

INTI SARI

Penelitian ini dilakukan di PT X. Penelitian ini bertujuan dalam melihat adanya pengaruh *Emotional Labor* dan *Burnout* pada *Turnover Intention* pada karyawan di PT X. Sampel dan populasi pada penelitian ini yaitu karyawan di PT X dengan jumlah 120 orang. Teknik pengambilan sampel menerapkan *purposive sampling*. Teknik untuk mengumpulkan data menerapkan skala likert. Analisis data dilaksanakan dengan analisa regresi berganda dibantu perangkat *SPSS statistics 22 for windows*. Hasil analisismenampilkan hipotesa mayor diterima bahwa terdapat *pengaruh Emotional Labor* dan *Burnout terhadap Turnover Intention* dengan uji F= 29. 127 dan sig.= 0.000 ($p < 0.05$). Hasil analisa hipotesa minor awal ditolak, menampilkan tidak adanya hubungan negatif yang signifikan dari *Emotional Labor* dengan *Turnover Intention* taraf sig = 0.655 ($p > 0.05$) taraf $\beta = 0.045$. Hasil analisa hipotesa minor kedua diterima dan menampilkan adanya korelasi positif yang nyata dari *Burnout* dengan *Turnover Intention* taraf sig = 0.000 ($p < 0.05$) dan nilai $\beta = 0.534$. Adapun hasil temuan yang diperoleh *Emotional Labor* dan *Burnout* memberi sumbangan efektif senilai 32, 1% pada *Turnover Intention*, dan 67, 9% ditentukan dari pengaruh lainnya yang tidak diamati.

Kata Kunci : *Turnover Intention, Emotional Labor, Burnout.*

ABSTRACT

This study was carried out at PT X. This study's goal was to ascertain the impact of Emotional Labor and Burnout on Turnover Intention of employees at PT X. The study's sample and population were workers at PT X, totaling 120 people. The sampling technique used purposive sampling. Data collection techniques using a Likert scale. With the use of SPSS statistics 22 for Windows, to evaluate the data, multiple regression analysis was utilized. The findings indicated that emotional labor and burnout had an impact on turnover intention with the F test = 29.127 and sig. = 0.000 ($p < 0.05$). The first minor hypothesis analysis was rejected, which showed that there was no significant negative relationship between Emotional Labor and Turnover Intention with sig = 0.655 ($p > 0.05$) and $\beta = 0.045$. The second minor hypothesis was accepted and demonstrated that there was a strong correlation between Burnout and Turnover Intention with sig = 0.000 ($p < 0.05$) and $\beta = 0.534$. The findings of this investigation suggest that Emotional Labor and Burnout make an effective contribution of 32.1 percent to Turnover Intention, and 67.9 percent are affected by additional, unresearched elements.

Keywords : Turnover Intention, Emotional Labor, Burnout