

ABSTRAK

PENGARUH *WORKING HOURS* TERHADAP *TURNOVER INTENTION* PADA KARYAWAN MELALUI *BURNOUT* SEBAGAI VARIABEL MEDIASI

(Studi Pada Industri Perhotelan Di Bandar Lampung)

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Industri perhotelan merupakan sektor yang memiliki masalah dengan tingginya tingkat *turnover intention* pada karyawan. Apabila *turnover intention* dibiarkan, perusahaan akan menghadapi *turnover* yang sebenarnya dan akan berdampak negatif pada kelangsungan operasional dan kualitas penyediaan layanan. Penelitian ini bertujuan untuk mengetahui pengaruh *working hours* terhadap *turnover intention* pada karyawan industri perhotelan di Bandar Lampung, serta menguji peran *burnout* sebagai variabel mediasi dalam hubungan tersebut. Berdasarkan teori *Job Demands-Resources (JD-R)* dan *Conservation of Resources (COR)*, *working hours* yang panjang berpotensi menimbulkan *burnout* yang pada akhirnya mendorong keinginan karyawan untuk meninggalkan pekerjaannya. Penelitian ini menggunakan pendekatan kuantitatif dengan metode *cross-sectional survei*. Sampel penelitian terdiri dari 160 karyawan hotel berbintang 3, 4, dan 5 di Bandar Lampung. Teknik analisis data menggunakan *Structural Equation Modeling (SEM)* dengan perangkat lunak SmartPLS 4.0. Hasil penelitian menunjukkan bahwa *working hours* berpengaruh positif dan signifikan terhadap *turnover intention*, *working hours* juga berpengaruh positif dan signifikan terhadap *burnout*, serta *burnout* berpengaruh positif dan signifikan terhadap *turnover intention*. Selain itu, *burnout* terbukti memediasi secara signifikan hubungan antara *working hours* dan *turnover intention*. Namun, pengaruh langsung *working hours* terhadap *turnover intention* ditemukan lebih baik dibandingkan pengaruh tidak langsungnya melalui *burnout*. Hasil ini menunjukkan bahwa jam kerja yang panjang berdampak langsung pada niat karyawan untuk meninggalkan pekerjaannya, tanpa harus melalui *burnout*. Oleh karena itu, manajemen hotel perlu memberi perhatian khusus pada pengaturan jam kerja sebagai langkah strategis dalam menurunkan *turnover intention*.

Kata kunci: *Working hours, Burnout, Turnover intention, Industri perhotelan*

ABSTRACT

THE EFFECT OF WORKING HOURS ON EMPLOYEE TURNOVER INTENTION WITH BURNOUT AS A MEDIATING VARIABLE

(A Study Of The Hospitality Industry In Bandar Lampung)

By

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The hospitality industry is a sector that has a problem with high turnover intentions in employees. If the turnover intention is left unchecked, the company will face actual turnover and will have a negative impact on operational continuity and quality of service provision. This study aims to determine the effect of working hours on turnover intention in hospitality industry employees in Bandar Lampung, as well as test the role of burnout as a mediating variable in the relationship. Based on the theory of Job Demands-Resources (JD-R) and Conservation of Resources (COR), long working hours have the potential to cause burnout which ultimately encourages employees to leave their jobs. This study uses a quantitative approach with a cross-sectional survey method. The research sample consisted of 160 employees of 3, 4, and 5 star hotels in Bandar Lampung. The data analysis technique used Structural Equation Modeling (SEM) with SmartPLS 4.0 software. The results of the study showed that working hours had a positive and significant effect on turnover intention, working hours also had a positive and significant effect on burnout, and burnout had a positive and significant effect on turnover intention. In addition, burnout has been shown to significantly mediate the relationship between working hours and turnover intention. However, the direct effect of working hours on turnover intention was found to be better than the indirect effect through burnout. These results show that long working hours have a direct impact on employees' intention to leave their jobs, without having to go through burnout. Therefore, hotel management needs to pay special attention to setting working hours as a strategic step in reducing turnover intention.

Keywords: Working hours, Burnout, Turnover intention, Hospitality industry