

# Pengaruh emotional intelligence dan perceived organizational support terhadap turnover intention perawat dengan psychological strain dan workplace stress sebagai mediating variable = Empirical study of the relationship between emotional intelligence, perceived organizational support, workplace stress, psychological strain, and turnover intention among nurses

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## Abstrak

Penelitian ini menganalisis pengaruh emotional intelligence terhadap tingkat turnover intention perawat dengan perceived organizational support, psychological strain dan workplace stress sebagai mediating variable. Sampel pada penelitian ini adalah perawat yang bekerja di rumah sakit swasta maupun daerah. Sampel didapatkan dengan menggunakan random sampling sebanyak 216 sampel perawat dengan menyebarkan kuesioner secara langsung maupun melalui google form. Adapun analisis data dan uji hipotesis pada penelitian ini menggunakan software LISREL dan SPSS. Hasil dari penelitian ini menunjukkan bahwa turnover intention perawat di mediasi oleh workplace stress dan psychological strain, serta perceived organizational support juga memediasi hubungan antara emotional intelligence perawat dengan psychological strain. Emotional intelligence memiliki pengaruh negatif terhadap psychological strain dan workplace stress. Emotional intelligence juga mempunyai pengaruh positif terhadap POS, sedangkan POS memiliki pengaruh negatif terhadap turnover intention perawat. Secara langsung maupun tidak langsung emotional intelligence diketahui pada penelitian ini tidak berpengaruh secara signifikan terhadap turnover intention. Penelitian ini diharapkan dapat membantu manajemen rumah sakit dalam mengelola sumber daya manusianya khususnya perawat untuk keberlangsungan organisasi dalam jangka waktu yang lama.

.....This study analyzes the effect of emotional intelligence on psychological strains and workplace stress using perceived organizational support as mediating variable at the nurse turnover intention level. The method used is by distributing questionnaires to the sample, with sample criteria are nurses working in private and regional hospitals. Samples were obtained using simple random sampling are 216 . The data analysis and hypothesis testing in this study used LISREL and SPSS software with Mediation Regression Equations models. This study is limited by the use of the theory of Perceived organizational support, workplace stress, psychological strains and emotional intelligence that focuses on its influence on nurse turnover intention in regional and private hospitals in Indonesia. The results of this study indicate that nurse turnover intention is mediated by workplace stress and psychological strains, and perceived organizational support also mediates the relationship between nurse's emotional intelligence and psychological strains. Emotional intelligence has a negative influence on psychological strains and workplace stress. Emotional intelligence also has a positive effect on perceived organizational support, while perceived organizational support has a negative effect on nurse turnover intention. This research is expected to help the hospital management in managing its human resources, especially nurses for the sustainability of the organization in the long term.