

## Employee Well-being and Retention in the Workplace: An Analysis of the Coffee Shop Industry

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### ABSTRACT

The development of business in this century has grown very rapidly and experienced continuous metamorphosis. One form of business that is currently on the rise in Indonesia is the coffee shop business. The coffee shop business has become a widespread discussion among the public, becoming a place that not only serves drinks, but also creates a unique social experience. Coffee shops are not only a place to enjoy caffeine, but also a communal space where people gather, discuss, and seek inspiration. Another factor that must be considered in this case is employee retention, which is the ability of a coffee shop to retain its employees for a longer period of time. This study uses a qualitative method with a literature study approach. This method is used to analyze the Role of Workplace Well-being and Employee Retention in the Coffee Shop Industry. The qualitative method was chosen because it allows researchers to explore in depth a complex and dynamic phenomenon that cannot be explained by quantitative data alone. This process begins with determining keywords related to the topic of study such as "workplace well-being", "employee retention", and "coffee shop". The results and discussion of this literature study by conducting a study on the Role of Workplace Welfare and Employee Retention in the Coffee Shop Industry. Through an analysis of scientific articles that have been published in the journal Overall result study shows that employee retention is greatly influenced by various factors, including rewards, competence, motivation, and a positive work environment, of course the factors that can influence employee retention are good workplace welfare, where if workplace welfare is getting better then employee retention will also be good.

**Keywords:** Workplace Well-being, Employee Retention, Coffee Shop

## 1 Introduction

The development of business in this century has grown very rapidly and experienced continuous metamorphosis. One form of business that is currently on the rise in Indonesia is the coffee shop business. The origin of the history of coffee in Indonesia began in 1669 when the Dutch brought coffee from Malabar, India, to Java which was then cultivated in Kedawung, a plantation located in Batavia. However, the efforts made by the Dutch failed due to earthquakes and floods [1]. The coffee shop business has become a widespread discussion among the public, becoming a place that not only serves drinks, but also creates a unique social experience. Coffee shops are not only a place to enjoy caffeine, but also a communal space where people gather, discuss, and seek inspiration [2].

Workplace well-being is a condition of well-being obtained by employees in their workplace, which is related to the fulfillment of personal needs in efforts to maintain physical and mental health, and this has a positive impact on the company [3]. There are several elements of well-being in the workplace. These elements include respect for the company, work-related intervention in personal life, superior attention, and work happiness [4]. Well-being in the workplace can have a positive impact on employees. The positive impact that employees can feel is the existence of an organizational culture that supports employee performance [5]. Employees are one of the factors in the success of a company, therefore employees must be made comfortable with their work. Factors that determine employee retention are organizational components, organizational career opportunities, and employee relations

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as well as employee rewards and retention [6].

Employee Retention is a company's effort to retain qualified employees who have the potential for the company's progress so that employees will remain loyal to the company. The purpose of employee retention is an effort to maintain and improve the physical, mental and attitude of employees, so that employees remain loyal and productive in carrying out the company's goals. [7]. Employee retention has become a major issue in many organizations. Employee retention is aimed at keeping employees longer to work for the company.

## **2 Literature Review**

### **Wellbeing at Work**

Workplace wellbeing or also called Workplace Wellbeing is a wellbeing in the workplace that can provide positive or negative influences on the workplace and satisfaction in working, wellbeing in the workplace is also a prosperity that can be felt by employees involved regarding feelings in general or intrinsic or extrinsic from their work [8]. Wellbeing in the workplace is a perception felt by employees about the wellbeing they receive which arises from a number of certain aspects that are related to work and the work environment so that a number of factors arise such as a sense of security, comfort and employee satisfaction in their work environment.[9]. Employees with high workplace well-being are employees who also have positive emotions so that they can feel happy and more productive when doing their jobs. Likewise, employees who have low workplace well-being will have emotions that have a negative impact due to the discomfort they feel when working at their workplace, so that it will make the employee less productive or less than optimal in carrying out their work. Therefore, employee welfare needs to be considered by the company. If employees are not prosperous, it will affect the performance of the employee.

### **Employee Retention**

Retaining employees is a company's capacity. To keep a business owned by prospective workers loyal to the business, employee retention refers to the company's policy to prevent employees from leaving the company. Employee retention is often interpreted as a company's effort to retain its employees. Employee retention refers to various policies and practices that guide employees to stay in the company for a longer period of time [10]. Employee retention will decrease if it is not balanced with the implementation of talent management in a well-managed company. If employee talent can be managed well, employees also have enthusiasm and reduced boredom in working [11].

High employee retention is determined by the success of the organization in managing talented employees so that it helps the organization in reducing high employee turnover due to job incompatibility. Talent management encourages high employee retention through current human resource management efforts across all parts of the organization. Talent management is a process in human resource management and employee talent distribution. Employee talent distribution encourages employee retention in the organization, so that the organization is able to have its own competitiveness to face a competitive environment.

## **3 Research Methods**

This study uses a qualitative method with a literature study approach. This method is used to analyze the Role of Workplace Well-being and Employee Retention in the Coffee Shop Industry. Qualitative methods are chosen because they allow researchers to explore in depth a complex and dynamic phenomenon that cannot be explained by quantitative data alone. Literature studies involve collecting and analyzing relevant sources of information from various scientific journals, books, research reports, and other publications. This process begins with determining keywords related to the research topic such as "workplace well-being", "employee retention", and "coffee shops". This study also seeks to evaluate the effectiveness of government policies and business practices in supporting economic development in Indonesia, especially in the coffee shop industry sector.

