ABSTRACT

Hanifah Hasan (01616220073)

THE INFLUENCE OF WORKLOAD, WORK ENVIRONMENT, AND CAREER IDENTITY ON THE TURNOVER INTENTION MEDIATED BY JOB SATISFACTION OF INPATIENT NURSES IN X MILITARY HOSPITAL CENTRAL JAKARTA
(xviii + 112 halaman; 9 gambar; 30 tabel; 7 lampiran)

The purpose of this study is to know if there is an influence between workload, work environment, and career identity on the turnover intention of inpatient nurses which is mediated by job satisfaction in X Military Hospital Central Jakarta. This is a quantitative study, located in Jakarta involving 197 inpatient nurses. Data were collected using 47-item questionnaires that were measured with a 1-5 Likert Scale and distributed. SEM method on the PLS system is used to analyze the data. The study results showed that there are significant influence between nurse workload, work environment, and career identity on job satisfaction. Also, nurse job satisfaction significantly influences turnover intention, and lastly, job satisfaction mediated the influence between workload, work environment, and career identity on turnover intention.

ABSTRAK

Hanifah Hasan (01616220073)

PENGARUH *WORKLOAD*, *WORK ENVIRONMENT*, DAN *CAREER IDENTITY* TERHADAP *TURNOVER INTENTION* YANG DIMEDIASI OLEH *JOB SATISFACTION* PADA PERAWAT RAWAT INAP DI RS TNI X JAKARTA PUSAT
(xviii + 112 halaman; 9 gambar; 30 tabel; 7 lampiran)

Penelitian ini dilakukan untuk mengetahui pengaruh *workload*, *work environment*, dan *career identity* terhadap *turnover intention* yang dimediasi oleh *job satisfaction* pada perawat rawat inap di RS TNI X di Jakarta Pusat. Penelitian ini merupakan studi kuantitatif yang dilakukan di Jakarta dengan melibatkan 197 perawat di ruang rawat inap. Pengumpulan data dilakukan dengan menyebarkan kuesioner berisi 47 pertanyaan dengan Skala Likert 1 – 5 berdasarkan metode *cross-sectional*. Data dianalisis dengan metode SEM berbasiskan PLS. Hasil penelitian ini menyatakan bahwa *workload*, *work environment*, dan *career identity* memiliki hubungan signifikan terhadap *job satisfaction*, *job satisfaction* berhubungan signifikan terhadap *turnover intention*, dan *job satisfaction* memediasi hubungan antara *workload*, *work environment*, dan *career identity* terhadap *turnover intention*.

Referensi   : 36 (1990-2023)
Kata Kunci : *Workload, Work Environment, Career Identity, Job Satisfaction, Turnover Intention,* Perawat Rawat Inap, RS TNI