have higher education about hospitality management compared to workers who do not receive hospitality education will get different wages between them. According to the human resource manager, workers' wages are in the range of 1 to 2 million as much as 68.3 percent because workers with the lowest level are still dominant, such as casual/daily/non-permanent workers. These workers only get wages if they work, considering that this type of worker does not have the expertise, usually fresh graduates from SMA/SMK. After they work for 1 to 2 years, they are only appointed as staff, but in this case expertise is very much considered. If workers have staff status, workers will get service which is sometimes worth more than the wages they get.

4.3.9 Respondent job satisfaction

Workers have an assessment of their work environment, both individually and between individuals, as follows table 4.10 regarding hotel worker satisfaction.

Table 4.10 List of respondent job satisfaction

Konflik Kerja	Jumlah	Persentase
Rendah	98	27,2
Moderat	203	56,4
Tinggi	59	16,4

The results from table 4.10 show that hotel worker satisfaction is at a moderate level, they are very satisfied with the environment and the performance they do and get while working, this has a tendency that workers have moderate job satisfaction. The difference in satisfaction is a result of fulfilling expectations that reflects the difference between what is expected and what is obtained by the individual in his work. According to Robbins (2005) job satisfaction is the general attitude of an individual towards his job. Work requires interaction with co-workers and superiors, following organizational rules and policies, meeting work standards that become the assessment of a worker's satisfaction or dissatisfaction with the job. Besides, for hotel workers the level of satisfaction is often a symbol for service to guests, which is commonly called Service of Excellence, with excellent service workers are required how to make guests return to stay at the hotel (repeater guest). It can be said that 56.4 percent of workers with moderate job satisfaction means that workers have the intention to change jobs but there are still positive things that prevent them so that workers still stay in their original places.

4.2.10 Number of Dependents of Respondents

Workers have their own number of dependents, both family and non-family dependents, as follows table 4.11 distribution of respondents based on the number of dependents:

Table 4.11 List of number of dependents of respondent

Jumlah Tanggungan	Bintang1	Bintang2	Bintang3	Bintang4	Bintang5	Total
0	18	33	27	46	33	157
Persentase	5	9,2	7,5	12,8	9,2	43,6
1-2	16	37	25	44	33	155
Persentase	4,4	10,3	6,9	12,2	9,2	43,1
3	5	9	8	18	8	48
Persentase	1,4	2,5	2,2	5	2,2	13,3
Total	39	79	60	108	74	360
Total Persentase	10,8	21,9	16,7	30	20,6	100

The distribution of respondents based on the largest number of dependents is 0 dependents, the number is 157 respondents with a total percentage of 43.6 percent. Most workers who do not have dependents work in 4-star hotels, namely 46 respondents. Meanwhile, workers with up to two dependents are in 4 (four) and 5 (five) star hotels, as many as 77 people or 21.4%. Based on interviews with several respondents, they prefer to raise their careers and positions before marriage so that the life they will live in the future is more established, without the number of dependents, workers are more focused on improving their careers in the fields they are capable of.

4.4 Logit Multinomial Data Analysis

The equation of the multinomial logit approach is carried out by means of a significance test with a fitting information model which shows whether the modeling process by entering independent variables into the model will produce better equations and testing the suitability of the model using goodness of fit. The following is a multinomial logit fitting information model.

Table 4.12 Model Fitting Information

Model	Model Fitting Criteria		Likelihood Ratio Tests	
	-2 Log Likelihood	Chi-Square	df	Sig
InterceptOnly	611,434			
Final	226,842	384,592	26	0,000

Based on table 4.12, it is found that the decrease in the value of -2 Log Likelihood is quite significant or there is a decrease in the Chi-Square value of 384.592 with a degree of freedom of 26 which is significant at the 5 percent level, a significant value of 0.000 < 0.05. The value of the model if you enter the intercept value will produce a value of -2 Log Likelihood of 611.434 and the value of -2 Log Likelihood will be 226.842 when the variable is entered into the equation model. It can be concluded that the joint testing of the independent variables has an effect on the job transfer of hotel workers. The goodness of fit assessment model shows the results of the model suitability test with the data or how much the independent variable is able to explain the dependent variable. The following table of goodness of fit.

