

ABSTRACT

Joyce Margono (01120080018)

EMPLOYEES' PERCEPTIONS ON ORGANIZATIONAL SUPPORT AND AFFECTIVE COMMITMENT TOWARD TURNOVER INTENTION: THE CASE OF TOKO EMAS HARAPAN

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To achieve better performance, organizations should be able to utilize its resources including maximizing the human resource. One of the problems faced by organizations in relation with human resource is high turnover rate. For the Small and Medium Enterprises (SME) like Toko Emas Harapan, high turnover rate has been encountered within a year. To decrease the turnover rate, several studies agreed that the organization should define turnover intention among its employees. This study determined the antecedents of turnover intention such as perceived organizational support (POS) and affective commitment. It confirmed the mediating effect of affective commitment in relation with POS and turnover intention.

One hundred twenty-eight employees out of 152 were willing to answer a self-administered questionnaire. Four hypotheses were analyzed using the Structural Equation Modeling with the software LISREL 8.80. The results of this study showed that POS positively affected affective commitment. Affective commitment has a negative effect on turnover intention. POS negatively affected on turnover intention. Affective commitment is confirmed to be a mediating variable between POS and turnover intention.

The recommendation was to increase POS (informal training, fairness, care, values, and appreciation of good performance) so that it would achieve affective commitment to lower the turnover intention of employees in Toko Emas Harapan Surabaya.

Keywords: Perceived Organizational Support, affective commitment, turnover intention, small medium enterprise, gold store

References: 69 (1960 - 2012)