

THE EFFECT OF WORKLOAD, EMOTIONAL LABOR, AND WORK-FAMILY CONFLICT ON TURNOVER INTENTION AMONG NURSES AND MIDWIVES AT PRIVATE MATERNAL AND CHILD HOSPITALS IN KEBAYORAN BARU, SOUTH JAKARTA, WITH PERCEIVED ORGANIZATIONAL SUPPORT AS A MODERATING VARIABLE

By Princessila Enjelin Girsang

Abstract

High turnover intention among nurses and midwives threatens the operational sustainability of private maternal and child hospitals in Kebayoran Baru, South Jakarta. This study investigates the impact of workload, emotional labor, and work-family conflict (WFC) on turnover intention and analyzes the moderating effectiveness of perceived organizational support (POS). This quantitative research employed purposive sampling to select 151 respondents across three private hospitals. The researcher analyzed data using Partial Least Squares Structural Equation Modeling (PLS-SEM) via SmartPLS 4. The results demonstrate that workload, emotional labor, and WFC positively and significantly affect turnover intention. WFC emerges as the predictor with the highest cognitive visibility due to clashes between rigid clinical schedules and the domestic domain. The moderation test reveals a crucial theoretical anomaly where POS significantly buffers emotional labor but fails to moderate the structural pressures of workload and WFC. The model yields an explanatory power (R^2) of 31.7%. This validates the resource-demand matching principle, proving POS is not a universal buffer. Consequently, administrators must calibrate managerial interventions based on institutional typology. Type B hospitals must execute structural engineering by optimizing relief pools and scheduling flexibility. Meanwhile, Type C hospitals must institutionalize affective protection to neutralize emotional labor exploitation.

Keywords: workload; emotional labor; work-family conflict; perceived organizational support; turnover intention

PENGARUH WORKLOAD, EMOTIONAL LABOR, DAN WORK-FAMILY CONFLICT TERHADAP TURNOVER INTENTION PADA PERAWAT DAN BIDAN RSIA SWASTA DI KECAMATAN KEBAYORAN BARU, JAKARTA SELATAN DENGAN PERCEIVED ORGANIZATIONAL SUPPORT SEBAGAI VARIABEL MODERASI

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Abstrak

Tingginya turnover intention perawat dan bidan menjadi ancaman krusial bagi keberlangsungan operasional RSIA swasta di Kebayoran Baru, Jakarta Selatan. Penelitian ini bertujuan menguji pengaruh workload, emotional labor, dan work-family conflict (WFC) terhadap turnover intention, serta menganalisis efektivitas perceived organizational support (POS) sebagai variabel moderasi. Penelitian kuantitatif ini menggunakan purposive sampling terhadap 151 responden di tiga RSIA swasta. Analisis data dilakukan menggunakan Partial Least Squares Structural Equation Modeling (PLS-SEM) dengan SmartPLS 4. Hasil membuktikan bahwa workload, emotional labor, dan WFC berpengaruh positif dan signifikan terhadap turnover intention. WFC teridentifikasi sebagai prediktor dengan visibilitas kognitif tertinggi akibat benturan rigiditas jadwal klinis dengan ranah domestik. Hasil uji moderasi mengungkap anomali teoretis krusial: POS secara signifikan efektif memperlemah dampak emotional labor, namun gagal memoderasi tekanan struktural dari workload maupun WFC. Model ini menghasilkan daya penjas (R²) sebesar 31,7%. Kesimpulan penelitian memvalidasi prinsip resource-demand matching bahwa POS bukan penyangga universal. Dengan demikian, intervensi manajerial wajib dikalibrasi berbasis tipologi institusi. RSIA Tipe B harus mengeksekusi rekayasa struktural melalui optimalisasi relief pool dan fleksibilitas jadwal. Sementara itu, RSIA Tipe C dituntut melembagakan perlindungan afektif guna menetralsir eksploitasi emotional labor.

Kata kunci: workload; emotional labor; work-family conflict; perceived organizational support; turnover intention