# ABSTRAK

Immanuella Yosephine Sirait (01615200015)
**"PENGARUH *SUPERVISOR SUPPORT, RESILIENCE,* DAN *BURNOUT* TERHADAP *TURNOVER INTENTION YANG* DIMEDIASI OLEH *JOB SATISFACTION* PADA PERAWAT DI RUMAH SAKIT XYZ"**
(xv + 119  halaman; 26 tabel; 10 gambar; 12 lampiran)

Perawat merupakan aspek penting dalam pelayanan dan terapeutik pasien karena perawat lebih banyak berinteraksi dengan pasien dan keluarganya. *Turnover* memiliki implikasi negatif, berpotensi merugikan, dan menjadi tantangan suatu organisasi. Tingkat *turnover* perawat yang tinggi dapat menganggu kinerja yang optimal dari industri rumah sakit. Terutama setelah pandemi COVID-19 perawat memiliki peran yang besar dalam perawatan pasien selama pandemi yang sekarang sudah lewat. Berdasarkan hasil survei eksplorasi di RS XYZ yang dilakukan pada September 2023 didapatkan bahwa 76% karyawan memiliki intensi keluar dari tempat bekerja dalam 5 tahun kedepan. Penelitian ini menggunakan *Job satisfaction* sebagai variabel mediasi untuk menguji efek *supervisor support*, *resillience*, *burnout*, terhadap *turnover intention*. Metode *cross-sectional* digunakan untuk mendapatkan data kuantitatif dari kuesioner *online* yang dimodifikasi berdasarkan pertanyaan-pertanyaan yang sudah ada dalam literatur sebelumnya. Data dikumpulkan dari 77 perawat yang termasuk karyawan tetap menggunakan teknik sampling *non-probability*. Perangkat lunak PLS-SEM kemudian digunakan untuk menganalisis data tersebut. Hasil penelitian menunjukkan bahwa *supervisor support, resilience* dan *burnout* memengaruhi *turnover intention*. Sebagai variabel mediasi, *job satisfaction* memediasi hubungan antara *supervisor support, resilience dan burnout* terhadap *turnover intention*. Studi ini memberikan panduan bagi RS XYZ agar dapat meningkatkan *job satisfaction* dan menurunkan tingkat *turnover intention*  pada perawat di RS XYZ.

Referensi *:* 131  (2009 – 2023)

***Keywords:*** *Supervisor support, resillience, burnout, job satisfaction, turnover Intention.*

# ABSTRACT

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**"*THE IMPACT OF SUPERVIOR SUPPORT, RESILIENCE,* AND *BURNOUT ON TURNOVER INTENTION MEDICATED BY JOB SATISFACTION IN NURSES IN XYZ HOSPITAL*"**

(xv + 119 pages; 26 tables; 10 figures; 12 appendices)

*Nurses are an important aspect of patient care and therapy as they have more interaction with patients and their families. Turnover has negative implications, is potentially detrimental, and a challenge to an organization. High nurse turnover rates can disrupt the optimal performance of the hospital industry. Especially after the COVID-19 pandemic nurses have a huge role in patient care during the ongoing crisis. Based on the results of an exploratory survey at XYZ Hospital conducted in September 2023, it was found that 76% of employees have the intention of leaving the workplace in the next 5 years. This study uses Job satisfaction as a mediating variable to test the effects of Supervisor support, resilience, burnout, on turnover intention. A cross-sectional method was used to obtain quantitative data from a modified online questionnaire based on existing questions in previous literature. Data were collected from 77 nurses who are permanent employees using non-probability sampling technique. PLS-SEM software was then used to analyze the data. The results showed that supervisor support, resilience and burnout affect turnover intention. The results showed that supervisor support, resilience and burnout affect turnover intention. As a mediating variable, job satisfaction mediates the relationship between supervisor support, resilience and burnout on turnover intention. This study provides guidance for XYZ Hospital in order to increase job satisfaction in nurses at XYZ Hospital.*

*References :* 131 (2009 – 2023)

*Keywords: Supervisor support, resillience, burnout, job satisfaction, turnover Intention/*