

Pengaruh Makna Pekerjaan, Keterlibatan Kerja, Komitmen Organisasional, dan Intensi Berpindah Kerja pada Karyawan Hotel PT. Archipelago International di Jakarta dan Bali = The Effect of Meaning of Work, Work Engagement, Organizational Commitment, and Turnover Intentions in PT. Archipelago International`s Jakarta and Bali Hotel Employees

Nadya Karinadewi, author

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Abstrak

Industri hospitaliti, terutama sektor perhotelan, adalah salah satu industri dengan tingkat perpindahan pekerja tertinggi di dunia. Di Indonesia, sektor hotel mengalami berbagai permasalahan yang disebabkan oleh tingginya tingkat perpindahan pekerja. Hal ini juga dialami oleh berbagai perusahaan operator hotel terkemuka, termasuk PT. Archipelago International. Dalam studi ini, peneliti mengkaji bagaimana pekerja hotel di PT. Archipelago International memaknai pekerjaan mereka dan bagaimana variabel ini berkontribusi terhadap keterlibatan kerja, komitmen organisasional dan intensi pindah kerja. Dalam studi ini dilakukan pula kajian terhadap peran dari keterlibatan kerja sebagai mediator pada hubungan antara makna pekerjaan dan komitmen organisasi. Structural equation model (SEM) digunakan untuk menganalisa data penelitian. Berdasarkan data yang didapatkan dari 406 pekerja hotel di Jakarta dan Bali, hasil penelitian menunjukkan bahwa makna pekerjaan secara positif memengaruhi keterlibatan kerja, dan keterlibatan kerja secara positif memengaruhi komitmen organisasional. Keterlibatan kerja merupakan mediator penuh pada hubungan antara makna pekerjaan dan komitmen organisasional. Selain itu, ditemukan pula pengaruh negatif komitmen organisasional terhadap intensi pindah kerja. Implikasi manajerial dan ide penelitian berikutnya akan dibahas pada akhir studi.

.....The hospitality industry, especially the hotel sector, was one of the world's highest in staff turnover rate. This is also the case in Indonesia, where the hotel sector is rife with problems related to high staff turnover. The situation is felt by hotel management companies in Indonesia, including PT. Archipelago International. In this paper, we explore how PT. Archipelago International's hotel employees view the meaning of their work and how it contributes to their work engagement, organizational commitment, and turnover intention, along with the role of work engagement as mediator in the relationship between meaning of work and organizational commitment. Structural equation model (SEM) was used to examine the data. Based on the data collected from 406 hotel employees in Jakarta and Bali, results indicated that employees' meaning of work positively influenced work engagement, and work engagement positively influenced organizational commitment. Work engagement was found to be a full mediator in the relationship between meaning of work and organizational commitment. Additionally, organizational commitment was also found to negatively influence turnover intention. Managerial implications and ideas for future research will be discussed at the end of the paper.