

ABSTRAK

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Pengaruh *Work family Conflict* dan *Social Support* terhadap *Turnover Intention* dengan *Job Satisfaction* sebagai Variabel *Intervening* pada Ibu Pekerja yang bekerja di DKI Jakarta serta Tinjauannya dalam Sudut Pandang Islam

124 Halaman + xv halaman + 19 tabel + 4 lampiran 5 gambar

Uraian Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh *Work family conflict* dan *Social support* terhadap *Turnover intention* dengan *Job satisfaction* sebagai variabel intervening pada ibu pekerja di DKI Jakarta serta Tinjauannya dari Sudut Pandang Islam. Sampel penelitian ini adalah ibu pekerja yang bekerja di perusahaan swasta DKI Jakarta dengan jumlah 150 responden. Teknik pengambilan sampel menggunakan teknik *purposive sampling*. Data dikumpulkan dengan metode survey menggunakan instrument kuesioner. Metode analisis data yang digunakan yaitu metode *Partial Least Square Structural Equation Modeling* (PLS-SEM). Hasil penelitian menunjukkan bahwa *work family conflict*, *social support* dan *job satisfaction* memiliki kesesuaian yang besar untuk dijadikan model yang relevan untuk memprediksi pengaruh *turnover intention* dengan pengaruh yang kuat. Hasil penelitian ini menunjukkan bahwa *work family conflict* yang dirasakan ibu pekerja akan meningkatkan *turnover intention*, *social support* yang diterapkan dengan baik akan menurunkan *turnover intention*, dan *job satisfaction* dapat menjadi mediator. Dalam perspektif Islam, menjaga keseimbangan antara pekerjaan dan keluarga adalah amanah yang harus dijalankan dengan adil dan penuh tanggung jawab. *social support* dan lingkungan kerja yang baik dapat mengurangi *work family conflict*, meningkatkan kepuasan kerja, serta menurunkan *Turnover intention* atau niat untuk keluar dari pekerjaan.

Kata Kunci: *Work family conflict*, *Social Support*, *Turnover intention*, *Job satisfaction*, Ibu Pekerja DKI Jakarta, Islam

ABSTRACT

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The Effect of Work family conflict and Social support on Turnover intention with Job satisfaction as an Intervening Variabel among Working Mothers in DKI Jakarta and its Review in Islamic Perspective

124 pages + xv pages + 19 tables + 4 attachments 5 images

Abstract Description

This study aims to examine the influence of work-family conflict and Social support on Turnover intention, with Job satisfaction acting as a mediating variable, among working mothers in DKI Jakarta. Additionally, the study explores these relationships from an Islamic perspective. The research sample comprised 150 working mothers employed in private companies within the DKI Jakarta area, selected through purposive sampling. Data were collected via a survey using a structured questionnaire. The data analysis method employed was Partial Least Squares Structural Equation Modeling (PLS-SEM). The research findings indicate that work-family conflict, social support, and job satisfaction are highly suitable as a relevant model to predict turnover intention, showing a strong influence. The study reveals that work-family conflict experienced by working mothers tends to increase turnover intention, while well-implemented social support can reduce it. Additionally, job satisfaction plays a mediating role in this relationship. From an Islamic perspective, maintaining a balance between work and family is a trust (amanah) that must be upheld with fairness and a strong sense of responsibility. A supportive social environment and positive workplace conditions can help reduce work-family conflict, enhance job satisfaction, and ultimately lower the intention to leave one's job.

Keywords: *Work-Family Conflict, Social Support, Turnover intention, Job satisfaction, Working Mothers in DKI Jakarta, Islam*