

The Effect of Incentives Towards Turnover Intentions Mediated by Continuance Commitment and Moderated by Job Status

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Abstract

The objective of this research is to find out the effect of incentives implemented by online transportation company towards turnover intentions also to find out the moderating role of job status and the indirect effect of incentives toward turnover intentions through continuance commitment. The research sample determined by purposive sampling from 100 respondents which 50 for full-time status and 50 for part-time status. The analysis method in this research used Regression analysis with casua step-model to test the mediating effect and Sub-Group method to test the moderating effect. The results shows that the incentives and continuance commitment had a negative effect towards turnover intentions. Results also show that the incentives have no effect toward continuance commitment. Continunace commitment can not mediate the effect of incentives towards turnover intentions and job status can not moderate the effect of incentives towards turnover intentions. The implication of this research that the companies should more consider in the implementation of the incentives and reconsider incentives on their full-time driver partners. Companies also can treat driver partners according to the type of job status.

Keywords

Incentives; Continuance Commitment; Turnover Intentions; Job Status

INTRODUCTION

Technological development brings many benefits for the society. One of the impact of technological development is the presence of online transportation. Several companies developed the online transportation as a main business goal and began expanding their business to rural areas to develop their business. The presence of online transportation companies also helped reducing unemployment in the society called partnership by inviting the people to join as driver partners. The agreement in this partnership applies a profit sharing system between the driver partner and the company. the driver partner do not get a salary from the company but rather gets income from customers who use services.

Apart from the income obtained from services provided to costumers, the driver partners can also get additional income from the existence of a point system which can be exchanged for incentives every day. Based on Minister of Transportation Regulation No.12 and Minister of Transportation Decree No. KP 384 year 2019 regarding basic tariff and the minimum tariff for online transportation, the

price for customer has now been increased. Besides the company increase the price for customers regarding the new Government regulations, on the other hand the company also reduces the incentivess provided to the driver partners. This problem cause the demonstrations and strikes by the driver partners at Purwokerto in August 2019, the driver partners want the incentives can be return as before and driver partners think that the new regulation can reduce the income of the driver partners.

Changes in incentivess experienced by driver partners can affect driver commitment to the company especially in continuance commitment. According to Allen and Meyer (1991) continuance commitment is a situation where an employee who feels it is hard to leave the organization, or in other words wants to stay in the organization, because the employee has no other alternative to move to another organization and they will think if they leave the organization the consequences will be detrimental to them.

High organizational commitment can reduce the level of turnover intentions (Clugston, 2000). Turnover intentions

according to Saeed, et al (2014) is a sense of employee desire to leave an organization. Every company wants to have a low level of turnover intentions, because if the turnover is exist, it will cause negative impacts for the company such as the decline in company revenue, recruitment costs and so on. Another negative impact of turnover, according to Robbins and Judge (2007), is that organizations can lose employees who want to be retained because they have skills that match company expectations.

The change in incentives might affect driver partners based on their job status. Job status is the position of someone in doing work in a business unit or organization. According to the National Labor Force Survey (2001), divided job status into 8 categories, where included in this research are driver partners who work as full-time worker and part-time worker. The results of previous research is when the job status was used as a moderating variable, it obtained different results in part-time and full-time in each unit of the work field. For the work field of online transportation drivers, there is still a lack of research in this area. This research using online transportation driver partners as research objects because the research results can be different with the previous research.

This research is based on a phenomenon that occurs in driver partners. Based on the change of incentives for online transportation drivers as described above, author interests in testing the effect of incentives on turnover intentions mediated by continuance commitment and moderated by job status in online transportation drivers in Purwokerto.

LITERATURE REVIEW AND HYPOTHESIS

Incentives

Incentives are additional remuneration given to certain employees whose performance is above the standard performance (Ebrasil Ali and Arat Tugay, 2012). Incentives can be used as a tool to motivate employees to realize organizational goals, both are compensation approaches provide rewards for certain work outcomes (Marwansyah, 2012: 297). Suwatno and Priasan (2011:235) divides the incentives indicator into two groups, namely material incentives and non material incentives.

Continuance Commitment

Continuance Commitment is a situation where an employee who feels it is hard to leave the organization, or in other words wants to stay in the organization (Meyer and Allen,1991). According to Engin & Ekgoz (2013), continuance commitment is a commitment that reflects the recognition of more costs if someone leaves the organization. Everything that is considered to incur losses for themselves. Continuance commitment for employees is a commitment that brings benefits for themselves. So that, if they leaves the organization they will feel a big loss.