Table 4.13 Goodness of Fit

	Chi_Square	df	Sig
Pearson	2657,908	692	0,000
Deviance	226,842	692	1,000

Based on the Pearson and Deviance values in Table 4.13, the Pearson significance value is smaller than 0.05 so that the model can be said to fit or match the empirical data of the researcher. However, for a deviance value of 1,000 that is greater than 0.050, then H0 cannot be rejected, which means the model is able to predict the value of its observations or in other words, the model that has been generated is appropriate so that there is no significant difference between the value of the researcher's observations and the predicted value of the model. The pseudo R-Square equation model will be shown in the following table, using Nagelkerke values.

Table 4.14 Pseudo R-Square

Pseudo R-Square	Nilai
Cox and Snell	0,656
Nagelkerke	0,803
McFadden	0,629

The pseudo R-Square table 4.14 is a substitute for the value of R Square in the ordinary least square (OLS) model equation. Based on Table 4.15 Nagelkerke's value shows 0.803 or 80.3 percent, this means that the independent variable is able to explain 80.3 percent of the dependent variable, the remaining 19.7 percent is influenced by other variables outside this study. The use of cross section data implies that a low pseudo R-Square value does not necessarily indicate that the model used is not good (Yamin, 2014), this value is still influenced by other variables that are usually not included in the study.

4.3.1 Analysis of Variables Affecting Job Transfer in the Overall Model

The job transfer of hotel workers aims to change their level of position, not only that, other things include developing their abilities, increasing expertise in their fields, besides that with changes in job opportunities they are also used to make job transfers. The following table 4.15 shows the significance value of work transfer.

Table 4.15 Work transfer significance value

Variabel Independen	Chi Square	Sig
KON	1,783	0,410
SAT	8,967	0,011
AGE	6,606	0,037
WAGE	275,834	0,000
EDU	1,788	0,775
TRAINING	8,150	0,017
SERT	0,144	0,931
KOMP	1,418	0,492
LNG	8,406	0,078
NDEP	3,774	0,437

The results of table 4.15 the dependent variable in this study is job transfer as well as the independent variable. The results of the simultaneous analysis show that the conflict variable has a significance value of 0.410 > 0.05, indicating that work conflict has no significant effect on job transfer, this is considering the high intensity of work, the daily life faced by workers and then causing conflict for workers is common.

The job satisfaction variable has a significance value of 0.011, indicating that job satisfaction has a significant effect on job transfer, meaning that workers who are satisfied with their environment will discourage their intention to change jobs. The age variable has a value of 0.037 < 0.050, this indicates that age has a significant effect on job transfer. The wage variable has a significance value of 0.000 < 0.05, this indicates that there is a significant effect between the wage variables on job transfer.

The education variable has a significant value of 0.775 > 0.050, indicating that general education has no significant effect on job transfer. The training variable at the hotel has a value of 0.017 < 0.050, this indicates that training has a significant effect on job transfer. The training certificate variable has a significance value of 0.931 > 0.050, meaning that the training certificate has no significant effect on job transfer. The competency test certificate variable has a significance value of 0.492 > 0.050, meaning that the competency test certificate variable has no significant effect on job transfer. The variable length of work has a significance value of 0.078 > 0.050, this indicates that the length of work does not have a significant effect on job transfer. The variable number of dependents has a significant value of 0.437 > 0.050, meaning that the number of dependents significantly affects job transfer. Job transfers occur in workers who do not have a number of dependents or who already have a number of dependents 1-2 children. But there is also a shift in workers who have more than three dependents in their family.

The results of the data processing of the dependent variable from 360 respondents with six categories obtained no similarities, namely Cooperation with Higher Star Hotels (PSHT), Different Jobs with Higher Star Hotels (PBHT) to other displacement categories.

4.3.2 Data Analysis of Independent Variables Against Higher Star Hotel Cooperation (PSHT)

The results of Table 4.15 the dependent variable in this study is job transfer in the category of cooperation in higher star hotels (PSHT) and the independent variable is the conflict variable which has a significance value of 0.990 > 0.050, meaning that the conflict variable has no significant effect on job transfer, in the category the higher the transfer of work at the hotel (PSHT), the chance of conflict decreases by 0.999 times compared to other transfer reference groups.