## 4 Results and Discussion

Results and Discussion This literature study aims to conduct research on the Role of Workplace Welfare and Employee Retention in the Coffee Shop Industry. Through an analysis of twelve scientific articles that have been published in the journal, it is described as follows:

Tabel 1. Literature Study Results

No	Article Title	Author & Year	Objectives & Methods	Conclusion
1	Analysis of Factors Affecting Employee Retention	The Intercession of Adzka and Mirwan Surya Perdhana, 2017	This study aims to determine what factors influence employee retention. Quantitative Methods	The results of this study are that there are 6 factors that have the most influence on employee retention, namely awards, compensation, leadership, career development, training and development, and job satisfaction. Then the best ranking was achieved by awards.
2	Workplace Well-Being to Increase Employee Engagement at Work	Zamralita & Anastasia, Daughters of Leleng Wilis, 2023	The purpose of this study is to determine the effect of workplace well-being on employee work engagement. Quantitative Methods	The results of data processing prove that workplace wellbeing has an effect on work engagement. This means that workplace wellbeing can predict work engagement in employees. If employee workplace wellbeing increases, then job engagement can increase.
3	Analysis of Employee Happiness and Well-Being Levels at Caffe Allya	Ariana Putri Maharani, Dena Salsabila, Dwi Isfa Azwara, Fajar Rizka Ramadhan, Felix Agrifa Nadeak, Vivi Nila Sari, 2024	To analyze the level of employee happiness and well-being at Cafe Allya, a cafe known for its warm and friendly atmosphere. Observation & Interview Method	Cafe Allya's owner applies various approaches and theories in human resource management to improve employee happiness and well-being. Personal approaches, recognition, and the provision of holistic employee welfare support facilities have succeeded in creating a productive and harmonious work environment.

Table 1 (continued)

No	Article Title	Author & Year	Objectives & Methods	Conclusion
4	Generation Z Employee Retention Factors of Unicorn Startups in Jabodetabek: Job Satisfaction as a Mediator	Hai Itqi Tammi, Deden Mulyana & Ade Komaludin, 2024	This study aims to examine the influence of career development, organizational commitment and perceived organizational support on employee retention through job satisfaction as a mediating variable. Survey Method	The results of the study show that career development, organizational commitment and perceived organizational support have a positive and significant influence on job satisfaction.
5	Defense Restaurant Business (Case Study In Ming Restaurant Jakarta)	Freddy Johanis Rumambi & Mardi Siswoyo, 2024	This study aims to identify and analyze retention strategies that have been implemented in restaurants. Qualitative Methods	The results of this study emphasize the importance of a holistic approach that combines compensation, work environment improvement, and career development to increase employee satisfaction and loyalty.
6	The Influence of Compensation, Organizational Culture and Motivation on Employee Retention at Maxx Coffee Store Tangerang	Jessica Angeline Nathania & Shierli Wijaya, 2024	The purpose of this study is to determine the effect of compensation, organizational culture, and work motivation on employee retention at Maxx Coffee outlets. Quantitative Methods	The results of the study show that compensation, organizational culture, and work motivation have a partial effect on employee retention. However, simultaneously it is known that compensation, organizational culture, and work motivation have an effect on employee retention.

Table 1 above describes the results of six studies that discuss workplace well-being and employee retention in the coffee shop industry, the first study was conducted by Safaat and Mirwan in 2017 entitled "Analysis of Factors Affecting Employee Retention", this study shows that rewards are the most dominant factor among the 14 employee retention factors found in this study. And demographic factors are factors that are considered to have the least influence on employee retention. It was found that there were six factors, namely rewards, compensation, leadership, career development, training and development, and job satisfaction occupying a total ranking above the middle value of the total ranking calculation. Further research conducted by Hayyi et al. in 2024 entitled "Factors for Retention of Generation Z Unicorn Startup Employees in Jabodetabek: Job Satisfaction as a Mediation", this study shows that career development, organizational commitment and perception of organizational support have a positive and significant effect on job satisfaction. This shows the importance of investing in career development programs, strengthening commitment, and increasing organizational support to improve employee job satisfaction. Career development, organizational commitment, and perceived organizational support have a positive and significant effect on employee retention. Furthermore, research conducted by Indah et al. In 2024 entitled "Employee Retention Strategy in the Restaurant Business (Case Study at Ming Restaurant Jakarta)", the results of the study showed that uncompetitive salaries, lack of appreciation, and limited career opportunities are the main

factors causing turnover. The strategies implemented include providing competitive compensation (salary increases and performance bonuses), creating a supportive work environment (skills training and team development activities), and a clear career development path. This study emphasizes the importance of a holistic approach that combines compensation, improving the work environment, and career development to increase employee satisfaction and loyalty. These findings provide practical recommendations for restaurant management to maintain operational stability and service quality, while contributing to the literature on Power Man management.

## 5 Conclusion

Overall, research shows that employee retention is greatly influenced by various factors, including rewards, competence, motivation, and a positive work environment. Therefore, coffee shops need to implement holistic and adaptive strategies to improve employee satisfaction and loyalty, especially in facing the challenges of the new generation in the workplace, of course the factors that can affect employee retention are good workplace welfare, where if workplace welfare is getting better then employee retention will also be good.

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