

**MODEL *CONDITIONAL PROCESS* PADA PENGARUH
POLYCHRONICITY TERHADAP *TURNOVER INTENTION* KARYAWAN
INDUSTRI PERHOTELAN**

DISERTASI

Diajukan Untuk Memenuhi Sebagian Syarat Untuk Memperoleh Gelar
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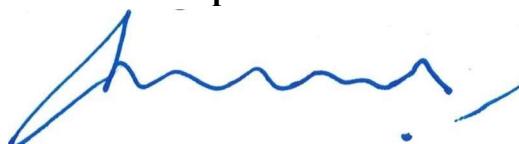
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ABSTRAK

Model *Conditional Process* Pada Pengaruh *Polychronicity* Terhadap *Turnover Intention* Karyawan Industri Perhotelan

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Pertumbuhan hotel di Indonesia sebagai salah satu *hospitality industry* begitu pesat, namun tidak seimbang dengan kesiapan sumber daya manusia (SDM). Industri perhotelan memiliki masalah krusial yakni mempertahankan karyawan dimana terdapat kesenjangan antara kepentingan karyawan dengan kepentingan perusahaan. Ketidakmampuan perusahaan untuk menentukan faktor-faktor penyebab yang dapat menyebabkan *turnover intention* tentu saja merupakan awal dari ketidakmampuan industri perhotelan untuk memberikan solusi dan program yang relevan dan membuat karyawan lebih loyal. Tingkat *turnover* di industri perhotelan mengalami peningkatan yang signifikan setiap tahunnya, sehingga dapat merugikan perusahaan dari segi biaya, sumber daya dan motivasi dikarenakan perusahaan kehilangan tenaga kerja. *Turnover intention* adalah prediktor utama *turnover*, sehingga aspek-aspek yang dapat mempengaruhi *turnover intention* akan mempengaruhi *turnover*. Penelitian ini bertujuan mendeskripsikan serta menganalisis hubungan antarvariabel dan dimensi (indikator) pada model atau paradigma penelitian yang dikembangkan Peneliti. Variabel tersebut adalah *polychronicity*, kepuasan kerja, *engagement*, lingkungan kerja dan *turnover intention*. Penelitian disertasi ini menggunakan metode kuantitatif dan termasuk ke dalam penelitian survey. Pengujian model *conditional process* dengan menggunakan *path analysis* berbasis regresi OLS (*Ordinary Least Square*) dan metode *bootstrap* memakai alat statistik SPSS versi 23 dan PROCESS versi 3.4 by Andrew F. Hayes model ke-92 pada objek penelitian. Populasi pada penelitian ini adalah karyawan industri perhotelan Kota Bandung, dengan sampel sebanyak 257 karyawan. Temuan dari penelitian ini adalah lingkungan kerja tidak berpengaruh (*p value* > 0,05) secara langsung terhadap variabel kepuasan kerja, *engagement* dan *turnover intention*, namun mampu berinteraksi sebagai variabel moderator sehingga efektif memoderasi pengaruh *polychronicity* terhadap *turnover intention* melalui mediasi penuh dari kepuasan kerja dan *engagement* karyawan (*conditional process*). Penelitian disertasi ini menghasilkan *novelty* berupa model *society polychronic behavior* melalui *conditional process* sebagai strategi reduksi *employee turnover intention*.

Kata kunci: *polychronicity*, kepuasan kerja, *engagement*, lingkungan kerja, *turnover intention*, *conditional process*

ABSTRACT

Model of the Conditional Process on the Effect of Polychronicity Toward the Turnover Intention of Hospitality Industry Employees

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*The growth of hotels in Indonesia as one of the hospitality industry is so rapid, but not balanced with the readiness of human resources (HR). The hotel industry has a crucial problem of retaining employees where there is a gap between the interests of employees and the interests of the company. The company's inability to determine the causal factors that can cause turnover intention is certainly the beginning of the hotel industry's inability to provide relevant solutions and programs and make employees more loyal. The turnover rate in the hotel industry has increased significantly every year, so that it can harm the company in terms of cost, resources and motivation because the company loses labor. Turnover intention is the main predictor of turnover, so aspects that can affect turnover intention will affect turnover. This study aims to describe and analyze the relationships between variables and dimensions (indicators) in the research model or paradigm developed by the researcher. These variables are polychronicity, job satisfaction, engagement, work environment and turnover intention. This dissertation research uses quantitative methods and is included in the survey research. Testing the conditional process model using path analysis based on OLS (Ordinary Least Square) regression and bootstrap methods using statistical tools SPSS version 23 and PROCESS version 3.4 by Andrew F. Hayes the 92nd model on the research object. The population in this study were employees of the Bandung hotel industry, with a sample of 257 employees. The findings of this study are that the work environment has no effect (*p* value > 0.05) directly on the variables of job satisfaction, engagement and turnover intention, but is able to interact as a moderator variable so that it effectively moderates the effect of polychronicity on turnover intention through full mediation of job satisfaction and employee engagement (conditional process). This dissertation research produces novelty in the form of society polychronic behavior model through conditional process as a strategy of reducing employee turnover intention.*

Keywords: polychronicity, job satisfaction, engagement, work environment, turnover intention, conditional process

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