The job satisfaction variable has a significance value of 0.006 > 0.050, meaning that the job satisfaction variable has a significant effect on job transfer, in the higher category of job transfer at the hotel (PSHT), the opportunity for job satisfaction decreases by 0.735 times compared to other transfer reference groups. The age variable has a significance value of 0.022 > 0.050, meaning that the age variable has a significant effect on job transfer, in the higher category of job transfer at the hotel (PSHT), the chance of age decreases by 0.904 times compared to other transfer reference groups.

Simultaneous analysis results show that wages have a significance value of 0.000 < 0.05, this indicates that there is a significant influence between wage variables on job transfer. The higher wages in the same job transfer category in hotels (PSHT) will reduce the chances of moving by 0.992 times compared to other transfer reference groups. The attractiveness of wages due to different jobs in higher-end hotels is very attractive and will cause workers to change jobs in all movement categories.

Table 4.16 Analysis of independent to dependent variables

Variabel Independen	Sig	Exp (E)
KON	0,990	0,999
SAT	0,006	0,735
AGE	0,022	0,904
WAGE	0,000	0,992
EDU=1	0,596	0,680
EDU=2	0,742	0,759
EDU=3	-	-
TRAINING=1	0,011	6,763
TRAINING=2	-	-
SERT=1	0,897	1,070
SERT=2	-	-
KOMP=1	0,263	0,530
KOMP=2	-	-
LNG=1	0,850	0,845
LNG=2	0,845	1,217
LNG=3	-	-
NDEP=1	0,561	0,533
NDEP=2	0,394	0,444
NDEP=3	-	-

The education variable in category one (Secondary School) has a significance value of 0.596 > 0.050, Education category one on higher job transfers in hotels (PSHT) reduces the opportunity to move by 0.680 times compared to other transfer reference groups. Then the education variable in the second category (Diploma 1-3) has a significance value of 0.742. Education in category two on the transfer of the same job at a higher hotel (PSHT) will reduce the opportunity to move by 0.759 times compared to other transfer reference groups. This shows that general education has no significant effect on job transfer. The training variable at the hotel has a value of 0.011 < 0.050, meaning that training at the hotel has a significant effect on job transfer. With the training at the hotel in the category of moving the same job at a higher hotel (PSHT) it will increase the chances of moving by 6.763 times compared to other transfer reference groups.

The training certificate variable at the hotel has a significance value of 0.897 > 0.050, meaning that the training certificate has no significant effect on job transfer, in the higher category of job transfer at the hotel (PSHT), the opportunity for the training certificate variable at the hotel is 1.070 times compared to the reference group. other transfers. The competency test certificate variable has a significance value of 0.263 > 0.050, meaning that the competency test certificate has no significant effect on job transfers, in the higher category of job transfer at the hotel (PSHT), the opportunity for the competency test certificate variable is 1.070 times compared to the transfer reference group. other.

The variable length of work for category one has a significance value of 0.850 > 0.050, meaning that the length of work of less than 5 years does not significantly affect job transfer, in the category of job transfer at a higher hotel (PSHT), the opportunity for the variable length of work in category one decreases by 0.845 times compared to other displacement reference groups. The variable length of work in category two has a significance value of 0.845 > 0.050, meaning that the length of work of less than 5-10 years has no significant effect on job transfer, in the category of job transfer at a higher hotel (PSHT), the opportunity for the variable length of work in category two increases by 1.217 times compared to other displacement reference groups.

The variable number of dependents in category one has a significance value of 0.561 > 0.050, meaning that the variable having no dependents has no significant effect on job transfers, in the higher category of job transfer at the hotel (PSHT), the chance of the number of dependents in category one decreases by 0.533 times compared to other displacement reference group. The variable number of dependents in category two has a significance value of 0.394 > 0.050, meaning that the variable having 1-2 dependents does not significantly affect job transfers, in the category of job transfer at a higher hotel (PSHT) then the probability of the number of dependents in category one.

