

ABSTRAK

Komang Ayu Karisma Pradnyandari Sutarga (01661210002)

Analisis Hubungan *Burnout*, *Work Engagement* dan *Job Security* Terhadap *Turnover Intention* Dengan Mediasi *Job Satisfaction* Pada Tenaga Keperawatan di Rumah Sakit XYZ Jakarta

(vii + 129 halaman; 5 gambar; 34 tabel; 8 lampiran)

Perawat merupakan bagian krusial dalam pelayanan kesehatan. Tingginya tingkat *turnover* perawat menjadi perhatian utama manajemen sumber daya manusia. Fenomena ini berdampak pada kualitas layanan kesehatan, beban kerja bagi staf yang tersisa, dan biaya rekrutmen serta pelatihan karyawan, sehingga perlu untuk memahami faktor-faktor penyebabnya. Penelitian kuantitatif ini bertujuan untuk menganalisis pengaruh *burnout*, *work engagement*, dan *job security* terhadap *turnover intention* yang dimediasi oleh *job satisfaction* pada tenaga keperawatan dengan menggunakan pendekatan *cross-sectional*. *Purposive sampling* digunakan untuk memilih 129 petugas kesehatan di sebuah rumah sakit swasta di Jakarta. Data yang dikumpulkan melalui kuesioner *online* di analisis menggunakan metode analisis PLS-SEM. Hasil penelitian menunjukkan bahwa *burnout* berpengaruh positif dan signifikan terhadap *turnover intention*, sedangkan *work engagement*, *job security*, dan *job satisfaction* memiliki hubungan negatif pada *turnover intention*. Selain itu, *job satisfaction* dapat memediasi antara hubungan *burnout*, *work engagement*, dan *job security*. Temuan ini berimplikasi praktis bagi manajemen rumah sakit harus dapat mengatasi kondisi *burnout* di antara tenaga keperawatan di RS XYZ Jakarta. Disamping itu juga, perlu peningkatan upaya untuk meningkatkan *work engagement*, *job security*, dan *job satisfaction*. Hal tersebut dikarenakan dari hasil penelitian ini, *burnout*, *work engagement*, *job security*, dan *job satisfaction* terbukti menjadi faktor yang dapat mempengaruhi tinggi rendahnya *turnover intention* di antara tenaga perawat.

Kata Kunci: *Burnout*, *Work Engagement*, *Job Security*, *Job Satisfaction*, *Turnover Intention*

Referensi: 67 (Tahun 1998 - 2024)

ABSTRACT

Komang Ayu Karisma Pradnyandari Sutarga (01661210002)

Analysis of the Relationship between Burnout, Work Engagement and Job Security to Turnover Intention with Mediation of Job Satisfaction in Nursing Personnel at XYZ Hospital Jakarta

(viii + 129 pages; 5 pictures; 34 table; 8 appendices)

Nurses are a crucial part of healthcare services. The high turnover rate among nurses is a major concern for human resources management. This phenomenon has an impact on the quality of health services, the workload for the remaining staff, and the cost of recruiting and training employees, so it is necessary to understand the factors that cause it. This quantitative research investigates the impact of burnout, work engagement, and job security on turnover intention, with job satisfaction serving as a mediating variable, among nursing staff. Utilizing a cross-sectional design, the study involved purposive sampling of 129 healthcare workers from a private hospital in Jakarta. Data were gathered through online questionnaires and analyzed using the PLS-SEM method. The findings revealed that burnout positively and significantly influences turnover intention, whereas work engagement, job security, and job satisfaction are negatively associated with turnover intention. Furthermore, job satisfaction was found to mediate the relationships between burnout, work engagement, and job security. These findings have practical implications for hospital management, particularly in addressing burnout among nursing staff at XYZ Hospital in Jakarta. Furthermore, there is a need to enhance efforts in improving work engagement, job security, and job satisfaction. This is because the research has demonstrated that these factors significantly influence turnover intention among nurses.

Keywords: Burnout, Work Engagement, Job Security, Job Satisfaction, Turnover Intention

References: 67 (Year: 1998 - 2024)