

ABSTRACT

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The Mediating Roles of Organizational Commitment on Quality of Work Life and Turnover Intention Barista at Company X; Dr. Zamralita, M.M., Psi. & Dr. Ir. Rita M. Idulfilastri, M. Psi., T. Undergraduate Program in Psychology, Universitas Tarumanagara, (i-xiv; 67 pages, R1-R4, Appdx. 1-67).

The aim for this research is to know the mediating roles of organizational commitment on baristas' quality of work life and turnover intention in company X that moves in food and beverage industry. This study involved 121 barista in company X. Three questionnaires are used in this study, those are turnover intention questionnaire, quality of work life questionnaire, and organizational commitment questionnaire. The data collected are then processed using SPSS version 25. Multiple regression test using PROCESS and Spearman correlation are applied to the data. The result shows that quality of work life has a correlation with turnover intention ($t = -3.3076$, $r = -0.275$). Quality of work life also correlates with organizational commitment has a significant relationship with quality of work life ($t = 5.5123$, $r = 0.445$). Organizational commitment correlates with turnover intention ($t = -3.9885$, $r = -0.476$). If we put organizational commitment as mediator, then quality of work life has no significant effects towards turnover intention ($t = -1.3328$). In other words, organizational commitment has a full mediating effects on quality of work life and turnover intention company X's baristas. Spearman correlation test is used as a support data to see the correlations between every dimensions in quality of work life, organizational commitment, and turnover intention variables.

Keywords: turnover intention, quality of work life, organizational commitment, barista, food and beverage industry