

ABSTRACT

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"THE IMPACT OF JOB SECURITY, BURNOUT, AND PAY SATISFACTION ON TURNOVER INTENTION MEDIATED BY JOB SATISFACTION IN MEDICAL PROFESSIONALS IN PRIVATE HOSPITAL X IN 2023"

(iv + 146 pages; 23 tables; 7 figures; 11 appendices)

Turnover intention is one of the parameters for assessing the effectiveness of human resource management, a high number has the implication that the organization's management system must be improved. A high level of turnover intention in hospitals can disrupt performance and service performance. Based on human resources data at Private Hospital X in West Jakarta, from 2020 - 2023 there is an average turnover rate of 20.43%. This figure is relatively high for turnover. Turnover intention can be influenced by several factors such as Job security, Burnout, and Pay Satisfaction. The cross-sectional method was used to obtain quantitative data from an online questionnaire that was modified based on questions contained in published literature. Data is collected from the entire population of medical personnel. SmartPLS software is used to process data. The research results show that there is a significant positive influence of job security on job satisfaction, a significant negative influence of job satisfaction on turnover intention. Job satisfaction has also been proven to mediate job security and burnout and turnover intention. The results of this research can be a guide for private hospital X which can reduce the turnover intention rate among health workers.

Keywords: Turnover intention, Job security, Burnout, Pay satisfaction, Medical Professionals, Hospital Management

References: 128 (1966-2023)

ABSTRAK

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"PENGARUH *JOB SECURITY*, *BURNOUT*, DAN *PAY SATISFACTION* TERHADAP *TURNOVER INTENTION* YANG DIMEDIASI OLEH *JOB SATISFACTION* (STUDI PADA TENAGA MEDIS RUMAH SAKIT SWASTA X DI JAKARTA BARAT DI TAHUN 2023)"

(iv + 146 halaman; 23 tabel; 7 gambar; 11 lampiran)

Turnover intention merupakan salah satu parameter penilaian efektifitas pengelolaan sumber daya manusia, angka yang tinggi memiliki implikasi bahwa sistem manajemen organisasi tersebut harus diperbaiki. Tingkat *turnover intention* yang tinggi di rumah sakit dapat mengganggu kinerja dan performa pelayanan. Berdasarkan data sumber daya manusia pada Rumah Sakit Swasta X di Jakarta Barat, dari tahun 2020 - 2023 terdapat angka *turnover* rata-rata 20.43 %. Angka ini tergolong tinggi untuk *turnover*. *Turnover intention* dapat dipengaruhi oleh beberapa faktor seperti *Job security*, *Burnout*, dan *Pay Satisfaction*. Metode cross-sectional digunakan untuk mendapatkan data kuantitatif dari kuesioner *online* yang dimodifikasi berdasarkan pertanyaan-pertanyaan yang terdapat pada literatur yang sudah dipublikasi. Data dikumpulkan dari seluruh populasi tenaga medis. Perangkat lunak SmartPLS digunakan untuk mengolah data. Hasil penelitian menunjukkan bahwa terdapat pengaruh positif signifikan *job security* terhadap *job satisfaction*, pengaruh negatif signifikan *job satisfaction* terhadap *turnover intention*. *Job satisfaction* juga terbukti memediasi *job security* dan *burnout* terhadap *turnover intention*. Hasil penelitian ini dapat menjadi panduan bagi rumah sakit swasta X yang dapat menurunkan angka *turnover intention* pada tenaga kesehatan.

Keywords: Turnover intention, Job security, Burnout, Pay satisfaction, Tenaga Medis, Manajemen Rumah Sakit

Referensi: 128 (1966-2023)