

ABSTRAK

Exposure to workplace bullying merupakan faktor penting yang dapat mempengaruhi tingkat *turnover intention* pada karyawan. Melibatkan perasaan kekecewaan, frustrasi dan kegagalan dalam menerima sesuatu yang tidak diharapkan, sehingga dapat mempengaruhi komitmen terhadap organisasi. Selain itu, peran rekan kerja dalam memberikan dukungan dan dorongan dapat meminimalisir dampak dari *exposure to workplace bullying* dan menurunkan tingkat *turnover intention*. Penelitian ini bertujuan untuk mengetahui pengaruh *exposure to workplace bullying* terhadap *turnover intention* yang dimediasi oleh *psychological contract violation* dan dimoderasi oleh *benevolent behavior* pada karyawan pada bagian produksi PT. Cemara Laut Persada. Data dikumpulkan menggunakan kuesioner dan didistribusikan ke bagian produksi PT. Cemara Laut Persada. Penelitian ini menggunakan pendekatan kuantitatif dengan metode pengambilan sampel secara sensus dengan jumlah responden sebanyak 50 orang menggunakan metode analisis *partial least square* (PLS). Hasil penelitian ini menunjukkan bahwa *exposure to workplace bullying* berpengaruh signifikan terhadap *turnover intention*, peran mediasi *psychological contract violation* berpengaruh secara positif dan signifikan, *benevolent behavior* terbukti dapat memperlemah hubungan *exposure to workplace bullying* dan *psychological contract violation*, sedangkan *benevolent behaviour* tidak terbukti memperlemah hubungan *exposure to workplace bullying* dan *turnover intention*.

Kata Kunci: *Exposure to Workplace Bullying, Turnover Intention, Psychological Contract Violation, Benevolent Behaviour*

ABSTRACT

Exposure to workplace bullying is an important factor that can affect the level of turnover intention on employees. Involves feelings of disappointment, frustration and failure to accept something unexpected, so that it can affect commitment to the organization. In addition, the role of coworkers in providing support and encouragement can minimize the impact of exposure to workplace bullying and reduce turnover intention. This study aims to determine the effect of exposure to workplace bullying on turnover intention which is mediated by psychological contract violation and moderated by benevolent behavior in employees in the production section of PT. Cemara Laut Persada. Data was collected using a questionnaire and distributed to the production section of PT. Cemara Laut Persada. This study uses a quantitative approach with census sampling method with a total of 50 respondents using partial least square (PLS) analysis method. The results of this study indicate that exposure to workplace bullying has a significant effect on turnover intention, the mediating role of psychological contract violation has a positive and significant effect, benevolent behavior has been shown to weaken exposure to workplace bullying and psychological contract violation relationships, while benevolent behavior is not proven to weaken exposure to workplace bullying and turnover intention.

Keyword: Exposure to Workplace Bullying, Turnover Intention, Psychological Contract Violation, Benevolent Behavior