Turnover Intentions

Turnover intentions is a motive or intention of employees to leave the organization intentionally and consciously from the employees themselves to leave the organization (Tet and Meyer, 1993). Turnover Intention can be interpreted as the motive or intention of employees to move from an organization or leave the organization, either in the form of dismissal by the organization or retirement (Putri and Suana, 2016). Robbins and Judge (2015) defines that turnover intention is the tendency or the extent to which an employee has the possibility to leave the organization either voluntarily or involuntarily due to lack of interesting doing job in the organization and any availability of job alternatives.

Job Status

According to the National Labor Force Survey (2001), job status is the position of a person in doing work in a unit of business or organization. Job status can also explained as the status of an employee in an organization or company based on a work contract or the length of work in accordance with the agreement between the employee and the company. Law No. 13 year 2003 regarding Manpower does not distinguish between full-time, part-time, temporary or substitution workers. In the Law No. 13 year 2013, articles 77 and 85 stated that the provisions of working hours are 40 hours per week. A part-time worker defined as someone who works only a certain portion or less than the normal work period per week. Based on the Central Bureau of Statistics, the meaning of part-time worker is someone who working under normal hours (less than 35 hours per week).

Incentives and Turnover Intentions

Incentives have a strong relationship with turnover intentions. No matter how long the employee work in the company, it is important to meet the right incentives for employees, only then an employee can be maintained (Mohammad, 2014). It is rare to find employees who think that incentives are not important. Every employee has a perception that any benefit that can help meet they needs, then will be very important for that employee. If an employee is given those rights so they will never break the relationship with the organization.

Research conducted by Mariam (2016) shows that incentives are negatively correlated on turnover intention. With higher incentives, most employees will feel comfortable in the organization and the turnover intentions will be lower. Based on this explanation, the first hypothesis can be made, as follows :

H1. Incentives have a negative effect toward turnover intentions

Incentives and Continuance Commitment

Siagian (2013) states that the provision of incentives is not only affects the work climate of the organization, but also has a positive effect on increasing employee work motivation, where incentives are said to make employee work motivation will increase and automatically increase employee commitment . Research by Deno (2017) shows the partial test results of Incentive variables have an influence on employee commitment. Hofmans (2012) found that the provision of incentives can increase employee organizational commitment.

Based on that explanation, it can be said that incentives have a role in increasing employee organizational commitment. The results of Research by I Putu, et.al (2017) show that the incentives have a positive effect on continuance commitment. Employee with continuance commitment stay in the organizations because economical value, if the incentives in the company increase, the continuance comitment will increase as well. Based on the explanations, the second hypothesis can be formulated as follows :

H2. Incentives have a positive effect toward continuance commitment

Continuance Commitment and Turnover Intentions

Continuance commitment shows a situation where employees choose to work with the current organization and they think they have little alternative jobs for them and if they leave the organization they will feel financially disadvantaged because they might get less salary from their current job. Research conducted by Muthukumar (2017) shows that continuance commitment has a significant negative correlation with turnover intention. Misbah, et al (2016) also mentioned the results of the statistical analysis showing a significant negative relationship between organizational commitment and turnover intention. The research conducted by Zopiatis (2014) shows the results that continuance commitment has a negative effect on turnover intention.

Based on the explanation above, can be concluded that the third hypothesis in this research are as follows :

H3. Continuance commitment has a negative effect toward turnover intentions

Mediating Role of Continuance Commitment

Various researchs have used organizational commitment as a mediating variable such as Falkenburg and Schyns (2007) and Putra (2015), in which it is known that organizational commitment mediates the effect of job satisfaction on employee turnover intentions. Incentives are used by companies to motivate employees and build employee commitments so they are likely to retain in the organization and are closely related to employee job satisfaction. Some of the results of the research indicate that incentives have a significant effect on organizational commitment.

Susilo and Satrya (2019) in the results of their research shows that organizational commitment fully mediates the relationship between job satisfaction and turnover intentions. Organizational commitment mentioned include continuance commitment.

