

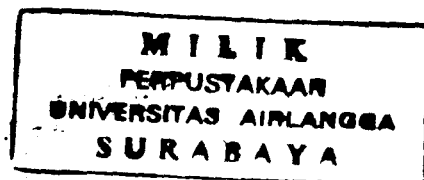
## ABSTRAK

*Turnover intention* merupakan prediktor terbaik dari turnover karyawan, sehingga hal ini menjadi penting bagi perusahaan untuk mengetahui faktor-faktor penyebab *turnover intention* di dalam perusahaan agar dapat mengurangi tingkat *turnover* yang sebenarnya. Di dalam penelitian ini menganalisis pengaruh *perceived organizational support* terhadap *turnover intention*. Di samping hal tersebut, juga meneliti pengaruh variabel *organizational commitment* sebagai variabel mediator diantara variabel keduanya. Sampel yang digunakan dalam penelitian ini sebanyak 47 orang karyawan pemasaran di perusahaan jasa keuangan PT.Equity World Futures Surabaya. Analisis yang digunakan dalam penelitian ini adalah *Partial Least Square (PLS)*.

Penelitian ini membuktikan empat hipotesis yang telah disusun sebelumnya. Hipotesis pertama yaitu *perceived organizational support* terhadap *turnover intention* berpengaruh negatif dan tidak signifikan dengan nilai  $-0,015$  dengan  $t$  hitung  $0,138$  yang lebih kecil dari  $t$  tabel. Selanjutnya hasil dari hubungan tidak langsung pada hipotesis kedua *perceived organizational support* terhadap *turnover intention* dimediasi oleh *affective commitment* memiliki pengaruh signifikan dengan nilai  $14,187$  yang lebih besar dari nilai pengaruh langsung sebesar  $3,235$ . Hasil hubungan tidak langsung pada hipotesis ketiga *perceived organizational support* terhadap *turnover intention* dimediasi oleh *normative commitment* memiliki pengaruh signifikan dengan nilai  $14,226$  lebih besar dari nilai pengaruh langsungnya sebesar  $2,705$ . Dan hasil hubungan tidak langsung pada hipotesis keempat *perceived organizational support* terhadap *turnover intention* dimediasi oleh *continuance commitment* memiliki pengaruh signifikan dengan nilai  $30,718$  lebih besar dari pengaruh langsungnya sebesar  $4,073$ .

Kesimpulan dari penelitian ini bahwa *perceived organizational support* tidak berpengaruh secara langsung terhadap *turnover intention*. Kemudian *perceived organizational support* berpengaruh signifikan terhadap *turnover intention* melalui *affective commitment*, *normative commitment*, dan *continuance commitment* sebagai variabel intervening.

Kata kunci : *Perceived Organizational Support (POS)*, *Affective Commitment*, *Normative Commitment*, *Continuance Commitment*, *Turnover Intention*.



## ABSTRACT

Turnover intentions is the best predictor of employee turnover. So this is important for companies to know the cause of employee turnover which can decrease the real turnover in company. This study aimed to analysis the effect of perceived organizational support on turnover intention. In addition it, this study also determine the effect of organizational commitment as a variable in the relationship between these variable. The sample used in this study were 47 marketing employees at financial service company PT.Equity World Futures Surabaya. This study used Partial Least Square analysis.

The result of this study prove four hypotheses developed previously. The first hypotheses perceived organizational support (POS) on turnover intention not significant and negative impact. The value was  $-0,015$  with t-statistic  $0,138$  which smaller than t-table. Futhermore, the result of the indirect relationship to the second hypothesis perceived organizational support on turnover intention mediated by affective commitment has a significant impact with a value  $14,187$  which more than direct value  $3,235$ . The result of the indirect relationship to the third hypothesis perceived organizational support on turnover intention mediated by normative commitment has a significant impact with a value  $14,226$  which more than direct value  $2,705$ . And the result of the indirect relationship to the fourth hypothesis perceived organizational support on turnover intention mediated by continuance commitment has a significant impact with a value  $30,718$  which more than direct value  $4,073$ .

The conclusion of this study that perceived organizational Support (POS) not provides direct effect on turnover intention. Then perceived organizational support provides significant on turnover intention mediated by affective commitment, normative commitment, and continuance commitment as an intermediate variable.

**Keywords** : *Perceived Organizational Support (POS), Affective Commitment, Normative Commitment, Continuance Commitment, Turnover Intention.*

