

## ABSTRAK

### PENGARUH *ABUSIVE SUPERVISION* TERHADAP *TURNOVER INTENTION* DENGAN *PSYCHOLOGICAL DISTRESS* SEBAGAI VARIABEL MEDIASI

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Penelitian ini bertujuan untuk menganalisis pengaruh *abusive supervision* terhadap *turnover intention* dengan *psychological distress* sebagai variabel mediasi pada karyawan Gen Z di Provinsi Lampung dengan menggunakan pendekatan kuantitatif dan desain kausal. Data dikumpulkan melalui kuesioner yang disebarakan kepada 140 responden yang dipilih menggunakan teknik *purposive sampling* sesuai dengan kriteria, yaitu Gen Z yang telah bekerja minimal enam bulan dan berdomisili di Provinsi Lampung. Analisis data dilakukan menggunakan metode *bootstrapping* dengan *Macro PROCESS* Hayes versi 4.2 sebagai ekstensi pada program SPSS untuk menguji pengaruh langsung dan tidak langsung antarvariabel. Hasil penelitian menunjukkan bahwa *abusive supervision* berpengaruh positif dan signifikan terhadap *turnover intention*, sehingga hipotesis pertama didukung. Temuan ini menunjukkan bahwa semakin tinggi tingkat *abusive supervision* yang dirasakan karyawan, maka semakin tinggi pula tingkat *turnover intention*. Selain itu, hasil uji mediasi menunjukkan bahwa *psychological distress* memediasi secara signifikan pengaruh antara *abusive supervision* terhadap *turnover intention*, sehingga hipotesis kedua juga didukung. Hasil tersebut menunjukkan bahwa *abusive supervision* tidak hanya secara langsung meningkatkan *turnover intention*, tetapi juga secara tidak langsung melalui peningkatan *psychological distress* yang dirasakan karyawan. Berdasarkan temuan penelitian, organisasi disarankan untuk menciptakan praktik kepemimpinan yang lebih suportif, meningkatkan kualitas komunikasi antara atasan dan bawahan, serta menyediakan dukungan psikologis bagi karyawan guna meminimalkan *psychological distress* dan menekan tingkat *turnover intention*. Penelitian ini diharapkan dapat memberikan kontribusi teoretis dalam pengembangan kajian manajemen sumber daya manusia, khususnya terkait peran *abusive supervision* dalam memengaruhi *turnover intention* melalui *psychological distress* sebagai variabel mediasi.

**Kata Kunci:** *Abusive Supervision, Turnover Intention, Psychological Distress*

## **ABSTRACT**

### **THE EFFECT OF ABUSIVE SUPERVISION ON TURNOVER INTENTION WITH PSYCHOLOGICAL DISTRESS AS A MEDIATING VARIABLE**

**By**

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*This study aims to analyze the effect of abusive supervision on turnover intention with psychological distress as a mediating variable among Generation Z employees in Lampung Province using a quantitative approach and causal research design. Data were collected through a questionnaire distributed to 140 respondents selected using a purposive sampling technique based on specific criteria, namely Generation Z employees who have worked for at least six months and reside in Lampung Province. Data analysis was conducted using the bootstrapping method with the PROCESS Macro Hayes version 4.2 as an extension in SPSS to examine both direct and indirect effects among variables. The results indicate that abusive supervision has a positive and significant effect on turnover intention, indicating that the first hypothesis is supported. This finding suggests that higher levels of abusive supervision perceived by employees lead to higher levels of turnover intention. Furthermore, the mediation test results show that psychological distress significantly mediates the relationship between abusive supervision and turnover intention, indicating that the second hypothesis is also supported. These findings demonstrate that abusive supervision not only directly increases turnover intention but also indirectly influences it through increased psychological distress experienced by employees. Based on these findings, organizations are recommended to develop more supportive leadership practices, improve the quality of communication between supervisors and subordinates, and provide psychological support for employees in order to minimize psychological distress and reduce turnover intention. This study is expected to contribute theoretically to the development of human resource management literature, particularly regarding the role of abusive supervision in influencing turnover intention through psychological distress as a mediating variable.*

**Keywords: Abusive Supervision, Turnover Intention, Psychological Distress**