The more employees feel satisfied with the incentives received and supported by employee with continuance commitment, the turnover intention will be lower. Based on the information above, the author makes the following hypothesis :

H4. Continuance commitment mediate the effect of incentives toward turnover intentions

Moderating Role of Job Status

Job status in some research can affect turnover intentions. Especially if the job status as a part-time worker, the possibility in turnover intentions will be higher than fulltime workers because partime workers feel that job status is not the main thing so turnover intentions tend to be higher.

Based on research conducted by Wirakusuma (2015) on the role of job status in moderating the effect of job satisfaction on organizational commitment at the information and communication service office of Bali Province shows that employment status has been proven to strengthen the effect of job satisfaction on organizational commitment. In contrasts, the results of research conducted by Julindrastuti and Karyadi (2016) stated that job status does not moderate the effect of job satisfaction on organizational commitment. On the other side Widnyana's research (2016) shows that job status appears as a moderating variable of the influence of organizational motivation and commitment on employee performance.

Based on the information above, thus authors proposed the fifth hypothesis as follows :

H5. Job status moderates the effect of incentives toward turnover intentions.

RESEARCH METHOD

Sampling

The data was collected from driver partners online transportation in purwoketo, Banyumas. Sampling technique uses purposive sampling from 100 respondents which 50 part-time and 50 full-time. Driver partners returned the completed questionnaires directly to the researcher and representing a respon rate of 100%.

Measurement

Each variable was measure with a previously developed scale. Incentives variable Measured using a questionnaire from Erbaşıl Ali & Arat Tugay (2012) used 7 question items. In this research only using 4 question items due to adjust the conditions of the research subject. Continuance commitment variable measured using a questionnaire by Allen and Meyer (1990) which is uses 8 items. Turnover Intentions Using a questionnaire from Mobley, Horner, & Holingswirth (1978) that consist of 3 question items. Job status in this research is measured using a dummy variable which have only 2

(two) values, namely 1 and 0, and is given the symbol D. Dummy has a value of 1 (D = 1) for one of the categories and 0 (D = 0) for the other categories.

Data Quality Method

Validity and Reliability

The validity test use correlation analysis with Pearson Product Moment. All question items tested have valid results that can be seen in table 1 and 2. Where the R arithmetic for all items is more than the value of R table that is equal to 0.361 with N=30 at a 95% confidence level. The realibility test used Cronbach Alpha technique. All variables gott Cornbach Alpha results more than Cut of Value of 0.6. so, All variables declared reliable and can be used as a tool of data collection.

Sample Characteristic

The valid sample of 100 questionnaires revealed that 99% were male (n=99) and 1% is female (n=1). Their aged ranged from 18 to 55 years and their workperiod range from 1 until 4 years. Their educational level 66% was graduated from high school (n=66), 13% was from bachelor degree (n=13), 11% was midle school (n=11), 7% was elementary school and 3% was diploma.

Classical Assumptions Method

Normality Test

The normality test used is Kolmogorov Smirnov. The results of the normality test are shown in the following table :

Table 1. Normality Test

Model	Asymp. Sig (2-tailed)	Sig.	Result
Unstandardized Residual 1	0.200	0.05	Normal
Unstandardized Residual 2	0.200	0.05	Normal

According to Santoso (2012: 293) the basis for decision making can be based on probabilities (Asymtotic Significance) 1) If the probability is > 0.05 so the distribution of the regression model is normal. Then it can be concluded that the data in this research are normally distributed.

Linearity Test

The results obtained from the linearity test are presented in the following table:

Table.2 Linearity Test

Variable	Deviation From Linearity	Sig. A	Result
Incentives – Continuanace Commitment	0.225	0.05	Linear
Incentives – Turnover Intentions	0.215	0.05	Linear
Continuanace Commitment-Turnover Intentions	0.289	0.05	Linear

According to Suliyanto (2011) the alternative hypothesis states that the model is not linear. If $F_{arithmetic} < F_{table}$ with $df = (\alpha.m.n-k)$ so the model is declared linear. From the table 2 we can conclude that all models variable tested is linear.

Heteroscedasticity Test

Heteroscedasticity test in this research uses the Glejser model which is conducted by regressing the independent variable with the residual value. Heteroscedasticity test results in this research are as follows :

Table 3. Heteroscedasticity Test

Model	Sig.
Incentives towards Abs_Res	0.327
Incentives and Continuanace Commitment towards Abs_Res	0.713
Incentives Abs_Res Full-time	0.577
Incentives Abs_Res Part-time	0.374
	0.483

The basic of decision making in the heteroscedasticity test is that if the significance value between the independent variables and absolute residuals is more than 0.05 means there is no contains heteroscedasticity problem. The result shows in table above all of the model no contains heteroscedasticity problem.