4.3.3 Data Analysis of Independent Variables Against Different Jobs in Higher Star Hotels (PBHT)

The following table 4.17 analysis of the variables:

Table 4.17 Analysis of independent to dependent variables

Tabel 4.20
Analisis Variabel Independen Terhadap Dependen

Variabel Independen	Sig	Exp (B)
KON	0,223	1,152
SAT	0,064	0,813
AGE	0,059	0,921
WAGE	0,000	1,005
EDU=1	0,208	0,412
EDU=2	0,623	0,672
EDU=3	.	.
TRAINING=1	0,718	0,751
TRAINING=2	.	.
SERT=1	0,793	0,863
SERT=2	.	.
KOMP=1	0,941	0,960
KOMP=2	.	.
LNG=1	0,020	0,092
LNG=2	0,062	0,132
LNG=3	.	.
NDEP=1	0,088	0,180
NDEP=2	0,225	0,346
NDEP=3	.	.

The results of Table 4.17 the dependent variable in this study is job transfer in different job transfer categories in higher star hotels (PBHT) and the independent variable is the conflict variable which has a significance value of $0.223 > 0.050$, meaning that the conflict variable has no significant effect on job transfer. Different job transfers in star hotels are higher (PBHT), the chance of conflict increases by 1.152 times compared to other transfer reference groups.

The job satisfaction variable has a significance value of $0.064 > 0.050$, meaning that the job satisfaction variable has almost a significant effect on job transfer, in different job transfer categories PBHT, the opportunity for job satisfaction decreases by 0.813 times compared to other displacement reference groups. However, if the significance value is 10%, job satisfaction will be significant for job transfers in different job transfer categories PBHT. The age variable has a significance value of $0.059 > 0.050$, meaning that the age variable has almost no significant effect on job transfer, in different job transfer categories PBHT, the chance of age decreases by 0.921 times compared to other transfer reference groups. However, if the significance value is 10%, job satisfaction will be significant for job transfers in different job transfer categories PBHT.

Simultaneous analysis results show that wages have a significance value of $0.000 < 0.05$, this indicates that there is a significant influence between wage variables on job transfer. Wages in different job transfer categories in higher star hotels (PBHT) will increase the chances of moving by 1.005 times compared to other transfer reference groups. The attractiveness of wages is attractive and will cause workers to change jobs in all movement categories.

The education variable in category one (Secondary School) has a significance value of $0.208 > 0.050$, Category one education on different job transfers in higher star hotels (PBHT) will reduce the opportunity to move by 0.412 times compared to other transfer reference groups. Then the education variable in the second category (Diploma 1-3) has a significance value of $0.623 > 0.050$. Education in category two on different job transfers in higher star hotels (PBHT) will reduce the opportunity to move by 0.672 times compared to other transfer reference groups. This shows that general education has no significant effect on job transfer. The training variable at the hotel has a value of $0.718 > 0.050$, meaning that the training at the hotel has no significant effect on job transfer. With the training in hotels in different job transfer categories in higher star hotels (PBHT) will reduce the opportunity to move by 0.751 times compared to other transfer reference groups.

The training certificate variable at the hotel has a significance value of $0.793 > 0.050$, meaning that the training certificate has no significant effect on job transfer, in different job transfer categories in star hotels (PBHT), the opportunity for the training certificate variable at the hotel decreases by 0.863 times compared to the group. other displacement references.

The competency test certificate variable has a significance value of $0.941 > 0.050$, meaning that the competency test certificate has no significant effect on job transfer, in different job transfer categories in star hotels (PBHT), the probability of competency test certificate variable decreases by 0.960 times compared to the reference group. other transfers.

The variable length of work for category one has a significance value of $0.020 < 0.050$, meaning that the length of work of less than 5 years has a significant effect on job transfers, in the category of job transfers in different categories of higher star hotels (PBHT) then the opportunity for variable length

of work in category one decreases by 0.092 times compared to other displacement reference groups. The variable length of work in category two has a significance value of $0.062 > 0.050$, meaning that the length of work of less than 5-10 years has almost a significant effect on job transfer, in the category of job transfer in different categories of higher star hotels (PBHT), the opportunity for variable length of work in category two decreases by 0.132 times compared to other displacement reference groups.

The variable number of dependents in category one has a significance value of $0.088 > 0.050$, meaning that the variable does not have dependents that almost significantly affects work transfers, in the category of displacement different jobs in higher star hotels (PBHT) then the probability of the number of dependents in category one decreases by 0.180 times compared to other transfer reference groups. The variable number of dependents in category two has a significance value of $0.225 > 0.050$, meaning that the variable having dependents of 1-2 people has no significant effect on job transfers, in different job transfer categories in higher star hotels (PBHT), the chance of the number of dependents in category one decreases by 0.346 times compared to other displacement reference groups.

