

Pengaruh kepuasan kerja dan perceived organizational support yang dimediasi oleh komitmen organisasi terhadap turnover intention studi kasus perawat unit rawat inap Rumah Sakit Metropolitan Medical Centre Jakarta = Influence of job satisfaction perceived organizational support mediated by organizational commitment towards turnover intention case study of nurse of inpatient unit in MMC Hospital Jakarta / Mohamad Rosyid Sayyari

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Abstrak

Tujuan penelitian ini adalah menganalisis dampak kepuasan kerja, perceived organizational support, komitmen organisasi terhadap Turnover intention. Sampel penelitian ini adalah perawat yang bekerja di unit rawat inap Rumah Sakit Metropolitan Medical Centre Jakarta. Sampel pada penelitian ini berjumlah 100 orang. Data penelitian ini diperoleh dengan kuesioner kepuasan kerja (Warr et al., 1979), kuesioner komitmen organisasi (Allen dan Meyer, 1990; Meyer, Allen dan Smith, 1993), kuesioner Perceived Organizational Support (POS) diadaptasi dari Eisenberger R, Huntington R, Huchthinson S, Sowa D (1986), kuesioner Turnover intention Hinshay dan Atwood (1984).

Hasil penelitian menemukan bahwa affective commitment, continuance commitment, dan kepuasan kerja tidak berpengaruh terhadap turnover intention. Perceived organizational support dan kepuasan kerja berpengaruh terhadap normative commitment, Kepuasan Kerja berpengaruh pada continuance commitment, dan normative commitment berpengaruh terhadap turnover intention.

The aim of this study was to analyze influence of job satisfaction, perceived organizational support, organizational commitment towards turnover intention. The sample of this research was nurse who worked in inpatient unit in MMC Hospital Jakarta. The samples of this research are 123 respondents. Data of this research was got by using job satisfaction questionnaire (Warr et al., 1979), organizational commitment questionnaire (Allen dan Meyer, 1990; Meyer, Allen dan Smith, 1993), Perceived Organizational Support questionnaire Eisenberger R, Huntington R, Huchthinson S, Sowa D (1986), turnover intention questionnaire Hinshay dan Atwood (1984).

The research found that normative commitment, affective commitment, and job satisfaction don't have influence towards turnover intention, perceived organizational support and job satisfaction have influence towards continuance commitment and normative commitment, normative commitment have influence towards turnover intention.