Autocorrelation Test

In this research the autocorrelation test uses the Durbin Watson method. The auto correlation test is a classic assumption test that must be done to test using the moderating variable subgroup method. According to Singgih (2012: 241), a good regression model is a regression that is no autocorrelation. Decision making criteria in the autocorrelation test using Durbin Watson is if the value of $d_u < d < 4-d_u$ means there is no autocorrelation. All the results in this research shows in table 6 which the value of d_u is 1.6944 $< d$ and $< 4-d_u$, it can be concluded that in this research there is no autocorrelation.

Multicollinearity Test

Multicollinearity test in this research uses the VIF (Variance Inflation Factor) method. The results can be seen in the following table:

Table.4 Multicollinearity Test

No	Variable	VIF
1	Incentives – Turnover Intentions	1.021
2	Incentives – Turnover Intentions Full-Time	1.000
3	Incentives – Turnover Intentions Part-Time	1.000

According to Gujarati (2012: 423), guidelines for regression model without multicollinearity is to have a tolerance figure close to 1. VIF limit is 10, if the VIF value is below 10, then there is no symptom of multicollinearity. Based on the table above, it can be seen that all the value of VIF is less than 10.00. If the VIF value < 10.00 means in this research multicollinearity does not occur.

Regression Analysis

The Effect of Incentives Towards Turnover Intention

The results of regression analysis of incentives towards turnover intentions can be seen at T arithmetic. Based on calculations T arithmetic is -4.395 and a significance is 0.000. The value of T arithmetic $\geq T_{table}$ is 1.661 and the significance is less than 0.05 in the negative direction. It is concluded that the incentives has negative correlations towards turnover intentions.

The Effect of Incentives Towards Continuanace Commitment

T arithmetic of incentives towards turnover intentions obtained is 1.443 and T table is 1.661. The basis for decision making criteria is that if T arithmetic $> T_{table}$ means there is an effect between variables, and if T arithmetic $< T_{table}$ means there is no effect between variables. The results obtained in this research is 1.443 < 1.661 which means there is no effect between incentives towards continuanace commitment.

The Effect of Continuanace Commitment Towards Turnover Intentions

In this reseach, The regression analysis of continuanace commitment towards turnover intentions found that the t arithmetic in this test is -2.973 $\geq T_{table}$ 1.661 and the significance was 0.004 ≤ 0.05 . It can be concluded that continuanace commitment has a negative effect towards turnover intentions.

The Effect of Incentives Towards Turnover Intentions with Continuance Commitment as Mediating Variable

The Result can explain that incentives with unstandardized B coefficient is -0.274 with T arithmetic is 4.101 > T table 1.661 and significance is 0.000 means that incentives have a relationship towards turnover intentions with a negative correlation. Result can be seen in table 9 that Continuance commitment variable with unstandardized B coefficient value is -0.101 with t arithmetic -2.579 > T table 1.661 with a significance of 0.011, so it can be said that continuance commitment has a relationship toward turnover intentions with a negative correlation.

The Effect of Incentives Towards Turnover Intentions With Job Status as Moderating Variable

The results of regression analysis in this research are divided into two categories, namely full-time and part-time. In this research on regression analysis, it was found that the T arithmetic in this test is -3.640 ≥ T table 1.661 and the significance level is 0.001 ≤ 0.05. Based on those results, it can be concluded that incentives have a negative effect towards turnover intentions in the full-time category.

In this research for part-time category, it was found that the T arithmetic in this test is -1.993 ≥ T table 1.661 and the significance level is 0.052 ≥ 0.05. Based on those results, it can be concluded that incentives do not have a negative effect on turnover intentions in the part-time category.

Hypothesis Test

Coefficient Determination (R2)

Coefficient Determination (R2) Continuance Commitment as a Mediating Variable Between the Effects of Incentives Towards Turnover Intentions value is 0.218. This value explains that 21.8% of the variation of turnover intentions is explained by incentives and continuance commitment variables, while 78.2% is explained by other variables not included in this research.

