

## Pengaruh psychological capital dan social capital terhadap turnover intention dengan job satisfaction dan organizational commitment sebagai mediasi = The effect of psychological capital and social capital on turnover intention with job satisfaction and organizational commitment as mediation

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### Abstrak

Pergantian pekerja yang disebabkan oleh voluntary turnover dapat terjadi sangat cepat di dalam sebuah organisasi. Voluntary turnover yang sangat cepat dikaitkan dengan kualitas individu sebagai pekerja dalam menghadapi tantangan kerja di industri. Psychological capital dan social capital perlu dimiliki oleh individu sebagai pekerja. Penelitian ini bertujuan untuk menganalisis pengaruh psychological capital dan social capital karyawan terhadap job satisfaction, organizational commitment, dan turnover intention. Sebanyak 415 kuesioner online dikumpulkan dan dianalisis menggunakan analisis jalur Structural Equation Modeling (SEM). Hasil penelitian menunjukkan bahwa psychological capital memiliki efek positif pada job satisfaction. Psychological capital memiliki efek tidak langsung terhadap turnover intention melalui job satisfaction dan organizational commitment. Sedangkan, social capital dapat mempengaruhi job satisfaction, organizational commitment, dan turnover intention secara langsung. Selain itu, social capital juga dapat mempengaruhi turnover intention melalui mediasi job satisfaction dan organizational commitment.

.....The change of workers caused by voluntary turnover can occur very quickly within an organization. Voluntary turnover was very quickly associated with the quality of individuals as workers in facing work challenges in the industry. Psychological capital and social capital need to be owned by individuals as workers. This study aims to analyze the effect of psychological capital and social capital of employees on job satisfaction, organizational commitment, and turnover intention. A total of 415 online questionnaires were collected and data analyzed using Structural Equation Modeling (SEM) path analysis. The results showed that psychological capital has a positive effect on job satisfaction. Psychological capital also has an indirect effect on turnover intention through job satisfaction and organizational commitment. Meanwhile, social capital can affect job satisfaction, organizational commitment, and turnover intention directly. Social capital also can affect turnover intention through job satisfaction and organizational commitment as mediators.