

ABSTRACT

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Title : Job Satisfaction's Impact on Turnover Intention Mediated by
Organizational Commitment
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Employee turnover is one of the major issues faced by many companies including hospitals, that will affect the productivity, profitability, and quality of service. One of the challenges for hospitals is to maintain competent human resources. This study discussed about the impact of job satisfaction on turnover intention mediated by organizational commitment. Data was obtained from nurses and midwives working at a hospital in South Jakarta with total sample of 160 employees selected using convenience sampling technique. Job satisfaction was measured by Minnesota Satisfaction Questionnaire (MSQ) developed by Weiss, Dawis, England, and Loquist (1967), while organizational commitment was measured by TCM Employee Commitment Survey Revised Version (Meyer, Allen, and Smith, 1993) and turnover intention was assessed by three-item questionnaire developed by Mobley, Horner and Hollingsworth (1978). To analyze the relationship between variables in this quantitative research, method used is SEM (Structural Equation Modeling). The result of this study confirmed previous researches that job satisfaction will increase organizational commitment and organizational commitment will decrease turnover intention. In addition, finding showed that job satisfaction effects the turnover intention mediated by organizational commitment. However, contrary to the earlier studies, in this study, the impact of job satisfaction on turnover intention showed insignificant result. According to the conclusion of this study, management should make efforts to improve organizational commitment to decrease turnover intention but to achieve increment of organizational commitment, management should initiate efforts to increase job satisfaction. These efforts will lead to decrease of turnover intention and the end result will be low turnover.

Keywords: Job satisfaction, organizational commitment, turnover intention