

TABLE OF CONTENTS

| | |
|---|------|
| COVER | i |
| STATEMENT OF ORIGINALITY | ii |
| ACKNOWLEDGEMENTS | iii |
| ABSTRACT | iv |
| ABSTRAK | v |
| PREFACE | vi |
| TABLE OF CONTENTS | vii |
| LIST OF TABLES | xiii |
| LIST OF FIGURES | xiv |
| LIST OF APPENDIX | xv |
| CHAPTER 1 INTRODUCTION | 1 |
| 1.1 Research Background..... | 1 |
| 1.2 Problem Formulation | 6 |
| 1.3 Research Objectives | 7 |
| 1.4 Research Contributions | 8 |
| CHAPTER II LITERATURE REVIEW, CONCEPTUAL FRAMEWORK, AND HYPOTHESIS DEVELOPMENT | 9 |
| 2.1 Literature Review..... | 9 |
| 2.1.1 Human Resource Management | 9 |
| 2.1.1.1 Definition of Human Resource Management | 9 |
| 2.1.1.2 The Function of Human Resource Management | 9 |

| | |
|--|----|
| 2.1.1.3 The Objective of Human Resource Management | 11 |
| 2.1.2 Turnover Intention..... | 11 |
| 2.1.2.1 Definition of Turnover Intention..... | 11 |
| 2.1.2.2 Factors of Turnover Intention | 12 |
| 2.1.2.3 Dimensions and Indicators of Turnover Intention | 13 |
| 2.1.3 Job Stress..... | 14 |
| 2.1.3.1 Definition of Job Stress | 14 |
| 2.1.3.2 Factors of Job Stress..... | 14 |
| 2.1.3.3 Dimensions and Indicators of Job Stress..... | 16 |
| 2.1.4 Compensation..... | 17 |
| 2.1.4.1 Definition of Compensation | 17 |
| 2.1.4.2 Factors in Giving Compensation..... | 18 |
| 2.1.4.3 Dimensions and Indicators of compensation | 20 |
| 2.1.5 Organizational Commitment | 21 |
| 2.1.5.1 Definition of Organizational Commitment..... | 21 |
| 2.1.5.2 Factors Affecting Organizational Commitment..... | 21 |
| 2.1.5.3 Dimensions and Indicators of Organizational Commitment .. | 22 |
| 2.1.6 Previous Research..... | 22 |
| 2.1.7 Research Variables Relationship | 31 |
| 2.1.7.1 The Dynamic Influence of Job Stress on Employee Turnover Intention..... | 31 |
| 2.1.7.2 The Dynamic Influence of Compensation on Employee Turnover Intention..... | 31 |

| | |
|--|-----------|
| 2.1.7.3 The Dynamic Influence of Job Stress on Employee | |
| Organizational Commitment..... | 32 |
| 2.1.7.4 The Dynamic Influence of Compensation on Employee | |
| Organizational Commitment..... | 33 |
| 2.1.7.5 The Dynamic Influence of Organizational Commitment on | |
| Employee Turnover Intention | 33 |
| 2.1.7.6 The Dynamic Influence of Job Stress on Employee Turnover | |
| Intention as Mediated by Organizational Commitment | 34 |
| 2.1.7.6 The Dynamic Influence of Compensation on Employee | |
| Turnover Intention as Mediated by Organizational | |
| Commitment | 34 |
| 2.2 Conceptual Framework | 35 |
| 2.3 Hypothesis Development | 35 |
| CHAPTER III RESEARCH METHOD | 37 |
| 3.1 Time and Place of Research | 37 |
| 3.1.1 Research Time | 37 |
| 3.1.2 Research Place..... | 37 |
| 3.2 Research Design..... | 37 |
| 3.3 Definition and Operational of Variables | 38 |
| 3.3.1 Definition of Variables | 38 |
| 3.3.2 Variable Operationalization | 49 |
| 3.4 Measurement Scale | 41 |
| 3.5 Population and Sample Research..... | 42 |

| | |
|--|-----------|
| 3.5.1 Research Population | 42 |
| 3.5.2 Research Sample | 43 |
| 3.6 Data Collection Methods..... | 45 |
| 3.7 Data Analysis Methods | 45 |
| 3.7.1 Descriptive Analysis..... | 45 |
| 3.7.1.1 Respondents Description | 46 |
| 3.7.1.2 Variable Description | 46 |
| 3.7.2 Partial Least Square (PLS)..... | 46 |
| 3.7.2.1 Evaluation Measurement (Outer) Model..... | 46 |
| 3.7.2.2 Evaluation Structural (Inner) Model | 49 |
| CHAPTER IV RESULTS AND DISCUSSION..... | 51 |
| 4.1 Overview of Research Objects | 51 |
| 4.1.1 History of Dinas Pariwisata and Kebudayaan DKI Jakarta | 51 |
| 4.1.1.1 Vision | 52 |
| 4.1.1.2 Mission | 52 |
| 4.2 Subject of Research..... | 54 |
| 4.3 Descriptive Statistics | 58 |
| 4.3.1 Gender..... | 58 |
| 4.3.2 Age..... | 58 |
| 4.3.3 Level of Education..... | 59 |
| 4.3.4 Length of Work | 59 |
| 4.3.5 Position | 60 |
| 4.4 Descriptive of Respondent's Answer..... | 61 |

| | |
|--|------------|
| 4.4.1 Job Stress Variable | 61 |
| 4.4.2 Compensation Variable..... | 62 |
| 4.4.3 Organizational Commitment Variable..... | 63 |
| 4.4.4 Turnover Intention Variable..... | 64 |
| 4.5 Data Analysis Method Partial Least Square..... | 64 |
| 4.5.1 Measurement Evaluation (Outer Model) | 65 |
| 4.5.1.1 Convergent Validity | 65 |
| 4.5.1.2 Discriminant Validity..... | 74 |
| 4.5.1.3 Composite Reliability and Cronbach's Alpha | 78 |
| 4.5.2 Evaluation Structural (Inner Model)..... | 79 |
| 4.5.2.1 R-square Value..... | 79 |
| 4.5.2.2 Goodness of Fit Model..... | 80 |
| 4.5.2.3 Hypothesis Testing Results..... | 80 |
| 4.6 Discussion of Research Results | 88 |
| 4.7 Managerial Implications..... | 96 |
| CHAPTER V CONCLUSIONS..... | 98 |
| 5.1 Conclusion..... | 98 |
| 5.2 Suggestion | 99 |
| 5.2.1 Suggestion for the organization..... | 99 |
| 5.2.2 Suggestion for the researcher's | 100 |
| BIBLIOGRAPHY | 101 |
| APPENDIX | 107 |