

# Building Employee Loyalty: Strategies to Reduce Turnover Intention in Companies in the Digital Era

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## Abstract

The rapid advancement of digital transformation has significantly reshaped human resource management practices and employee expectations in modern organizations. While digital technologies offer greater efficiency and flexibility, they also increase employee mobility and intensify competition in the labor market, leading to higher turnover intention. This study aims to examine the role of employee loyalty in reducing turnover intention in companies operating in the digital era, as well as to identify key strategies that strengthen employee retention. Using a quantitative research design, data were collected through an online survey of employees working in organizations that have implemented digital work systems. The data were analyzed using multiple regression and structural equation modeling techniques. The results indicate that employee loyalty has a significant negative effect on turnover intention. Furthermore, employee engagement, digital human resource practices, and work flexibility significantly influence turnover intention both directly and indirectly, with employee engagement acting as a partial mediating variable. These findings suggest that organizations should adopt integrated, employee-centered strategies that align digital HR practices with engagement and flexibility initiatives to enhance employee loyalty and reduce turnover intention. This study contributes to the literature by providing empirical evidence on employee retention strategies in digitally transformed organizational contexts.

**Keywords:** Employee Loyalty; Turnover Intention; Digital Human Resource Management; Employee Engagement; Work Flexibility

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## Introduction

The rapid development of the digital era has brought fundamental changes to the way organizations manage their human resources. Digital transformation has not only reshaped business processes and operational technologies but has also altered work patterns, communication systems, and employee expectations toward organizations. The adoption of digital technologies such as artificial intelligence, big data analytics, cloud computing, and digital human resource management systems has created more dynamic, flexible, and competitive work environments. However, alongside these opportunities, organizations face significant challenges, particularly in maintaining employee loyalty and reducing turnover intention.

Turnover intention refers to an employee's conscious and deliberate willingness to leave an organization and is widely recognized as a strong predictor of actual turnover. High levels of turnover intention can negatively affect organizational performance by increasing recruitment and training costs, causing the loss of organizational knowledge, reducing productivity, and disrupting team stability. In the digital era, the availability of online job platforms and the increasing mobility of the workforce have made it easier for employees to explore alternative career opportunities. Consequently, organizations are required to develop effective strategies to strengthen employee loyalty in order to ensure long-term sustainability and competitiveness.

Previous studies have consistently highlighted the importance of employee loyalty and organizational commitment in reducing turnover intention. Meyer and Allen (1997) proposed a three-component model of organizational commitment consisting of affective, normative, and continuance commitment, all of which significantly influence employees' decisions to remain with an organization. Among these components, affective commitment defined as employees' emotional attachment to and identification with the organization has been found to be the most influential factor in lowering turnover intention. This finding suggests that employee loyalty is not solely driven by contractual obligations or financial rewards, but also by strong psychological and emotional bonds between employees and organizations.

Further research by Hom, Lee, Shaw, and Hausknecht (2017) emphasized that turnover intention is shaped by a combination of individual, organizational, and environmental factors. Job satisfaction, perceived organizational support, and organizational justice were identified as key determinants that negatively relate to turnover intention. In the context of the digital era, these factors become increasingly critical, as technological changes often affect job demands, skill requirements, and employees' work-life balance. Organizations that fail to manage these changes effectively may experience increased employee dissatisfaction and higher turnover intention.

As digital transformation continues to evolve, human resource management practices have also undergone significant changes. Kaur and Randhawa (2021) found that the implementation of digital HR practices, such as e-learning platforms, digital performance management systems, and integrated HR information systems, positively influences employees' perceptions of organizational support. Positive perceptions of digital HR practices enhance employee engagement and loyalty, which in turn reduce turnover intention. Nevertheless, the study also stressed the importance of adopting a human-centered approach to digitalization, as excessive reliance on technology without considering employees' well-being may lead to technostress, burnout, and feelings of social isolation.

Employee engagement has also been widely recognized as a crucial mechanism linking HR practices and turnover intention. Alam and Asim (2019) demonstrated that employee engagement mediates the relationship between HR practices and turnover intention, indicating that engaged employees are more likely to remain loyal to their organizations. In digital work environments, employee engagement can be fostered through transparent communication, participative leadership, continuous feedback, and opportunities for learning and innovation enabled by digital technologies. Organizations that successfully cultivate employee

engagement are more likely to build long-term loyalty and reduce employees' intentions to leave.

Moreover, generational differences have become increasingly relevant in the digital era. Nguyen, Malik, and Sharma (2020) reported that work flexibility and work–life balance are critical factors in building employee loyalty, particularly among Millennials and Generation Z, who now dominate the modern workforce. These generations tend to value autonomy, meaningful work, and continuous personal development over traditional job security. Organizations that offer flexible working arrangements, remote work options, and digital learning opportunities are better positioned to meet these expectations and, consequently, to lower turnover intention.