4.4 Analysis of Respondent Identity Variables

4.4.1 Analysis of the Effect of Education on Job Transfer

Job transfer is also related to the education of workers, education has an important role in improving the quality and ability of workers. Education is divided into three categories, namely category 1 (Secondary School), category 2 (Diploma), Category 3 (Bachelor). Based on the estimated level of educational significance, it can be seen based on the work transfer of workers in the same job. High-star hotel (PSHT) for category 2 (diploma) has a value of 0.742, the results have no effect on the work transfer of workers. This indicates that the transfer opportunities for diploma graduates are very small, because the skills they have are qualified enough not to move to the high-star hotel level. Education is seen based on the work transfer of workers in the same job high-star hotel (PSHT) for category 1 has a value of 0.596, the value is not significant.

While the education variable in category one (Secondary School) has a significance value of $0.208 > 0.050$, Category one education in different job transfers in higher star hotels (PBHT) will reduce the opportunity to move by 0.412 times compared to other transfer reference groups. Then the variable education in the second category (Diploma 1-3) has a significance value of $0.623 > 0.050$. Education in category two on different job transfers in higher star hotels (PBHT) will reduce the opportunity to move by 0.672 times compared to other transfer reference groups. Workers tend to prefer to keep their jobs rather than move to higher hotels with greater risk. This research is in line with the results of Lavenson (2010) which analyzes that job changes are classified based on certain skills of the workers, then workers will do the work based on important factors such as the skills they have. Because jobs in the hotel industry prioritize skills rather than education.

4.4.2 Analysis of the Effect of Training on Job Transfer

The results of the estimation of the training variable by comparing the value of the significance level which consists of two categories, namely Training 1 (joining training) and Training 2 (never). The following is the estimated analysis of the influence of the training variable seen based on the work transfer of workers in the same job with high-star hotels. This has a tendency for workers to move because the training they get at the hotel can make them more confident to move jobs to hotels with higher stars.

The results of the next estimation analysis of the training variable based on the work transfer of workers in different jobs with high-star hotels (PBHT) the significance value is above 0.05, namely 0.718, this estimate means that workers have a tendency not to shift work to high-star hotels if there is one. different jobs are offered for several reasons; different jobs mostly as promotions, the training they receive is only limited to training in one field of work at the hotel where they work, workers rarely get the opportunity for cross training which allows interns to work as supervisors, while the training courses taken are very expensive, not yet including wasted time and work permits, this will hamper their performance, so so far the training received is only limited to hotel standards. This result is in line with Yamauchi(2001) research is Income inequality is caused by the diversity of work abilities that are influenced by the ability to practice and the efforts of the workers themselves to get something better. Research Markey and Parks (2009) similar to the results of this study, they revealed that even the specialized training of workers, resulted in more professionals being available and reduced the rate of job transfer.

4.4.3 Analysis of the Influence of Experience on Job Transfer

The length of a person's work is related to the period of work someone has ever done. Through this length of work, a person will gain work experience that gives rise to deeper skills and abilities in work. This study divides the length of work of workers into five categories of length of service, category 1 (< 5 years), category 2 (5 years - < 10 years), category 3 (Above > 10 years). Based on the estimation of the significance level of the length of work seen based on the work transfer of workers in the same job with high-star hotels in all categories having a significance value higher than 0.05, workers with all tenures of service do not have a tendency to move only to high-star hotels, they It also requires new positions and challenges.

The results of the work displacement variable of workers with different jobs with high-star hotels have a significance value higher than 0.05, which is 0.155, workers who have a working period of 2 to 5 years tend to want to develop, especially when they are of a productive age, enthusiastic excellent work and pursue the desired career, this is what makes them motivated to work for higher star hotels. The findings of this study are that workers who have a low tenure of less than 5 years, must have moved their jobs to a new place. The result of research Miller (1984) extending from the job suitability model, that optimal decision making must be taken first, it is related to the type of work of workers and their tenure in order to obtain the best results.

