

Menurunkan intensi meninggalkan organisasi melalui pemberian umpan balik kinerja efektif untuk meningkatkan persepsi karyawan terhadap dukungan organisasi = Reducing turnover intention through effective performance feedback to increase employee's perceived organizational support

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Abstrak

Penelitian ini bertujuan untuk mengetahui efek mediasi komitmen afektif pada hubungan persepsi karyawan terhadap dukungan organisasi dan intensi meninggalkan organisasi. Sampel penelitian melibatkan 96 Customer Service Officer CSO inbound Contact Center X Jakarta yang bergerak di bidang jasa layanan kebutuhan daya listrik. Data dianalisa dengan menggunakan Hayes rsquo;s PROCESS macro. Hasil penelitian menunjukkan bahwa komitmen afektif terbukti memediasi hubungan antar kedua variabel tersebut. Dengan demikian, intervensi terhadap peningkatan persepsi terhadap dukungan organisasi perlu dilakukan agar dapat meningkatkan komitmen afektif dan menurunkan intensi meninggalkan organisasi. Bentuk rancangan yang disusun berupa peningkatan keterampilan atasan dalam memberikan umpan balik kinerja efektif untuk CSO inbound.

This study aims to investigate the mediating effect of affective commitment in the relationship between perceived organizational support and turnover intention. Data were collected from inbound Customer Service Officer CSO Contact Center X Jakarta which operating in service of electricity needs N 96 . Data were analyzed using Hayes PROCESS macro. Results showed that affective commitment mediated the relationship on that two variables so one practice to increase perceived organizational support is offered in order to increase affective commitment and reduce turnover intention. The intervention was designed to increase supervisor skill in giving effective performance feedback for inbound CSOs.