

Pengaruh verbal abuse dan abusive supervision terhadap turnover intention yang dimediasi oleh emotional exhaustion: studi empiris pada pekerja pabrik garmen di Indonesia = The effects of verbal abuse and abusive supervision toward turnover intention through emotional exhaustion: an empirical study of garment workers in Indonesia / Siti Hanifah

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Abstrak

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Kondisi tempat kerja yang merugikan menyangkut kesejahteraan pekerja dapat memengaruhi persepsi pekerja terhadap organisasi. Bila perusahaan gagal menciptakan kondisi kerja yang dapat memenuhi kebutuhan dasar pekerja, konsekuensinya yakni menyebabkan *turnover intention* melalui *emotional exhaustion* yang dialami pekerja. Penelitian ini bertujuan untuk mengetahui pengaruh dari *verbal abuse* dan *abusive supervision* terhadap *turnover intention* melalui mediasi *emotional exhaustion* pada pekerja pabrik garmen di Indonesia. Data penelitian diperoleh dengan melakukan survei terhadap 2.897 pekerja di pabrik garmen, di Pulau Jawa, Indonesia. Metode penelitian menggunakan *Structural Equation Modeling* (SEM). Hasil penelitian ini menunjukkan bahwa *emotional exhaustion* memediasi secara parsial pengaruh *verbal abuse* dan *abusive supervision* terhadap *turnover intention* secara berurutan.

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**ABSTRACT**

Adverse workplace conditions, especially concerning the welfare of workers can affect workers' perceptions of the organization. If the company fails to address working conditions that can meet the basic needs of workers, the consequences are causing turnover intention through emotional exhaustion experienced by workers. This study aims to determine the effects of verbal abuse and abusive supervision toward turnover intention through emotional exhaustion as mediation of garment workers in Indonesia. The research data was obtained by surveying 2,897 garment workers, Java, Indonesia. The research method uses Structural Equation Modeling (SEM). The results of the study showed that emotional exhaustion partially mediates the influence of verbal abuse and abusive supervision on the turnover intention sequentially.