4.4.4 *Analysis of the Influence of Number of Dependents on Job Transfer*

The results of the research on the number of dependents owned by workers are seen based on the work transfer of workers with the same job with high-star hotels having a value of 0.718, the value is greater than 0.05, this result has a very high opportunity for workers to make job transfers, considering the positions received are the same. with the previous job, but the hotel class is higher, workers are certainly required to work extra.

The results of the last analysis of the variable number of dependents seen based on the work shift of workers in different jobs with high-star hotels have a significantly higher value than 0.05, which is 0.888, this indicates the opportunity for workers to change positions or to high-star hotels is very small. several factors, among others, the position obtained will be lower even though the hotel class is high, incompatibility in the field of work, adaptation to a different work environment is not necessarily able to last long, higher work pressure, of course these factors cause workers to prefer to stay at work. now add the number of dependents owned. The results of this study are the same as research Paul (1999) that someone makes a job change is seen from several factors, including age selectivity, gender differences, marital status, educational differences, job differentiation, position in family life, family/dependent status, home ownership and consideration of their career patterns. Someone who has a dependent status will prioritize the consideration of work changes and prefer a situation that is fixed and does not change.

4.4.5 *Analysis of the Influence of Satisfaction on Job Transfer*

Satisfaction is categorized into three, namely category 1 (low), category 2 (moderate) category 3 (high). Based on the estimated significance level of worker satisfaction seen based on cooperation in higher star hotels, the significance value for category 2 (moderate) is 0.216, this indicates that the moderate level of satisfaction makes workers prefer not to move.

Satisfaction based on the job transfer of workers in different jobs with high hotels has a significance value of 0.923, the value is still higher than 0.05, this indicates that moderate satisfaction of workers makes them stay with the jobs they currently get. The conclusion is that workers prefer to stay with their current work situation, they feel satisfied and comfortable with their current working conditions rather than choosing to change jobs with unclear satisfaction. The results of this study are in line with research William (1996) that compensation, career development and job satisfaction have a negative effect on job transfer. The better the compensation, the better career opportunities and the better the working atmosphere, the lower the desire to change jobs, some training programs, education and ongoing career opportunities can provide satisfaction and a sense of comfort for workers.

4.4.6 *Analysis of the Influence of Work Conflict on Job Transfer*

Each worker will have problems, both between individuals and with their work groups, here is a table regarding work conflicts for hotel workers. This study divides work conflict into three categories, category 1 (low), category 2 (moderate) and category 3 (high). The following is an estimation of the data analysis of the effect of work conflict on the job transfer of workers seen based on job transfers in cooperation with high-star hotels has a high significance value in category 1 (low) the value is 0.194 higher than 0.05, it can be ascertained that this states the possibility of a transfer conflict work to high-star hotels with the same position is very small, because the positions obtained by workers are still at the same level, with experienced workers, having appropriate job descriptions in high-star hotels, there is little possibility of conflict to be created.

The results of the work conflict variable are seen based on the work transfer of workers with different jobs with high-star hotels in category 2 (moderate) with a value of 0.419 which is higher than 0.05, this indicates that if workers change jobs, they will experience moderate work conflict. where the position obtained is lower than their previous place of work, they will experience a decrease in position which causes the work conflict. The results of this study are the same as research Noor and Maad (2008) which states that conflict at work will affect workers to move to a better place, because conflict will decrease slightly compared to the old work place.

4.4.7 *Analysis of the Influence of Wages on Job Transfer*

The problem of income on the opportunity to make a job transfer for workers is very diverse, to answer this question, the following is an analysis of the estimation of the income variable on job transfer. Based on the estimation of the significance level of income seen based on the work transfer of workers in the same work in high-star hotels has a significant value of 0.221, this value is higher than the significant level of 0.050, in this case workers have a tendency not to shift work to high-star hotels even with the position the same, several reasons, among others, the same position, no career advancement.

The results of the income variable based on the analysis of the work transfer of workers with different jobs in higher-star hotels have a significance value of 0.000, the value is smaller than 0.05, this result states that the opportunity for workers to change jobs is very high, several important factors, the class of hotel they are going to higher, the prestige they get will also increase, as well as the income from allowances and service fees they will receive is higher than their previous income.