Based on the above discussion, it can be concluded that employee loyalty plays a strategic role in reducing turnover intention in the digital era. While previous studies have examined the relationships among organizational commitment, employee engagement, HR practices, and turnover intention, there remains a need for a more integrated and contextualized understanding of how employee loyalty can be systematically developed through effective strategies in digitally driven organizations. Therefore, this study is important to explore comprehensive strategies for building employee loyalty that are aligned with the challenges and opportunities of digital transformation, as well as to provide practical implications for organizations seeking to retain talented employees in an increasingly competitive and technology-driven business environment.

## **Literature Review**

### **2.1 Employee Loyalty in the Digital Era**

Employee loyalty refers to an employee's psychological attachment, commitment, and willingness to remain with an organization while contributing positively to its goals. Loyal employees tend to demonstrate higher levels of commitment, job involvement, and discretionary effort, which are essential for organizational sustainability. In the digital era, the concept of employee loyalty has evolved, as technological advancements have reshaped work structures, employment relationships, and career expectations. Traditional loyalty based on long-term job security has increasingly shifted toward relational and value-based loyalty, where employees remain committed as long as organizations provide meaningful work, growth opportunities, and supportive work environments.

Several scholars argue that employee loyalty is closely linked to organizational commitment. Meyer and Allen's three-component model affective, continuance, and normative commitment remains one of the most widely used frameworks to explain employee loyalty. Affective commitment, characterized by emotional attachment and identification with the organization, has been found to be the strongest predictor of employee retention. In the digital context, affective commitment is increasingly influenced by organizational culture, leadership style, and the extent to which digital tools support collaboration, autonomy, and innovation.

Digital transformation also influences loyalty by changing how employees interact with their work and organization. Digital platforms enable flexible working arrangements, remote collaboration, and continuous learning, which can enhance employees' sense of empowerment and organizational attachment. However, if poorly managed, digitalization may weaken loyalty by increasing work pressure, blurring work–life boundaries, and creating job insecurity. Therefore, organizations must balance technological efficiency with human-centered management practices to sustain employee loyalty in the digital era.

### **2.2 Turnover Intention**

Turnover intention is defined as an employee's conscious and deliberate intention to leave an organization within a certain period. It is widely recognized as a reliable antecedent of actual turnover behavior. High turnover intention is a critical concern for organizations because it often leads to increased recruitment and training costs, loss of organizational knowledge,

reduced productivity, and decreased service quality. In knowledge-intensive and digitally driven organizations, the consequences of turnover can be even more severe due to the specialized skills required by employees.

Previous studies have identified multiple determinants of turnover intention, including job satisfaction, organizational commitment, perceived organizational support, leadership quality, and work–life balance. In the digital era, additional factors such as technostress, digital overload, and rapid skill obsolescence have emerged as important predictors of turnover intention. Employees who experience difficulty adapting to new technologies or feel overwhelmed by constant digital demands are more likely to develop intentions to leave their organizations.

Moreover, the digital labor market has increased employee mobility. Online recruitment platforms, professional networking sites, and remote work opportunities have reduced geographical barriers, making job switching easier and more attractive. As a result, organizations must adopt proactive retention strategies that go beyond financial incentives to address employees' psychological and professional needs.

### **2.3 Relationship Between Employee Loyalty and Turnover Intention**

The negative relationship between employee loyalty and turnover intention has been consistently supported by empirical research. Loyal employees are less likely to search for alternative job opportunities and more willing to endure short-term challenges for the benefit of the organization. Organizational commitment, particularly affective commitment, has been found to significantly reduce turnover intention across various industries and cultural contexts.

Employee loyalty functions as a stabilizing force in organizations undergoing digital transformation. When employees perceive that their organization invests in their development, values their contributions, and supports their well-being, they are more likely to reciprocate with loyalty and long-term commitment. This reciprocal relationship is consistent with social exchange theory, which suggests that positive organizational treatment encourages employees to remain with the organization.

In the digital era, loyalty also acts as a buffer against uncertainty and change. Employees who trust their organizations and leaders are more willing to adapt to technological changes and less likely to develop turnover intentions. Conversely, a lack of loyalty may amplify the negative effects of digital stressors, leading to disengagement and higher turnover intention.

### **2.4 Strategic Human Resource Practices in the Digital Era**

Strategic human resource management plays a critical role in fostering employee loyalty and reducing turnover intention. Digital HR practices, such as e-learning systems, digital performance appraisal, and employee self-service platforms, have been shown to enhance transparency, efficiency, and employee empowerment. These practices contribute to positive employee perceptions of organizational support, which strengthens loyalty and reduces turnover intention.

