

ABSTRAK

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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 DI JAKARTA PUSAT TAHUN 2023)

(xv + 128 halaman; 28 tabel; 12 gambar; 11 lampiran)

Rumah sakit sering menghadapi kesulitan dalam mempertahankan tenaga kesehatan, terutama perawat. Terdapat tingkat *turnover* perawat yang tinggi di rumah sakit swasta X di Jakarta Pusat. Tingkat *turnover* perawat yang tinggi dapat mengganggu kinerja optimal industri rumah sakit. Tujuan dari penelitian ini adalah untuk mengetahui pengaruh *job stress*, *role ambiguity*, *work-life imbalance*, *work environment*, dan *perceived organizational support* terhadap *turnover intention* dengan *organizational commitment* sebagai mediasi. Dalam penelitian ini, metode *cross-sectional* digunakan untuk mendapatkan data kuantitatif dari kuesioner *online*. Kuesioner dimodifikasi berdasarkan pertanyaan yang sudah ada dari literatur sebelumnya. Data dikumpulkan secara *purposive* dari sekelompok 160 perawat yang telah bekerja di rumah sakit swasta X selama setidaknya satu tahun dengan menggunakan teknik pengambilan sampel non-probabilitas. Perangkat lunak PLS-SEM kemudian digunakan untuk menganalisisnya. Hasil penelitian menunjukkan bahwa terdapat hubungan yang signifikan antara *job stress*, *role ambiguity*, *work-life imbalance*, *work environment*, dan *perceived organizational support* terhadap *turnover intention* dengan *organizational commitment* sebagai mediasi pada perawat di RS Swasta X Jakarta Pusat. Hasil penelitian ini dapat menghasilkan implikasi manajerial yang akan membantu rumah sakit swasta mengendalikan dan mengurangi tingkat *turnover* perawatnya. Terdapat beberapa keterbatasan pada penelitian ini, dan diikuti dengan rekomendasi untuk penelitian selanjutnya.

Referensi: 63 (2013-2022)

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

ABSTRACT

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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*