

Pengaruh job stress dan job satisfaction terhadap turnover intention pada karyawan frontline hotel bintang lima di Jakarta = The effect of job stress and job satisfaction on turnover intention on frontline employees at five star hotels in Jakarta / Anisya Pranti

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Abstrak

[Penelitian ini bertujuan untuk menyelidiki pengaruh job stress terhadap turnover intention dengan job satisfaction sebagai variabel mediasi pada karyawan frontline hotel bintang lima di Jakarta, yaitu The Sultan, The Groove Suites, dan Hotel Mulia. Dari hasil data dan pengujian hipotesis terhadap 100 responden yang menggunakan uji analisis SEM, diperoleh hasil yakni meskipun job stress ditemukan memiliki hubungan positif terhadap turnover intention serta job satisfaction memiliki hubungan negatif terhadap turnover intention, namun secara tidak terduga job stress tidak menunjukkan hubungan negatif terhadap job satisfaction. Metode penelitian ini menggunakan kuantitatif deskriptif cross sectional. Teknik pengambilan sampel menggunakan metode purposive sampling. Pengumpulan data yang digunakan dalam penelitian ini dengan menyebarkan kuesioner kepada responden secara proporsional.]; This study investigate the relationship of job stress on turnover intention and job satisfaction as mediating variables on frontline employees five-star hotel in Jakarta, such The Sultan, The Groove Suites, and Hotel Mulia. Hypothesis testing on 100 respondents and using SEM analysis test, the result that although the relationship of job stress and turnover tendency is positive and job satisfaction showed negative relationship on turnover intention, but unexpectedly job stress showed no negative relation on job satisfaction This research method using quantitative descriptive cross sectional. The sampling technique using purposive sampling method. The collection of data used in this study with a questionnaire to the respondent spread proportionally., This study investigate the relationship of job stress on turnover intention and job satisfaction as mediating variables on frontline employees five-star hotel in Jakarta, such The Sultan, The Groove Suites, and Hotel Mulia. Hypothesis testing on 100 respondents and using SEM analysis test, the result that although the relationship of job stress and turnover tendency is positive and job satisfaction showed negative relationship on turnover intention, but unexpectedly job stress showed no negative relation on job satisfaction This research method using quantitative descriptive cross sectional. The sampling technique using purposive sampling method. The collection of data used in this study with a questionnaire to the respondent spread proportionally.]