

ABSTRAK

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PENGARUH *WORK-LIFE BALANCE*, *JOB BURNOUT*, DAN *ORGANIZATIONAL COMMITMENT* TERHADAP *TURNOVER INTENTION* DI RS XYZ BEKASI

(xv+ 60 halaman; 3 gambar, 13 tabel, 5 lampiran)

Memberikan pelayanan optimal di rumah sakit menjadi suatu keharusan mengingat persaingan yang tinggi. Perawat juga memegang peran penting sebagai pemberi pelayanan utama di rumah sakit swasta. Sebuah penelitian dilakukan untuk menganalisis dampak *work-life balance*, *job burnout*, dan *organizational commitment* terhadap *turnover intention* di RS XYZ Bekasi. Metode penelitian yang digunakan adalah kuantitatif, dengan mengumpulkan data dari 120 perawat melalui kuesioner *online*. Variabel independen penelitian ini di antaranya adalah *work-life balance*, *job burnout* dan *organizational commitment*, sedangkan *turnover intention*, yang diprediksi pada akhir proses pemodelan, merupakan variabel dependen. Data dianalisis dengan memanfaatkan *Partial Least Squares – Structural Equation Modelling* (PLS-SEM) dengan hasil sebagai berikut: *work-life balance* membawa pengaruh negatif pada *job burnout*, *work-life balance* berpengaruh positif terhadap *organizational commitment*, *job burnout* membawa pengaruh positif pada *turnover intention*, *organizational commitment* berpengaruh negatif terhadap *turnover intention* dan *work-life balance* membawa pengaruh negatif pada *turnover intention*. Berdasarkan temuan analisis data penelitian, *job burnout* mempunyai pengaruh yang sangat kuat pada *turnover intention*.

Referensi : 93 (1984-2023)

Kata Kunci: *Work-life balance*; *job burnout*; *organizational commitment*; *turnover intention*

ABSTRACT

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THE EFFECT OF WORK-LIFE BALANCE, JOB BURNOUT, ORGANIZATIONAL COMMITMENT ON TURNOVER INTENTION AT XYZ HOSPITAL IN BEKASI

(xv + 60 pages; 3 pictures, 13 tables, 5 attachments)

Providing the best service in hospital is very important due to very competitive competition. Nurses are the main providers of services especially in private hospitals. The purpose of the study is to examine the relationship between work-life balance, job burnout, and organizational commitment on turnover intention at XYZ Hospital in Bekasi. The data was collected using an online questionnaire from 120 nurses for this quantitative investigation. Work-life balance, job burnout, and organizational commitment were the independent factors, while turnover intention which was projected at the conclusion of the modelling process was the dependent variable. Partial least squares-structural equation modelling (PLS-SEM) was used to analyse the data. The findings showed that work-life balance has a negative effect on job burnout, work-life balance has a positive effect on organizational commitment, job burnout has a positive effect on turnover intention, organizational commitment has a negative effect on job burnout, and work-life balance has a negative effect on turnover intention. Based on the findings of research data analysis, job burnout has a very strong influence on turnover intention.

References : 93 (1984-2023)

Keywords: *Work-life balance; job burnout; organizational commitment; turnover intention*