

ABSTRACT

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THE EFFECT OF PARTICIPATIVE LEADERSHIP ON TURNOVER INTENTION ON RESTAURANT EMPLOYEES IN INDONESIA: MEDIATING EFFECT OF JOB SATISFACTION AND TURNOVER INTENTION

The objective of the research is to determine whether there is any effect of participative leadership to turnover intention of restaurant employees in Indonesia with job satisfaction and organizational commitment playing as mediators between them. This study applies a quantitative research using a sample of 80 respondents who are employees in restaurant all over Jakarta and Tangerang. The data was gathered from the distribution of questionnaires which is afterwards analyzed using the program SmartPLS version 3.0. The objective of this is to determine and discover whether the hypothesis testing of this research is accepted or rejected.

Results shows that there is a positive effect of participative leadership to job satisfaction, organizational commitment, and turnover intention. Also, there is a positive effect between organizational commitment and turnover intention. Whereas job satisfaction seems to be negatively associated between job satisfaction and turnover intention. While for mediation, there is a mediating effect of job satisfaction in the relationship between participative leadership and turnover intention but not organizational commitment.

The purpose of this research is to support future research who would like to understand any existing effect between participative leadership and turnover intention of restaurant employees. Limitation of this research relates to cross sectional design and includes small sample size. Hence, it is recommended for future study to apply longitudinal study to administer similar research for the whole industry.

Reference: 54 (2008-2020)

Keywords: *Participative Leadership, Job Satisfaction, Organizational Commitment, Turnover Intention*