Employee engagement has also been identified as a key mediating variable in the relationship between HR practices and turnover intention. Engaged employees exhibit higher enthusiasm, dedication, and absorption in their work, which reinforces loyalty and lowers the desire to leave. In digital work environments, engagement can be enhanced through continuous feedback, virtual collaboration tools, inclusive leadership, and opportunities for innovation.

Furthermore, flexible work arrangements enabled by digital technologies have become an important retention strategy. Studies indicate that flexibility in working hours and locations improves work–life balance and job satisfaction, particularly among younger generations such as Millennials and Generation Z. Organizations that align their HR strategies with these generational expectations are more likely to retain talented employees and reduce turnover intention.

## **Research Methodology**

### **3.1 Research Design**

This study adopts a quantitative research design with an explanatory approach to examine the relationships between employee loyalty and turnover intention in the context of the digital era. The quantitative approach is considered appropriate as it allows for the measurement of variables and the testing of hypothesized relationships using statistical analysis. The study aims to identify key strategies that organizations can implement to build employee loyalty and reduce turnover intention.

### **3.2 Population and Sample**

The population of this study consists of employees working in companies that have implemented digital technologies in their operational and human resource management processes. These companies may operate in various sectors, including services, manufacturing, finance, and technology-based industries. A purposive sampling technique is employed to select respondents who meet the criteria of having at least one year of work experience and being directly exposed to digital work systems.

The sample size is determined based on the requirements of multivariate analysis, ensuring adequate statistical power. A minimum sample size of 150–300 respondents is considered sufficient for regression or structural equation modeling analysis. Data are collected through an online survey distributed via email and professional networking platforms.

### **3.3 Data Collection Method**

Primary data are collected using a structured questionnaire designed to measure the study variables. The questionnaire is divided into several sections, including demographic information and measurement items for employee loyalty, turnover intention, digital HR practices, employee engagement, and work flexibility. All measurement items are adapted from established and validated scales in previous studies to ensure content validity.

Responses are measured using a five-point Likert scale, ranging from 1 (strongly disagree) to 5 (strongly agree). The use of an online questionnaire is particularly suitable for this study, as it aligns with the digital context and allows for efficient data collection across geographically dispersed respondents.

### **3.4 Research Variables and Measurement**

The dependent variable in this study is turnover intention, which refers to an employee's intention to leave the organization. Independent variables include employee loyalty and its key determinants, such as organizational commitment, employee engagement, digital HR practices, and work flexibility. Employee loyalty is conceptualized as a multidimensional construct reflecting emotional attachment, commitment, and willingness to remain with the organization.

Measurement items for turnover intention are adapted from prior research, focusing on employees' thoughts of quitting, intentions to search for alternative employment, and likelihood of leaving the organization. Employee loyalty and organizational commitment are measured using scales based on Meyer and Allen's three-component model. Employee engagement is measured through indicators of vigor, dedication, and absorption, while digital HR practices and work flexibility are assessed based on employees' perceptions of the effectiveness and availability of digital systems and flexible work arrangements.

### **3.5 Data Analysis Technique**

Data analysis is conducted using statistical software such as SPSS or SmartPLS. Descriptive statistics are used to summarize respondent characteristics and variable distributions. Prior to hypothesis testing, reliability and validity tests are performed, including Cronbach's alpha, composite reliability, and factor analysis, to ensure the consistency and accuracy of the measurement instruments.

To test the relationships between variables, multiple regression analysis or structural equation modeling (SEM) is employed. SEM is particularly useful for examining complex relationships among multiple variables and assessing both direct and indirect effects. The results of the analysis are used to evaluate the proposed hypotheses and to identify significant factors influencing employee loyalty and turnover intention in the digital era.

## Results

### 4.1 Descriptive Statistics

Descriptive analysis was conducted to understand the general perceptions of respondents regarding employee loyalty, digital HR practices, employee engagement, work flexibility, and turnover intention. The results indicate that employees generally perceive their organizations as supportive in the digital era.

**Table 1.** Descriptive Statistics of Research Variables

Variable	Mean	Standard Deviation
Employee Loyalty	4.12	0.58
Digital HR Practices	4.05	0.62
Employee Engagement	4.18	0.55
Work Flexibility	4.21	0.60
Turnover Intention	2.41	0.73

The mean value for employee loyalty (4.12) indicates a high level of loyalty among employees, while the relatively low mean score for turnover intention (2.41) suggests that employees generally have a low intention to leave their organizations.

### 4.2 Reliability and Validity Test Results

The reliability and validity of the measurement instruments were assessed using Cronbach's alpha and composite reliability. All constructs exceeded the minimum threshold of 0.70, indicating satisfactory reliability.