The value of R2 in the full-time category from model summary is 0.216. This value explains that 21.6% of the variation of turnover intentions is explained by the incentives variable of the full-time category. Different with R2 from part-time category only 0.076 or 7.6% explained by incentives variable.

Goodnes Of Fit (F Test)

Table.5 F-Test

No	Explanation	F Arithmetic	F table	Result
1.	Continuance Commitment as Mediating Variable Incentives	13.542	3.939	Fit
2.	Towards Turnover Intentions Incentives	19.319	3.939	Fit
3.	Towards Continuance Commitment Continuance Commitment	2.081	3.939	Unfit
4.	Towards Turnover Intentions	8.839	3.939	Fit

The regression equation on the incentives variable towards turnover intentions and continuance commitment towards turnover intentions, each of the regression equation has F arithmetic more than F table and the significance level is less than 0.05. It means the regression equation model can be stated fit. While on the variable of the effect of incentives on continuance commitment, the results are declared unfit because F arithmetic is less than F table and significance is 0.152, which is more than 0.05.

T Test

T test on simple regression model of mediation variables is done by finding the value of T table and compared the value with the T arithmetic, with the condition α = 0.05 with degrees of freedom n – k. In the 1-tailed test, it is obtained the T table value as 1.661. we get T arithmetic of incentives variable is -4.101 and T arithmetic of continuance commitment variable is -2.579. The results of this test in this research, stated that all T arithmetic on each variable more than the T table, then all T arithmetic variables in this model are accepted.

Mediating Variable Test

Fourth hypothesis Based on Figure 1 it can be seen that C shows a negative result between the effect of incentives towards turnover intentions. This result can seen from the unstandardized coefficient is -0.299 with a significance is 0.000. The results of the incentives variable with continuance

commitment in figure 1 get a 0.247 and significance level is 0.152. Where $0.152 > 0.05$, the incentives towards continuance commitment have no effect. When the continuance commitment variable is included in the calculation of the effect of incentives towards turnover intentions, the result of b is declared significant because the significance is less than 0.05 while C' remains significant at 0.000. Although the results of C and C' are significant, because the incentives towards continuance commitment variables have no effect, it can be concluded that continuance commitment cannot mediate the effect of incentives towards turnover intentions, or in the other words the fourth hypothesis which continuance commitment mediates the effect of incentives towards turnover intentions is rejected.

Other way to test the moderating variable used VAF test. The VAF test requires an indirect effect between the incentives and turnover intentions. The indirect effect is obtained by multiplying the coefficients of X - M with M - Y.

Table.11 VAF Test

Variable	Dirrect Effect	Indirect Effect	Percentage
Continuance Commitment	-0,299	-0,0337	10,13

Result shows the percentage of VAF that is under 20% which means continuance commitment does not mediate.

Sub-Group Moderation Test

The moderation test in this research uses the Chow with find F arithmetic to draw conclusions from the sub-group method on moderation variables. Based on the results of the regression analysis, the SSRT value (sum square residual total) is 436.845. For category 1 or full-time status, the SSR1 value is 250.392, and for category 0 or part-time status, the SSR2 value is 185.529. SSRG value is obtained by adding up the value of SSR1 with SSR2, the result obtained is 435.921.

The result of F arithmetic is 0.1017 where the number is smaller than the F table (3.936), it can be said that the job status variable does not moderate the relationship between the effect of incentives towards turnover intentions.

RESULT AND DISCUSSIONS

The Effect of Incentives Towards Turnover Intentions

Driver partners who work in online transportation companies mostly agree with the incentives that have been given and set by the company and automatically the driver partners who agree with the incentives provided by the company have low turnover intentions. If seen from the job status, the more dominant driver partners agree with the incentives given by the company, is the driver partners with part-time job status. There are still a few things that online transportation companies need to improve regarding incentives, but driver partners choose to stay on their jobs. Based on the explanation, it can be concluded that if the incentives increase, turnover intentions of the driver partners will be lower.

The results of this research were the same with the theory advanced by Mobley (1978) and have same results with research conducted by Mariam (2016) which shows that incentives variable negatively affect turnover intentions. The coefficient of determination of the intrinsic effect on turnover intentions in this research was 16.5%, when compared with research conducted by Mariam (2016) the results of the coefficient of determination was only 2.65% and 97.65% explained by other factors that was not included in the research. This can explain that the effect of incentives towards turnover intentions is more strongly experienced by driver partners who work in online transportation companies than the agents who were respondents in research done by Mariam (2016).

