

Pengaruh Emotional Intelligence, Perceived Organizational Support, Dan Workplace Stress Terhadap Turnover Intention = The Effect of Emotional Intelligence, Perceived Organizational Support, and Workplace Stress on Turnover Intention

Farid Ramadhan, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20520759&lokasi=lokal>

Abstrak

Efek pandemi memberikan dampak menurunnya perekonomian namun meningkatkan konsumsi rumah tangga. Hal ini menyebabkan masyarakat ingin mendapatkan compensation and benefit yang lebih baik di samping banyak perusahaan meminta karyawannya menerima pengurangan gaji untuk meringankan beban keuangan perusahaan. Hal ini akan memberikan tekanan kepada pekerja karena memikirkan kehidupannya sehingga memberikan work-life balance yang rendah. Kedua hal ini menjadi alasan pekerja untuk meeninggalkan perusahaannya. Studi ini mengusulkan bahwa emotional intelligence menyatukan faktor individu dan perceived organizational support sebagai faktor organisasi yang mempengaruhi employee turnover dan berfungsi mengurangi turnover. Data dikumpulkan dari 121 karyawan salah satu perusahaan sektor energi. Dampak langsung, tidak langsung, dan total dari emotional intelligence karyawan dan perceived organizational support pada employee turnover diuji dengan structural equation modeling. Hasil penelitian menunjukkan bahwa emotional intelligence dan perceived organizational support memiliki dampak langsung dan tidak langsung yang signifikan melalui mediasi workplace stress pada turnover intention. Saran implikasi termasuk mengintegrasikan emotional intelligence ke dalam proses perekrutan karyawan baru dan memberikan kesempatan pelatihan bagi karyawan saat ini untuk meningkatkan kecerdasan emotional intelligence. Selain itu, perusahaan dapat mengevaluasi compensation and benefit sesuai dengan beban kerja karyawan sebagai bentuk dukungan perusahaan kepada karyawan.

.....The effects of the pandemic have the impact of declining the economy but increasing household consumption. This causes people to want to get better compensation and benefits in addition to many companies asking their employees to receive a salary reduction to ease the company's financial burden. This will put pressure on workers because they think about their lives so as to provide a low work-life balance. These two things are the reasons for workers to leave the company. This study proposes that emotional intelligence unites individual factors and perceived organizational support as organizational factors that influence employee turnover and serve to reduce turnover. Data were collected from 121 employees of an energy sector company. The direct, indirect, and total impact of employee emotional intelligence and perceived organizational support on employee turnover was tested by structural equation modeling. The results showed that emotional intelligence and perceived organizational support had a significant direct and indirect impact through mediating workplace stress on turnover intention. Suggested implications include integrating emotional intelligence into the process of recruiting new employees and providing training opportunities for current employees to improve emotional intelligence. In addition, the company can evaluate compensation and benefits according to the employee's workload as a form of company support to employees.