

ABSTRACT

This research aims to analyze the role of job satisfaction in the relationship between work-family conflict and Organizational Commitment in relation to turnover intention. This quantitative study involves 112 employees as the population, and sampling was conducted using full sampling. Data collection was done through a survey using a questionnaire as the survey instrument. Data analysis was carried out using Structural Equation Model - Partial Least Square (SEM-PLS). The results showed that work-family conflict has a positive and significant effect on turnover intention, Organizational Commitment has a negative and significant effect on turnover intention, job satisfaction has a positive and significant effect on turnover intention, work-family conflict has a positive and insignificant effect on job satisfaction, Organizational Commitment has a positive and significant effect on job satisfaction, job satisfaction does not mediate the relationship between work-family conflict and turnover intention, and job satisfaction can mediate the relationship between Organizational Commitment and turnover intention.

Keywords: *work-family conflict, organizational commitment, job satisfaction, turnover intention.*



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ABSTRAK

Penelitian ini bertujuan untuk menganalisis peran kepuasan kerja dalam keterkaitan konflik kerja-keluarga dan komitmen organisasi terhadap *turnover intention*. Penelitian kuantitatif ini melibatkan 112 karyawan sebagai populasi dengan pengambilan sampel menggunakan teknik sampling jenuh. Metode pengumpulan data dilakukan melalui survei dengan menggunakan kuesioner sebagai instrumen survei. Analisis data dilakukan dengan menggunakan *Structural Equation Model – Partial Least Square* (SEM-PLS). Hasil penelitian menunjukkan bahwa konflik keluarga – kerja berpengaruh positif dan signifikan terhadap *turnover intention*, komitmen organisasi berpengaruh negatif dan signifikan terhadap *turnover intention*, kepuasan kerja berpengaruh positif dan signifikan terhadap *turnover intention*, konflik kerja – keluarga berpengaruh positif dan tidak signifikan terhadap kepuasan kerja, komitmen organisasi berpengaruh positif dan signifikan terhadap kepuasan kerja, kepuasan kerja tidak memediasi antara konflik kerja – keluarga dengan *turnover intention*, kepuasan kerja dapat memediasi antara komitmen organisasi dengan *turnover intention*.

Kata Kunci: konflik kerja – keluarga, komitmen organisasi, kepuasan kerja, *turnover intention*.

