

**PENGARUH *JOB BURNOUT* TERHADAP *QUIET QUITTING* DENGAN
TURNOVER INTENTION SEBAGAI VARIABEL INTERVENING PADA
GEN Z DI INDUSTRI PERHOTELAN WILAYAH YOGYAKARTA**

Elliza Noor Prabandhini

Abstrak

Penelitian ini bertujuan untuk menganalisis pengaruh *Job burnout* terhadap *Quiet quitting* dengan *Turnover intention* sebagai variabel intervening pada Gen Z di industri perhotelan wilayah Yogyakarta. Populasi dalam penelitian ini yaitu karyawan tetap yang mempunyai pengalaman kerja minimal satu tahun di industri perhotelan bintang 3-5 di Daerah Istimewa Yogyakarta dengan sampel sebanyak 96 responden, yang diperoleh dengan menggunakan teknik *purposive sampling* dan *snowball sampling*. Teknik pengumpulan data menggunakan kuesioner secara langsung dalam bentuk *Google Form* dan dianalisis menggunakan *SmartPLS 4* versi 4.0.9.9. *Partial Least Squares Structural Equation Modelling* (PLS-SEM) yang dilakukan dengan teknik *outer model*, *inner model*, dan pengujian intervening. Hasil analisis menunjukkan bahwa *Job burnout* berpengaruh positif terhadap *Quiet quitting* sebesar 0,302, *Job burnout* pengaruh positif terhadap *Turnover intention* sebesar 0,781, *Turnover intention* berpengaruh positif terhadap *Quiet quitting* sebesar 0,508, *Turnover intention* dapat memediasi secara parsial *Job burnout* terhadap *Quiet quitting* dengan kontribusi positif sebesar 0,397. Penelitian selanjutnya dapat memperdalam analisis faktor-faktor lain yang dapat mempengaruhi *Quiet quitting* dan melakukan penelitian di sektor lain, guna melihat apakah hasil yang serupa terjadi diluar industri penelitian ini.

Kata Kunci: *Job Burnout*, *Quiet Quitting*, *Turnover Intention*

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***THE EFFECT OF JOB BURNOUT ON QUIET QUITTING USING
TURNOVER INTENTION AS AN INTERVENING VARIABLE ON GEN Z
IN THE HOSPITALITY INDUSTRY IN YOGYAKARTA REGION***

Elliza Noor Prabandhini

Abstract

This study aimed to analyze the effect of job burnout on quiet quitting, with turnover intention serving as an intervening variable among Generation Z in the hospitality industry in the Yogyakarta region. The population for this study consisted of permanent employees with a minimum of one year of work experience in 3 to 5-star hotels in the Special Region of Yogyakarta. A sample of 96 respondents was obtained using purposive and snowball sampling techniques. Data collection was conducted through a direct questionnaire administered via Google Forms and analyzed using SmartPLS version 4.0.9.9. Partial Least Squares Structural Equation Modeling (PLS-SEM) was performed through outer model, inner model, and intervening testing techniques. The results indicated that job burnout had a positive effect on quiet quitting, with a coefficient of 0.302. Additionally, job burnout had a positive influence on turnover intention, with a coefficient of 0.781. Turnover intention also had a positive effect on quiet quitting, with a coefficient of 0.508. Furthermore, turnover intention partially mediated the relationship between job burnout and quiet quitting, contributing positively with a value of 0.397. Future studies could investigate other factors that influence quiet quitting and conduct research in different sectors to determine whether similar results are observed outside this industry.

Keywords: Job Burnout, Quiet Quitting, Turnover Intention