

# Pengaruh Perceived Supervisor Support terhadap Employees Turnover Intention dan Task Performance Melalui Mediasi Self Efficacy (Studi pada Karyawan Generasi Z di DKI Jakarta) = Influence of Perceived Supervisor Support on Employees Turnover Intention and Task Performance Through Self Efficacy Mediation (Study on Generation Z Employees in DKI Jakarta)

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## Abstrak

Tingginya turnover intention dan rendahnya task performance menjadi permasalahan di perusahaan yang harus ditangani dan dapat diselesaikan oleh tingginya support dari supervisor yang dirasakan serta keyakinan yang tinggi terhadap diri sendiri selama bekerja (self efficacy). Kedua permasalahan tersebut dapat dialami oleh seluruh karyawan, terutama karyawan generasi Z. Maka dari itu, tujuan dari penelitian ini adalah untuk menganalisis pengaruh dari perceived supervisor support terhadap employees turnover intention dan task performance dengan self efficacy sebagai variabel mediasi pada karyawan di DKI Jakarta. Dengan tujuan eksplanatif, penelitian ini menggunakan pendekatan kuantitatif dengan menyebarkan kuesioner yang disebar secara daring kepada 253 responden Generasi Z yang bekerja sebagai karyawan di DKI Jakarta yang didapatkan dengan menggunakan teknik penarikan data non-probability sampling dengan jenis purposive sampling. Penelitian ini melakukan teknik analisis data dengan menggunakan hierarchical multiple regression. Hasil penelitian ini menunjukkan adanya pengaruh perceived supervisor support terhadap turnover intention dan juga terdapat pengaruh perceived supervisor support terhadap task performance pada karyawan di DKI Jakarta. Selain itu, self efficacy juga terbukti menjadi variabel mediasi antara perceived supervisor support terhadap turnover intention dan perceived supervisor support terhadap task .....High turnover intention and low task performance are problems in the company that must be handled and can be solved by the perceived high support from supervisors and high confidence in themselves during work (self efficacy). Both of these problems can be experienced by all employees, especially generation Z employees. Therefore, the purpose of this study is to analyze the effect of perceived supervisor support on employees turnover intention and task performance with self-efficacy as a mediating variable for employees in DKI Jakarta. With an explanatory purpose, this study uses a quantitative approach by distributing questionnaires distributed online to 253 Generation Z respondents who work as employees in DKI Jakarta which were obtained using a non-probability sampling technique with purposive sampling. This study uses data analysis techniques using hierarchical multiple regression. The results of this study indicate that there is an effect of perceived supervisor support on turnover intention and there is also an effect of perceived supervisor support on task performance for employees in DKI Jakarta. In addition, self-efficacy is also proven to be a mediating variable between perceived supervisor support on turnover intention and perceived supervisor support on task performance for Generation Z employees in DKI Jakarta.