

# Pengaruh Psychological Contract terhadap Employee Turnover Intention dengan Mediasi Employee Engagement dan Moderasi Perceived Organizational Support (Studi pada PT Healthcare) = The Effect of Psychological Contract on Employee Turnover Intention with Mediator Employee Engagement and Perceived Organizational Support as Moderator (Case Study at PT Healthcare)

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## Abstrak

Turnover karyawan tetap menjadi masalah kronis di suatu industri dan bahkan memburuk untuk beberapa industri karena pandemi global. Turnover intention telah digunakan untuk mengukur pemahaman turnover sebelum hal itu terjadi. Psychological contract dan employee engagement merupakan sejumlah faktor perilaku organisasi yang telah diidentifikasi sebagai pendorong penting pada intensi berpindah karyawan. Menurut teori organizational support, dukungan organisasi yang dirasakan merupakan salah satu hal yang memperkuat hubungan setiap faktor dalam perilaku karyawan di Industri Farmasi – Firma Pelayanan Kesehatan. Metode cross-sectional digunakan dalam penelitian ini dan analisis didasarkan pada sampel dari 335 karyawan yang dikumpulkan menggunakan kuesioner online. Data dianalisis menggunakan AMOS - Structural Equation Modelling. Penelitian ini telah mengidentifikasi ada hubungan yang signifikan antara psychological contract, employee engagement terhadap turnover intention. Terdapat pengaruh positif psychological contract terhadap employee engagement dan pengaruh negatif terhadap turnover intentions sedangkan employee engagement secara parsial memediasi hubungannya. Berdasarkan temuan, organizational support yang dirasakan terbukti secara signifikan memoderasi hubungan employee engagement dimana karyawan yang memiliki dukungan organisasi yang lebih tinggi akan meningkatkan keterikatan karyawan terhadap perusahaan dan mengurangi keinginan berpindah. Secara praktis, pentingnya pengusaha untuk mencari alternatif lain dalam mempertahankan kinerja terbaik dengan membangun kontrak dan keterlibatan dari tahap perekrutan dan merancang strategi untuk memprediksi dan mengurangi turnover dengan mendukung karyawan.

.....Employee turnover remains a chronic problem in an industry and even worsens for some industries because of global pandemic. Turnover intention has been used to measure for understanding turnover before it is happened. Using psychological contract and employee engagement out of a number of organizational behavior factors which have been identified as crucial driver on employee turnover intention and using organizational support theory, perceived organizational support which has been recommended to strengthen each factors relation in employee's behavior in a Pharmaceutical – Health Service Firm. The study used a cross-sectional and analysis is based on sample of 335 Pharmaceuticals Professionals collected using online questionnaire. Data was analyzed using AMOS - Structural Equation Modelling. This study has identified there is significant relationship between psychological contract, employee engagement to turnover intention. There exists positive influence of psychological contract on employee engagement and negative influence on turnover intentions while employee engagement partially mediated its relationship. Based on findings, perceived organizational support proven significantly moderating relationship of employee engagement that employees who perceived higher organizational support will increase employee's engagement to the

company and reduce their turnover intention. The finding of this study practically emphasizes the importance of employers to seek other alternative in retain top performers by building contracts and engagement from hiring stage and devising strategies to predict and reduce turnover by supporting employees.