

Pengaruh Manajemen Karier dalam Organisasi terhadap Turnover Intention dengan Mediasi Kepuasan Kerja dan Keterikatan Kerja: Moderasi Leadership Career Support pada Pegawai Sektor Perbankan = The Effect of Organizational Career Management on Turnover Intention with Mediation of Job Satisfaction and Work Engagement: Moderation Leadership Career Support in Banking Sector Employees

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Abstrak

Meningkatnya tingkat turnover yang terjadi disebabkan oleh beberapa faktor, dua diantaranya adalah kepuasan kerja dan keterikatan kerja. Faktor yang menyebabkan kepuasan kerja dan keterikatan kerja adalah manajemen karier dalam organisasi. Selain itu, dukungan dari atasan juga memengaruhi kepuasan kerja dan turnover intention. Perusahaan harus memberikan manajemen karier yang baik bagi karyawan untuk meningkatkan kepuasan kerja dan keterikatan kerja karyawan sehingga dapat mengurangi turnover intention. Perusahaan juga mendorong atasan untuk memperkuat rasa kepuasan kerja karyawan dan memperlemah keinginan karyawan untuk pindah dari perusahaan. Penelitian ini bertujuan untuk mengetahui pengaruh dari manajemen karier dalam organisasi terhadap turnover intention dengan mediasi kepuasan kerja dan keterikatan kerja serta moderasi leadership career support. Penelitian ini menggunakan metode Structural Equation Modeling (SEM). Data penelitian diperoleh dari 161 pegawai tetap bank di Jabodetabek yang telah bekerja minimal satu tahun melalui kuesioner. Hasil penelitian menunjukkan bahwa manajemen karier dalam organisasi tidak memiliki pengaruh langsung dengan turnover intention tetapi kepuasan kerja dan keterikatan kerja terbukti memediasi penuh pengaruh antara manajemen karier dalam organisasi dan turnover intention. Di sisi lain, leadership career support tidak terbukti memoderasi pengaruh manajemen karier dalam organisasi dan kepuasan kerja serta turnover intention. Penelitian ini menekankan kepuasan kerja lebih efektif dalam menurunkan turnover intention.

.....The increasing rate of turnover that occurs is caused by several factors, two of which are job satisfaction and work engagement. Factor that causes job satisfaction and work engagement is organizational career management. Furthermore, support from leaders also affects job satisfaction and turnover intention. A company must provide good career management for employees to increase job satisfaction and work engagement so as to reduce turnover intention. The company also encourages leaders to strengthen the employee's job satisfaction and weaken the employee's desire to leave the company. This study aims to determine the effect of organizational career management on turnover intention by mediating job satisfaction and work engagement and moderating leadership career support. This study uses the method of Structural Equation Modeling (SEM). Research data were obtained from 161 permanent bank employees in Jabodetabek who had worked for at least one year through a questionnaire. The results showed that organizational career management has no direct effect on turnover intention but job satisfaction and work engagement were proven to fully mediate the relationship between organizational career management and turnover intention. On the other hand, leadership career support is not proven to moderate the relationship between organizational career management and job satisfaction also turnover intention. This study emphasizes that job satisfaction is more effective to reduce turnover intention.