

ABSTRAK

Turnover bisa memberi pengaruh buruk terhadap performa perusahaan dan biaya penggantian karyawan biasanya akan meningkat. Kemampuan dalam mempertahankan pekerja yang bertalenta merupakan prioritas bagi *HR professionals* dan organisasi. Tantangan yang akan dihadapi perusahaan dalam mempertahankan karyawan di tahun yang akan datang akan semakin berat. Karyawan yang akan mendominasi dunia kerja adalah karyawan dari generasi *millennial*. Hasil survei yang dilakukan *Jobplanet* pada tahun 2017, menyatakan bahwa 76,7 persen *millennial* hanya memilih bertahan 1–2 tahun di tempat kerjanya sebelum memutuskan untuk berpindah kerja.

Salah satu faktor yang memengaruhi *turnover intention* dari *millennial* adalah *job motivation*. Dengan adanya *job motivation* diharapkan mampu mendorong untuk dapat bertahan dalam sebuah organisasi lebih lama. Motivasi adalah elemen kunci dari kinerja dan produktivitas karyawan dalam sebuah perusahaan, dimana hal ini merupakan bagian utama dari HRM. Terdapat beberapa faktor *work motivation* pada *millennial*, yaitu *fairness*, *skill development*, *creativity*, dan *meaningfulness*. Variabel lain yang mempengaruhi *turnover intention* adalah *social support*. *Social support* didefinisikan sebagai dukungan yang berkaitan dengan kondisi kerja dalam organisasi, dimana hal ini mempengaruhi niat karyawan untuk meninggalkan organisasinya.

Meningkatnya keinginan untuk meninggalkan organisasi memiliki keterkaitan dengan tingginya tingkat kelelahan (*burnout*). *Reduced sense of personal accomplishment*, yang merupakan salah satu dari dimensi *burnout* mampu mempengaruhi semua persepsi karyawan terhadap pekerjaan mereka, *reduced sense of personal accomplishment* mungkin dapat mengurangi niat individu untuk tetap bertahan dalam organisasi mereka.

Penelitian ini mengetahui pengaruh *work motivation* dan *social support* terhadap *turnover intention* melalui mediasi *reduced sense of personal accomplishment* pada auditor *millennial* di BPKP Pusat. Penelitian ini menggunakan pendekatan kuantitatif, dengan metode pengambilan data melalui kuesioner kepada 87 orang sampel yang memenuhi syarat. Teknik analisis data menggunakan Partial Least Square (PLS) yang diolah menggunakan *software SmartPLS 3.0*.

Hasil penelitian ini menunjukkan bahwa *work motivation* dan *social support* berpengaruh signifikan dan negatif terhadap *turnover intention*. *Reduced sense of personal accomplishment* memediasi hubungan signifikan dan negatif antara *work motivation* dengan *turnover intention*. *Social support* berpengaruh signifikan dan positif terhadap *turnover intention*. Dan, *reduced sense of personal accomplishment* tidak memediasi hubungan antara *social support* dengan *turnover intention*.

Kata kunci: *turnover intention, work motivation, social support, reduced sense of personal accomplishment, millennial*.

ABSTRACT

Turnover can adversely affect the company's performance and the cost of replacing employees will usually increase. The ability to retain talented workers is a priority for HR professionals and organizations. The challenges that companies will face in retaining employees in the coming year will be even tougher. Employees who will dominate the world of work are employees of the millennial generation. The results of a survey by Jobplanet in 2017, states that 76.7 percent of millennials only choose to survive 1-2 years in the workplace before deciding to switch jobs.

One of the factors that influence the turnover intention of the millennial is job motivation. With the existence of job motivation is expected to encourage to be able to survive in an organization longer. Motivation is a key element of employee performance and productivity within a company, which is a major part of HRM. There are several work motivation factors in the millennial, namely fairness, skill development, creativity, and meaningfulness. Another variable that affects turnover intention is social support. Social support is defined as support related to working conditions within the organization, which affects the employee's intention to leave the organization.

Intention to leave level the organization is related to the high level of fatigue (burnout). Reduced sense of personal accomplishment, which is one of the dimensions of burnout, affects all employee perceptions of their work, reduced sense of personal accomplishment may reduce the individual's intention to remain within their organization.

This research looking for the influence of work motivation and social support toward turnover intention through mediation reduced sense of personal accomplishment to auditor millennial in BPKP Center. This research uses quantitative approach, with method of collecting data through questionnaires to 87 qualified samples. Data analysis techniques using Partial Least Square (PLS) are processed using SmartPLS 3.0 software.

The results of this study indicate that work motivation and social support have a significant and negative effect on turnover intention. Reduced sense of personal accomplishment mediates the significant and negative relationship between work motivation and turnover intention. Social support has a significant and positive impact on turnover intention. And, reduced sense of personal accomplishment does not mediate the relationship between social support and turnover intention.

Keywords: turnover intention, work motivation, social support, reduced sense of personal accomplishment, millennial.