



THE EFFECTS OF VERBAL ABUSE AND ABUSIVE SUPERVISION TOWARD TURNOVER INTENTION THROUGH EMOTIONAL EXHAUSTION: EMPIRICAL STUDY OF GARMENT WORKERS IN INDONESIA

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ABSTRACT

Adverse workplace conditions, especially concerning the welfare of workers, can affect workers' perceptions of the organization. If the company fails to address working conditions that can meet the basic needs of workers, the consequences are causing turnover intention through emotional exhaustion experienced by workers. This study aims to determine the effects of verbal abuse and abusive supervision toward turnover intention through emotional exhaustion as mediation of garment workers in Indonesia. The research data was obtained by surveying 2,897 garment workers, Java, Indonesia. The research method uses Structural Equation Modeling (SEM). The results of the study showed that emotional exhaustion partially mediates the influence of verbal abuse and abusive supervision on the turnover intention sequentially.

Keywords: abusive supervision; emotional exhaustion; garment workers; turnover intention; verbal abuse

