

# THE EFFECT OF EMPOWERMENT, WORK-FAMILY CONFLICT, AND EMOTIONAL EXHAUSTION ON TURNOVER INTENTION CASE STUDY: GARMENT WORKERS IN INDONESIA

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## ABSTRACT

The garment sector is essential in developing countries as it contribute to increase the Gross Domestic Product (GDP) and employment. However, garment workers often face problems such as low salary, long working hours, and pressure job demands. Long working hours may emerge work-family conflict, and emotional exhaustion may lead to turnover intention. In order to reduce the emotional exhaustion and turnover intention levels, garment companies can consider the implementation of empowerment programs for their workers. This study examines the impact of empowerment, work-family conflict, and emotional exhaustion on turnover intention using partial least square (PLS). The analysis comprises 3152 samples or garment workers in Indonesia obtained from structured interviews. The results indicate that empowerment and work-family conflict have indirect effects on turnover intention through emotional exhaustion.

*Keywords: empowerment; work-family conflict; emotional exhaustion; turnover intention; garment*

