

ABSTRACT

Karina Natalie Kuntjoro (01616210056)

THE IMPACT OF JOB STRESS, ROLE AMBIGUITY, WORK-LIFE IMBALANCE, WORK ENVIRONMENT, AND PERCEIVED ORGANIZATIONAL SUPPORT ON TURNOVER INTENTION MEDIATED BY ORGANIZATIONAL COMMITMENT (CASE STUDY OF NURSES AT PRIVATE HOSPITAL X IN CENTRAL JAKARTA DURING 2023)

(xv + 128 pages; 28 tables; 12 figures; 11 appendices)

Hospitals frequently face difficulties in retaining health workers, especially nurses. There is a high turnover rate at private hospital X in Central Jakarta. High nurse turnover rates can interfere with the optimal performance of the hospital industry. The purpose of this study was to determine the effect of job stress, role ambiguity, work-life imbalance, the work environment, and perceived organizational support on turnover intention with organizational commitment as a mediator. In this study, the cross-sectional method is used to get quantitative data from an online questionnaire. The questionnaire was modified based on pre-existing questions from earlier literature. Data were gathered purposefully from a group of 160 permanent nurses who had worked at private hospital X for at least one year using a non-probability sampling technique. PLS-SEM software was then used to analyze it. The results showed that there is a significant relationship between job stress, role ambiguity, work-life imbalance, work environment, and perceived organizational support and turnover intention, which is mediated by organizational commitment among nurses in Private Hospital X in Central Jakarta. The results of this study can be used to make managerial implications that will help a private hospital develop its services in a way that will help it control and reduce its nurse turnover rate. There are some limitations, and these are followed by recommendations for additional study.

References: 63 (2013-2022)

Keywords: *Turnover intention, organizational commitment, job stress, role ambiguity, work-life imbalance, work environment, perceived organizational support*

KATA PENGANTAR

Puji syukur atas anugerah, berkat dan rahmat yang telah diberikan Tuhan Yang Maha Esa, sehingga penyusunan tugas akhir ini dapat diselesaikan dengan baik. Tugas akhir yang berjudul **“Pengaruh *Job Stress, Role Ambiguity, Work-Life Imbalance, Work Environment, dan Perceived Organizational Support* terhadap *Turnover Intention* yang Dimediasi oleh *Organizational Commitment* (Studi Pada Perawat RS Swasta X Jakarta Pusat Tahun 2023)”** ini dibuat untuk memperoleh gelar Magister Administrasi Rumah Sakit dari Universitas Pelita Harapan Jakarta. Penulis berharap agar penelitian ini dapat digunakan serta memberikan manfaat yang baik bagi perkembangan ilmu pengetahuan khususnya di bidang manajemen sumber daya manusia rumah sakit.

Penulis menyadari bahwa tanpa bimbingan, bantuan, dan doa dari berbagai pihak, Tugas akhir ini tidak akan dapat diselesaikan tepat pada waktunya. Oleh karena itu, penulis mengucapkan terima kasih yang sebesar-besarnya kepada semua pihak yang telah membantu dalam proses pengerjaan tugas akhir ini, yaitu kepada:

1. Dra. Gracia Shinta Setyadi Ugut, M.B.A., Ph.D. selaku Dekan Fakultas Ekonomi dan Bisnis serta Ketua Program Studi Magister Administrasi Rumah Sakit Universitas Pelita Harapan.
2. Dr. Ir. Dewi Sri Surya Wuisan, M.M., selaku Ketua Program Studi Magister Universitas Pelita Harapan.
3. Ibu Dr. Yohana F. C. P. Meilani, S.P., M. Si., selaku dosen pembimbing yang telah menyediakan waktu dan tenaga untuk memberikan bimbingan selama