The Effect of Incentives Towards Continuance Commitment

The results of this research contradict with the research conducted by I Putu, et.al (2017) which showed that incentives have a positive effect on continuance commitment. Likewise, research conducted by Deno (2017) showed a partial effect between incentives on employee commitment.

Continuance commitment is a commitment based on salary, position or other materialistic matters. This is usually happened in a driver partners who have working period not long ago in organization. Based on the results of this research, it showed that continuance commitment on the driver partners was quite good, but the driver partners with part-time status show the low results. Driver partners with part-time status have enough with

materialistic things because they have other work outside as driver partners. So, the incentives provided by the company will not affect their continuance commitment.

The Effect of Continuance Commitment Towards Turnover Intentions

Based on the results of research that has been done, it explained that continuance commitment has a negative effect towards turnover intentions. These results were also the same with research conducted by Clugston (2000) which states that continuance commitment negatively affects turnover intentions. The same thing is also obtained from research conducted by Zopiatis (2014) which showed that continuance commitment has a negative effect on turnover intentions. Driver partners who have high continuance commitment are usually the drivers who can be said new in organizations. In online transportation companies, many driver partners are still fairly new, mostly 1-2 years working in online transportation companies. This relates that if the driver partners has a high continuance commitment, it can reduce turnover intentions. But even though continuance commitment can reduce turnover intentions, too much continuance commitment can actually harm online transportation companies because the driver partners will tend to move to other companies if other companies can give higher positions or higher wages.

The Mediating Role of Continuance Commitment on the Effect of Incentives Towards Turnover Intentions

The hypothesis made shows that continuance commitment can mediate the effect of incentives towards turnover intentions. However, the results in this research showed that continuance commitment was not able to mediate between the effect of incentives towards turnover intentions. This contradicts with the research conducted by Risma, et al (2018) where the results obtained showed that organizational commitment including continuance commitment fully mediated the variables closely related to incentives, namely job satisfaction with turnover intentions. Likewise with the results of research conducted by Clugston (2000) which stated that continuance commitment can mediate the effect of job satisfaction on turnover intentions. However, research conducted by Fitri (2018) showed that continuance commitment is not able to

mediate job satisfaction with turnover intention.

The reason of continuance commitment did not mediate the effect of incentives towards turnover intentions because even though there is a feeling of displeasure with the incentives provided, the driver partners persist because of the economic need supported with the limited skills possessed by the driver partners and the difficulty of finding alternative jobs, so the turnover will be low, while intention will remain, but it does not end at the results on the real turnover.

The Moderating Role of Job Status on the Effect of Incentives Towards Turnover Intentions

Based on the results of the research, it is known that job status did not moderate the effect of incentives towards turnover intentions. This is contrary with the results of research conducted by Widnyana (2016) which showed that the job status variable can moderate the influence of organizational motivation and commitment to employee performance. But another thing obtained in a research conducted by Julindrastuti and Karyadi (2016) which showed that job status did not moderate the influence between job satisfaction on organizational commitment.

This research showed the effect of incentives towards turnover intentions has a greater effect on driver partners who have full-time status. Results shows that full-time job status is significant and part-time job status is not significant. But in previous research conducted by widyana (2016) shows both job status is significant and moderate between dependent variable and independent variable. The results of the regression analysis of the sub-group method in this research, if incentives are increased by 100%, turnover intentions for full-time workers will decrease 31.7% when compared to part-time workers, it will only decrease 24.7%. In this research, job status only as predictor moderation variable because this moderation variable only plays a role as independent variable in the relationship model that is formed.

Each category have an effect on the relationship between incentives variables towards turnover intentions, but this research cannot strengthen or weaken the relationship between two variables. The reason job status cannot moderate is because each category has a different view so the results cannot strengthen or weaken the tested variable.

CONCLUSION

This research examined the relationship between incentives and turnover intentions especially considering mediating role of continuance commitment and moderating role of job status in online transportation company. Findings of this research are Incentives had a negative effect towards turnover intentions; Incentives did not have an effect towards continuance commitment; Continuance commitment had a negative effect towards turnover intentions; Continuance commitment cannot mediate the effect of incentives towards turnover intentions; Job status did not moderate the effect of incentives towards turnover intentions.

