



## DAFTAR ISI

|                                                                            |      |
|----------------------------------------------------------------------------|------|
| LEMBAR PENGESAHAN.....                                                     | i    |
| PERNYATAAN ORISINALITAS SKRIPSI.....                                       | ii   |
| KATA PENGANTAR.....                                                        | iii  |
| ABSTRAKSI.....                                                             | vi   |
| ABSTRACT.....                                                              | vii  |
| DAFTAR ISI.....                                                            | viii |
| DAFTAR TABEL.....                                                          | xi   |
| DAFTAR GAMBAR.....                                                         | xii  |
| DAFTAR LAMPIRAN.....                                                       | xiii |
| <b>BAB 1 PENDAHULUAN</b>                                                   |      |
| 1.1. Latar Belakang Permasalahan.....                                      | 1    |
| 1.2. Rumusan Masalah.....                                                  | 7    |
| 1.3. Tujuan Penelitian.....                                                | 7    |
| 1.4. Manfaat Penelitian.....                                               | 8    |
| 1.5. Sistematika Skripsi.....                                              | 8    |
| <b>BAB 2 TINJAUAN PUSTAKA</b>                                              |      |
| 2.1. Landasan teori.....                                                   | 11   |
| 2.1.1. <i>Work Family Conflict</i> .....                                   | 11   |
| 2.1.1.1 Jenis-Jenis <i>Work Family Conflict</i> .....                      | 13   |
| 2.1.1.2 Bentuk-Bentuk <i>Work Family Conflict</i> .....                    | 14   |
| 2.1.1.3 Indikator yang memperngaruhi<br><i>Work Family Conflict</i> .....  | 15   |
| 2.1.2. <i>Family Work Conflict</i> .....                                   | 17   |
| 2.1.2.1 Indikator yang mempengaruhi<br><i>Family Work Conflict</i> .....   | 19   |
| 2.1.3. <i>Turnover Intention</i> .....                                     | 21   |
| 2.1.3.1 Faktor-Faktor yang Mempengaruhi<br><i>Turnover Intention</i> ..... | 22   |
| 2.1.3.2 Dampak <i>Turnover Intention</i> .....                             | 24   |

|         |                                            |    |
|---------|--------------------------------------------|----|
| 2.1.4.  | <i>Self Efficacy</i> .....                 | 25 |
| 2.1.4.1 | Indikator Dalam <i>Self Efficacy</i> ..... | 28 |
| 2.1.5.  | Hubungan Antar Variabel.....               | 30 |
| 2.2.    | Penelitian Sebelumnya.....                 | 31 |
| 2.3.    | Hipotesis dan Model Analisis.....          | 32 |
| 2.4.    | Kerangka Berfikir.....                     | 33 |

### **BAB 3 METODE PENELITIAN**

|         |                                                |    |
|---------|------------------------------------------------|----|
| 3.1.    | Pendekatan Penelitian.....                     | 35 |
| 3.2.    | Identifikasi Variabel.....                     | 35 |
| 3.3.    | Devinisi Operasional.....                      | 36 |
| 3.3.1.  | Variabel Bebas (X).....                        | 36 |
| 3.3.1.1 | <i>Work Family Conflict</i> .....              | 36 |
| 3.3.1.2 | <i>Family Work Conflict</i> .....              | 37 |
| 3.3.2.  | Variabel Terikat (Y).....                      | 37 |
| 3.3.3.  | Variabel Moderator (Z).....                    | 38 |
| 3.4.    | Jenis dan Sumber Data.....                     | 39 |
| 3.4.1.  | Populasi dan Sampel.....                       | 40 |
| 3.5.    | Prosedur Pengumpulan Data.....                 | 41 |
| 3.6.    | Teknik Analisis.....                           | 42 |
| 3.6.1.  | Uji Validitas dan Uji Reliabilitas.....        | 42 |
| 3.6.1.1 | Uji Validitas.....                             | 42 |
| 3.6.1.2 | Uji Reliabilitas.....                          | 42 |
| 3.6.2.  | <i>Partial Least Square</i> (PLS).....         | 43 |
| 3.6.2.1 | Model Pengukuran atau <i>Outer Model</i> ..... | 44 |
| 3.6.2.2 | Model Struktural atau <i>Inner Model</i> ..... | 44 |
| 3.6.3.  | Langkah-Langkah Analisis Data dengan PLS.....  | 45 |

### **BAB 4 HASIL DAN PEMBAHASAN**

|         |                                                    |    |
|---------|----------------------------------------------------|----|
| 4.1.    | Gambaran Umum Subjek dan Objek Penelitian.....     | 49 |
| 4.1.1.  | Sejarah Rumah Sakit Pelengkap Medical Center ..... | 49 |
| 4.1.2.  | Visi, Misi, Tujuan dan Motto.....                  | 50 |
| 4.1.2.1 | Visi.....                                          | 50 |
| 4.1.2.2 | Misi.....                                          | 51 |
| 4.1.2.3 | Tujuan .....                                       | 51 |
| 4.1.2.4 | Motto.....                                         | 51 |
| 4.1.3.  | Struktur Organisasi.....                           | 51 |
| 4.1.4.  | Fasilitas dan Pelayanan.....                       | 51 |
| 4.2.    | Deskripsi Hasil Penelitian.....                    | 54 |