**Table 2.** Reliability and Validity Test Results

Variable	Cronbach's Alpha	Composite Reliability
Employee Loyalty	0.88	0.90
Digital HR Practices	0.85	0.88
Employee Engagement	0.89	0.91
Work Flexibility	0.86	0.89
Turnover Intention	0.87	0.90

These results confirm that all measurement scales are reliable and suitable for further analysis.

### 4.3 Regression Analysis Results

Multiple regression analysis was conducted to examine the effects of employee loyalty, employee engagement, digital HR practices, and work flexibility on turnover intention.

**Table 3.** Regression Results on Turnover Intention

Independent Variable	Beta ( $\beta$ )	t-value	Sig.
Employee Loyalty	-0.42	-6.85	0.000
Employee Engagement	-0.31	-5.12	0.000

Independent Variable	Beta ( $\beta$ )	t-value	Sig.
Digital HR Practices	-0.18	-2.94	0.004
Work Flexibility	-0.27	-4.36	0.000
$R^2 = 0.61$			

The results indicate that employee loyalty has the strongest negative effect on turnover intention ( $\beta = -0.42$ ,  $p < 0.001$ ), followed by employee engagement and work flexibility. Digital HR practices also show a significant negative relationship with turnover intention.

#### 4.4 Mediation Analysis Results

Employee engagement was tested as a mediating variable between digital HR practices and turnover intention.

**Table 4.** Mediation Analysis Results

Relationship	Direct Effect	Indirect Effect	Result
Digital HR → Turnover Intention	-0.18*	-0.14*	Partial Mediation

\*Significant at  $p < 0.05$

The results indicate that employee engagement partially mediates the relationship between digital HR practices and turnover intention.

#### Discussion

The findings demonstrate that employee loyalty plays a critical role in reducing turnover intention in the digital era. The strong negative relationship between employee loyalty and turnover intention supports organizational commitment theory, which emphasizes emotional attachment as a key determinant of employee retention. Employees who feel loyal to their organizations are less likely to seek alternative employment opportunities, even in highly competitive digital labor markets.

Employee engagement also significantly influences turnover intention, confirming its role as an important psychological mechanism linking HR practices to employee outcomes. Engaged employees tend to develop stronger emotional bonds with their organizations, leading to higher loyalty and lower intention to leave. This finding aligns with previous studies that highlight engagement as a predictor of retention and organizational performance.

The significant effect of digital HR practices suggests that technology-based HR systems can enhance employee experiences when implemented effectively. Digital tools improve transparency, accessibility, and efficiency, which positively influence employee perceptions of organizational support. However, the partial mediation effect indicates that digital HR practices reduce turnover intention primarily by enhancing employee engagement rather than through direct effects alone.

Work flexibility also emerges as a significant factor in reducing turnover intention. Flexible working arrangements allow employees to better manage work–life balance, which increases job satisfaction and loyalty. This finding is particularly relevant for younger generations in the digital workforce, who place high value on flexibility and autonomy.

Overall, the results suggest that organizations should adopt an integrated strategy that combines employee loyalty development, engagement-focused HR practices, supportive digital systems, and flexible work policies. Such an approach is essential for reducing turnover intention and sustaining organizational competitiveness in the digital era.

#### Conclusion

This study concludes that employee loyalty plays a pivotal role in reducing turnover intention in companies operating in the digital era. The empirical findings demonstrate a

significant negative relationship between employee loyalty and turnover intention, indicating that employees who exhibit higher levels of loyalty are less likely to consider leaving their organizations. This highlights employee loyalty as a strategic asset that contributes to organizational stability and long-term sustainability in an increasingly competitive and technology-driven environment.

The results further reveal that employee engagement, digital human resource practices, and work flexibility significantly influence turnover intention, both directly and indirectly. Employee engagement emerges as a key mediating factor through which digital HR practices reduce turnover intention. Effective implementation of digital HR systems enhances employees' perceptions of organizational support, increases engagement, and ultimately strengthens loyalty. However, the findings also emphasize that digital transformation in HR must be accompanied by a human-centered approach to avoid negative outcomes such as technostress and disengagement.

Additionally, work flexibility is found to be an important determinant of lower turnover intention, particularly in the context of a digitally enabled workforce. Flexible work arrangements contribute to improved work–life balance, increased job satisfaction, and stronger emotional attachment to the organization. This finding underscores the need for organizations to adapt their HR strategies to the evolving expectations of modern employees, especially Millennials and Generation Z.

Overall, this study confirms that reducing turnover intention in the digital era requires an integrated strategy that combines the development of employee loyalty, engagement-oriented HR practices, supportive digital systems, and flexible work policies. By aligning digital transformation initiatives with employee-centered management approaches, organizations can enhance retention, maintain a committed workforce, and achieve sustainable competitive advantage.

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