There are several implications in this research. First, online transportation companies can provide rewards or bonuses that are sufficient for the needs of driver partners. Second, the company expected to reconsider the policy regarding incentives given to driver partners, especially those with full-time status. Third, 3. Online transportation companies can treat driver partners according to the type of job status. Such as holding extra working hours or bonuses for fulltime workers as seen from the length of work time in a day when it exceeds 8 working hours. So that driver partners with full-time status will be more eager to work.

Limitations of this research are only research on turnover intentions, continuance commitment and incentives variables. Future research are expected to use other independent variables that affect turnover intentions such as job burnout, workload, work fatigue or other related variables. This is intended because the durability of each driver partners is different in dealing with customers and complaints. Research also only uses subjects that are not focused on certain working hours and 3. This research only focuses on employees of the online transportation service sector whose company implements changes in incentives in Purwokerto. Future research are recommended to conduct research in the transportation sector or other organizations or choose other service sectors such as hospitals. This is intended because the service sector should minimize work turnover, employees in the service sector are required to have special expertise and good socializing ethics and that is what sometimes is not owned in everyone.

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List of Tables

Table 1. Validity Test

Variable	Items	R Arithmetic	R Table	Result
Incentives	1	0.617	0.361	Valid
	2	0.610	0.361	Valid
	3	0.782	0.361	Valid
	4	0.759	0.361	Valid
Continuance Commitment	5	0.492	0.361	Valid
	6	0.493	0.361	Valid
	7	0.799	0.361	Valid
	8	0.647	0.361	Valid
	9	0.555	0.361	Valid
	10	0.547	0.361	Valid
	11	0.468	0.361	Valid
	12	0.799	0.361	Valid
Turnover Intentions	13	0.824	0.361	Valid
	14	0.870	0.361	Valid
	15	0.753	0.361	Valid

Table 2. Reliability Test

No	Variable	Reliability	Cut of Value	Result
1	Incentives	0.639	0.6	Reliable
2	Continuance Commitment	0.750	0.6	Reliable
3	Turnover Intentions	0.740	0.6	Reliable

Table 3. Autocorrelation Test

Variable	Du	D	4-du	Result
Incentives – Turnover Intentions	1.6944	2.271	2.3056	No Autocorrelation
Incentives – Turnover Intentions Full-Time	1.5849	2.238	2.4151	No Autocorrelation
Incentives – Turnover Intentions Part-Time	1.5849	2.106	2.4151	No Autocorrelation

Table 4. Autocorrelation Test

Variable	Constant	Unstandarized B	SSR	T Arithmetic	Sig.
Incentives-TOI	12.468	-0.299	436.845	-4.395	0.000
Incentives- Continuance	22.912	0.247		1.443	0.152
Continuance-TOI	11.719	-0.124		-2.973	0.004
Incentives-TOI Full-time	12.714	-0.317	250.392	-3640	0.001
Incentives-TOI Part-time	11.375	-0.247	185.529	-1.993	0.052

Table 5. Autocorrelation Test

Variable	T arithmetic	Sig.	Unstandardized B
Incentives	-4,101	0,000	-0,274
Continuance Commitment	-2,579	0,011	-0,101
Constant	14,771		

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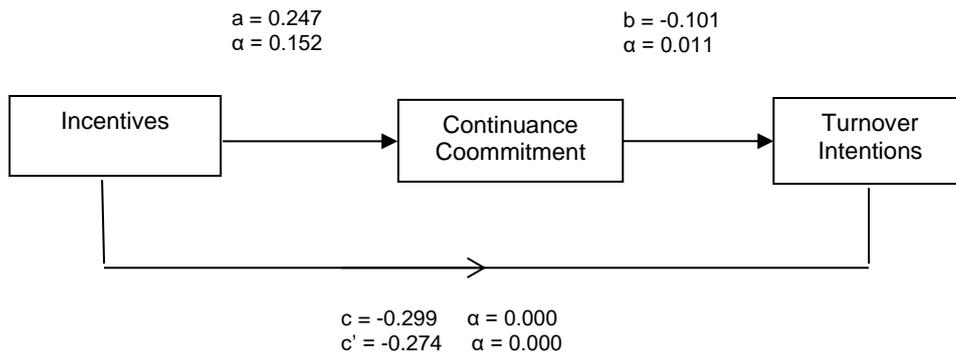


Figure 1. Regression Analysis Mediating Variable with Casual Step Model