

The Influence of Employee Voice and Employee Resilience to Turnover Intention through Emotional Exhaustion as Mediator on Industrial Garment Workers in Indonesia

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ABSTRACT

This study aims to examine the roles of employee voice and resilience to turnover intention through emotional exhaustion as mediator. This study is a part of a research project between Universitas Indonesia (UI), Tufts University (TU), and Real-Time Analytics (RTA) Vietnam. Data were collected with questionnaires to a sample of 2.867 garment workers on five provinces in Indonesia and supported by few focus group discussions. After reliability and validity of the measurements confirmed, structural equation modelling conducted to examine the hypothesised relationships. The main findings were: emotional exhaustion complementary mediate the relationship between employee voice and turnover intention, and competitively mediate the relationship between employee resilience and turnover intention.