The results of this study are supported by research Bartel and Borjas (2000) stated that job change is a significant factor in influencing income growth, either between jobs or within jobs. The income of young workers will stop significantly if they do not make a job change compared to before the job change. In addition, the research is in line with the results of research Shaw (1998) that the growth of a person's income is associated with one form of professional change, namely the upward movement of the profession that can increase income and downward movement of the profession which results in a decrease in income, the empirical results show that in making decisions, employers and workers must consider alternative benefits for special skills, meaning job changes or job changes. change professions as a way to increase their income growth.

Social mobility in vertical mobility is the desire to improve oneself or one's self-actualization to achieve something better. Workers move from one hotel to another, this desire cannot be achieved immediately because they have to go through a process. In the process of achieving the desired transfer to the hotel, training is needed to obtain job standards that are recognized by the hotel in question.

Job transfer has a good impact on individual welfare, but this research firm has not conducted specific interviews. In addition to processing data, the examiners conducted FGD (Forum Group Discussion) related to the welfare of individuals and firms which resulted in increased firm success.

4.5 *Research Limitation*

This research still has limitations, the following are some limitations in conducting this research, namely::

1. Data collection, hotel respondents are very careful about data confidentiality, are not very accurate at the time of data collection, some are still confused in answering, the reality and answers sometimes do not match, especially on income issues which they seem to be less open to. In the assessment of conflict and satisfaction, respondents were very careful in answering fear that what they answered was known by the hotel management.
2. The variables in this study, especially about the length of work and the number of dependents, some respondents answered that their length of work was very short and less related to hospitality, regarding the number of dependents, some respondents who were not married answered that they had a large number of dependents because they Responsible for meeting family needs
3. This study has not examined non-economic factors that affect the work shift of workers, further studies need to be carried out in order to obtain maximum results.

5. *Conclusion*

5.1 *Conclusion*

Based on the discussion, the factors that affect work transfers have been explained, it can be concluded that the results are as follows:

1. Wage variable has a significant effect for hotel workers to change jobs in the category of Higher Star Hotel Cooperation (PSHT) and Different Jobs of High Star Hotel (PBHT) of 0.000 compared to other transfer categories. The wages of workers affect the movement of work, this is what workers do to increase the amount of income to meet their living needs.
2. In the transfer category of Higher Star Hotel Cooperation (PSHT), the variables of job satisfaction (0.006), age (0.022), training at the hotel (0.011) significantly affect hotel workers to move.
3. Meanwhile in the category of job transfer in different high-star hotels (PBHT), job satisfaction variables (0.064), age (0.059), length of work < 5 years (0.020) and length of work 5-10 years (0.062) significantly affect hotel workers to move.
4. Job satisfaction variable, workers prefer to move if they feel dissatisfied and comfortable with their current working conditions and have the opportunity to change jobs to PSHT by 0.735 times and transfer to PBHT by 0.813 times compared to other displacement reference groups.

- The age variable has the opportunity to change jobs to PSHT by 0.904 times and transfer to PBHT by 0.921 times compared to other transfer reference groups. Work experience, in the young and old age groups, still shift work to seek higher income according to the working period
- The raining variable has a greater chance of changing jobs to PSHT by 6.763 times compared to other transfer reference groups. Training for hotel workers is very much needed in skills development.
- The variable length of work <5 years has a greater opportunity to move by 0.092 times and length of work 5 - <10 years has a greater opportunity to move by 0.132 times compared to other displacement reference groups.
- The real result is that general education has no effect on the transfer of hotel workers, considering that the hotel industry uses skilled workers formed from training in mastering the fields of work. While conflict is a common thing in hotels so that workers can minimize conflicts that occur.
- The novelty of this research is job transfers that occur in multilevel positions, ranging from one-star hotel workers to five-star hotels.
- More about this source text

5.2 Future work

The following are suggestions from researchers related to this research:

- The city government of Palembang in particular and the provincial government of South Sumatra increase the budget for training programs to improve the skills of hotel workers and tourism workers in general, so that service standardization and worker skills can be achieved. Considering the hotel has contributed to a large Regional Original Revenue.
- The need for the Palembang city government to provide scholarships for hotel workers so that they can continue their vocational education to a higher level such as diploma IV hospitality education at Universitas Bina Darma and diploma III at the Palembang Tourism Polytechnic (Poltekar).

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