

Pengaruh employee voice dan resilience pekerja terhadap turnover intention dengan mediasi emotional exhaustion pada pekerja industri garmen di Indonesia = The influence of employee voice and employee resilience to turnover intention through emotional exhaustion as mediator on industrial garment workers in Indonesia

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Abstrak

**ABSTRAK**

Penelitian ini bertujuan untuk menguji peran employee voice dan resilience terhadap turnover intention dengan mediasi emotional exhaustion. Penelitian ini merupakan bagian dari penelitian payung yang dilakukan oleh tim riset Universitas Indonesia (UI), Tufts University (TU), dan Real-Time Analytics (RTA) Vietnam. Penelitian ini menggunakan metode kuantitatif menggunakan kuesioner dengan total responden 2.781 pekerja garmen pada lima provinsi di Indonesia. Setelah reliabilitas dan validitas alat ukur dikonfirmasi, pemodelan persamaan struktural dilakukan untuk memeriksa hubungan yang dihipotesiskan. Temuan utama dalam penelitian ini adalah: emotional exhaustion memediasi komplementer hubungan employee voice dengan turnover intention dan memediasi kompetitif hubungan resilience pekerja dengan turnover intention.

**ABSTRACT**

This study aims to examine the roles of employee voice and resilience to turnover intention through emotional exhaustion as mediator. This study is a part of research project between Universitas Indonesia (UI), Tufts University (TU), and Real-Time Analytics (RTA) Vietnam. Data were collected using surveys to 2.867 garment workers in five provinces in Indonesia. The measurement in this study were confirmed valid and reliable before the researcher conducted structural equation modelling to examine the hypothesized relationships. The main finding were: emotional exhaustion complementary mediated the relationship between employee voice and turnover intention, and competitively mediated the relationship between employee resilience and turnover intention.