

Proximal Withdrawal States Description Viewed from Perceived Supervisor Support and Job Satisfaction (Study on Employees of Banking Company)

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Abstract

This study aims to determine the description of proximal withdrawal states (PWS) viewed from perceived supervisor support (PSS) and job satisfaction. PSS is the level of supervisor's support perceived by employees. Job satisfaction is the level of the employee's preference for the job generally. PWS is the closest motivational condition to turnover, consists of two dimensions (preference for leaving or staying) and perceived control over preference. This research is a non-experimental descriptive research, with 301 banking employees selected by purposive sampling technique. The measuring tools of this research is proximal withdrawal states (Li, Lee, Mitchell, Hom, & Griffeth, 2016), survey of perceived supervisor support (Eisenberger, Huntington, Hutchison, & Sowa, 1986), and job satisfaction (Brayfield, & Rothe, 1951). Result from analysis of differences showed significant PWS differences based on PSS and job satisfaction. Enthusiastic stayers (ES) have the highest average PSS compared to the other three PWS types. ES has the highest average job satisfaction, then reluctant leavers (RL) with high average, reluctant stayers (RS) with low average, enthusiastic leavers (EL) with the lowest one. The result of correlation analysis showed more positive correlation between PSS and job satisfaction in ES than RS. There is no significant correlation between PSS and job satisfaction in EL and RL. PSS and job satisfaction are the variables that showed significant differences in PWS, especially in employees of banking companies. Banking companies need to pay attention to factors related to PSS and job satisfaction in order to increase the number of ES.

Keywords: perceived supervisor support, job satisfaction, proximal withdrawal states, preference for leaving, perceived control over preference, PWS, PSS