

PSYCHOLOGICAL SAFETY DAN INTENSI TURNOVER
PADA KARYAWAN GENERASI MILENIAL: DUKUNGAN SOSIAL
SEBAGAI MODERATOR

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Abstract. The phenomenon of turnover has occurred a lot lately among millennials, until this generation is called the 'kutu loncat' generation. Psychological safety is considered to be a predictor of turnover intentions. Additionally, social support around employees is also considered to have a positive influence on turnover intentions in a company. This research aims to determine the role of social support in moderating the relationship between psychological safety and turnover intentions. In this study, 243 millennial generation employee respondents were collected and found that social support can moderate the relationship between psychological safety and turnover intentions. Turnover intention is measured using the Mobley turnover intention scale, psychological safety is measured using the Edmondson psychological safety scale, and social support is measured from Cohen and Wills' social support scale. This study found that there was a moderating role of social support on turnover intentions and psychological safety ($p > 0.05$). However, researchers found that there were differences in interaction when social support scores were low and average and high.

Keywords: *turnover intention, psychological safety, social support, millennials employees*

Abstrak. Fenomena *turnover* telah banyak terjadi pada akhir akhir ini dikalangan generasi *millennial*, hingga generasi ini disebut dengan generasi 'kutu loncat'. *Psychological safety* diduga dapat menjadi prediktor dari intensi *turnover*. Selain itu, dukungan sosial di sekitar karyawan juga diduga memiliki pengaruh positif intensi *turnover* dalam suatu perusahaan. Penelitian ini bertujuan untuk mengetahui peran dukungan sosial dalam memoderasi hubungan antara *psychological safety* terhadap intensi *turnover*. Pada penelitian ini mengumpulkan 243 responden karyawan generasi *millennial* dan menemukan bahwa dukungan sosial dapat memoderasi hubungan *psychological safety* dengan intensi *turnover*. intensi *turnover* diukur menggunakan skala intensi *turnover* Mobley, *psychological safety* diukur menggunakan skala *psychological safety* Edmondson, terakhir dukungan sosial diukur dari skala dukungan sosial Cohen dan Wills. Penelitian ini menemukan bahwa terdapat peran moderasi dukungan sosial terhadap intensi *turnover* dan *psychological safety* ($p > 0,05$). Namun, peneliti menemukan terdapat perbedaan interaksi ketika nilai dukungan sosial pada *low* dan *average* serta *high*.

Kata kunci : *Intensi turnover, psychological safety, dukungan sosial, karyawan generasi millennial*