

Pengaruh Perubahan Organisasi Akibat Adanya Proses Merger-Akuisisi dimediasi komitmen organisasi terhadap Turnover Intention (Studi pada Departemen Consumer Banking Group PT Bank XYZ) = The impact of organizational change due to the process of Merger-acquisition in mediated commitment of organization to Turnover Intention (study on Department of Consumer Banking Group Bank XYZ)

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Abstrak

**ABSTRAK**

Penelitian ini menyelidiki bagaimana pengaruh perubahan organisasi khususnya Workload Change dan Career Prospect Change terhadap turnover intention karyawan sebagai akibat dari proses merger-akuisisi yang dimediasi oleh organizational commitment. Penelitian ini menggunakan metode single cross sectional, yaitu pengumpulan data atau informasi hanya satu kali di setiap sampel elemen populasi dan kuesioner disebar secara online ke 102 karyawan Bank XYZ yang mengalami proses akuisisi secara langsung, baik itu karyawan yang berasal dari Bank XYZ, maupun karyawan yang berasal dari Bank ABC. Skripsi ini menggunakan analisis structural equation modelling (SEM). Variabel yang mempengaruhi turnover intention pada Bank XYZ adalah karena adanya workload change, yaitu peningkatan pada workload change (workload semakin berkurang) maka akan menurunkan turnover intention. Workload change dapat mempengaruhi turnover intention secara langsung tanpa harus melalui organizational commitment sebagai mediasi, dan workload change juga berpengaruh terhadap organizational commitment. namun organizational commitment tidak berpengaruh terhadap turnover intention. Sehingga organizational commitment tidak dapat memediasi pengaruh antara workload change terhadap turnover intention. Untuk peran mediasi organizational commitment dalam pengaruh career prospect change terhadap turnover intention juga tidak terbukti, karena meskipun career prospect change memiliki pengaruh yang bersifat negatif terhadap organizational commitment, namun organizational commitment tidak berpengaruh terhadap turnover intention.. Memahami variabel apa yang dapat memengaruhi turnover intention pada Bank XYZ karena merger-akuisisi dapat membantu manajer untuk memprediksi perilaku karyawan dan rencana manajerial ke depannya, oleh karena itu penelitian ini juga terdapat implikasi manajerial yang dapat dilakukan manajer serta sara pada penelitian selanjutnya.

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**ABSTRACT**

This study investigates how the influence of organizational change in particular Workload Change and Career Prospect Change on employee turnover intention as a result of the merger processes mediated by organizational commitment. This study uses a single cross sectional method, which is collecting data or information only once in each population element sample and questionnaires distributed online to 102 XYZ Bank employees who experience the acquisition process directly, both employees from Bank XYZ, and employees who comes from Bank ABC. This thesis uses structural equation modeling (SEM) analysis. The variable that influences turnover intention at Bank XYZ is because of the workload change, which is an increase in workload change (the workload decreases), which will reduce turnover intention. Workload

change can affect turnover intention directly without having to go through organizational commitment as mediation, and workload change also affects organizational commitment. but organizational commitment does not affect turnover intention. So that organizational commitment cannot mediate the influence between workload change on turnover intention. The mediating role of organizational commitment in the influence of career prospect change on turnover intention is also not proven, because even though the career prospect change has a negative effect on organizational commitment, organizational commitment has no effect on turnover intention. Understanding what variables can influence turnover intention at Bank XYZ because mergers can help managers to predict employee behavior and managerial plans in the future, therefore this study also has managerial implications that managers and staff can do in future research.<i/>