|         |                                                                                                                                        |    |
|---------|----------------------------------------------------------------------------------------------------------------------------------------|----|
| 4.2.1.  | Karakteristik Responden.....                                                                                                           | 54 |
| 4.2.2.  | Deskripsi Tanggapan Responden.....                                                                                                     | 56 |
| 4.2.2.1 | <i>Work Family Conflict</i> .....                                                                                                      | 57 |
| 4.2.2.2 | <i>Family Work Conflict</i> .....                                                                                                      | 59 |
| 4.2.2.3 | <i>Turnover Intention</i> .....                                                                                                        | 62 |
| 4.2.2.4 | <i>Self Efficacy</i> .....                                                                                                             | 63 |
| 4.3.    | Analisis Model dan Pengujian Hipotesis.....                                                                                            | 65 |
| 4.3.1.  | Hasil Pengolahan Data Menggunakan<br><i>Partial Least Square</i> .....                                                                 | 65 |
| 4.3.2.  | Evaluasi <i>Outer Model</i> .....                                                                                                      | 66 |
| 4.3.2.1 | <i>Convergent Validity</i> .....                                                                                                       | 66 |
| 4.3.2.2 | <i>Discriminant Validity</i> .....                                                                                                     | 68 |
| 4.3.2.3 | <i>Composite Reliability</i> dan <i>Cronbach's Alpha</i> .....                                                                         | 69 |
| 4.3.3.  | Evaluasi <i>Inner Model</i> .....                                                                                                      | 71 |
| 4.3.3.1 | <i>R-Square</i> .....                                                                                                                  | 71 |
| 4.3.3.2 | Uji Kausalitas.....                                                                                                                    | 72 |
| 4.4.    | Pembahasan.....                                                                                                                        | 75 |
| 4.4.1.  | Pengaruh <i>Work Family Conflict</i> terhadap<br><i>Turnover Intention</i> .....                                                       | 75 |
| 4.4.2.  | Pengaruh <i>Family Work Conflict</i> terhadap<br><i>Turnover Intention</i> .....                                                       | 76 |
| 4.4.3.  | Pengaruh <i>Work Family Conflict</i> terhadap <i>Turnover Intention</i><br>dengan <i>Self Efficacy</i> sebagai Varibel Moderator.....  | 77 |
| 4.4.4.  | Pengaruh <i>Family Work Conflict</i> terhadap <i>Turnover Intention</i><br>dengan <i>Self Efficacy</i> sebagai Variabel Moderator..... | 79 |

## **BAB 5 SIMPULAN DAN SARAN**

|      |               |    |
|------|---------------|----|
| 5.1. | Simpulan..... | 81 |
| 5.2. | Saran.....    | 82 |

## **DAFTAR PUSTAKA**

## **LAMPIRAN-LAMPIRAN**

## DAFTAR TABEL

|                                                                           | Halaman |
|---------------------------------------------------------------------------|---------|
| Tabel 4.1     Karakteristik Responden.....                                | 55      |
| Tabel 4.2     Konfersi Skoring.....                                       | 56      |
| Tabel 4.3     Interval dan Kategori Skoring.....                          | 57      |
| Tabel 4.4     Rekapitulasi <i>Work Family Conflict</i> .....              | 58      |
| Tabel 4.5     Rekapitulasi <i>Family Work Conflict</i> .....              | 60      |
| Tabel 4.6     Rekapitulasi <i>Turnover Intention</i> .....                | 62      |
| Tabel 4.7     Rekapitulasi <i>Self Efficacy</i> .....                     | 64      |
| Tabel 4.8     Nilai <i>Outer Loading</i> .....                            | 67      |
| Tabel 4.9     Nilai <i>Cross Loading</i> .....                            | 68      |
| Tabel 4.10    Nilai AVE ( Average Variance Extracted).....                | 69      |
| Tabel 4.11 <i>Composite Reliability</i> dan <i>Cronbach's Alpha</i> ..... | 70      |
| Tabel 4.12    Nilai <i>R-square</i> Model.....                            | 71      |
| Tabel 4.13 <i>Bootsrapping Report</i> .....                               | 72      |

## DAFTAR LAMPIRAN

|            |                                   |
|------------|-----------------------------------|
| Lampiran 1 | Kuesioner                         |
| Lampiran 2 | Tabulasi Pengisian Data Kuesioner |
| Lampiran 3 | Karakteristik Responden           |
| Lampiran 4 | Frekuensi Tanggapan Responden     |
| Lampiran 5 | Hasil Running Data PLS            |
| Lampiran 6 | Evaluasi <i>Outer Model</i>       |
| Lampiran 7 | Evaluasi <i>Inner Model</i>       |

## DAFTAR GAMBAR

|                                                                           | Halaman |
|---------------------------------------------------------------------------|---------|
| Gambar 1.1. Jumlah Perawat Mengundurkan Diri Tahun 2011-2013.....         | 6       |
| Gambar 2.1. Kerangka Berpikir.....                                        | 34      |
| Gambar 4.1. Struktur Organisasi Rumah Sakit Pelengkap Medical Center..... | 50      |
| Gambar 4.2. Rumah Sakit Pelengkap Medical center.....                     | 54      |
| Gambar 4.3. Model PLS ( <i>Partial Least Square</i> ).....                | 66      |