

Kegiatan call of paper dalam IIUCP (Inter-Islamic University Conference on Psychology) ini, adalah sebuah wadah bagi para peneliti khususnya untuk anggota IIUCP dan penggiat psikologi untuk mempublikasikan hasil penelitian mereka. Pada conference ini cakupan topik penelitian meliputi 10 bidang kajian dalam psikologi

- 1. Psikologi Sosial
- Psikologi Komunitas (Isu urban sosial, seperti: kemiskinan, kemacetan, kriminalitas dan kekerasan)
- 3. Psikologi Islam
- 4. Psikologi Klinis
- 5. Psikologi Industri Organisasi
- 6. Psikologi Siber
- 7. Psikologi Pendidikan dan Anak Berkebutuhan Khusus (ABK)
- 8. Neuropsikologi
- 9. Psikologi Perkawinan, Keluarga dan Pengasuhan
- 10. Psikologi Kesehatan

9 SUBTEMA

- 1. Optimalisasi kinerja, tantangan dan peluang untuk organisasi yang berkelanjutan
- 2. Pemanfaatan teknologi untuk lebih produktif dan sehat mental
- 3. Membangun manusia yang berkarakter dan unggul
- 4. Pendekatan Islami untuk psikologi dan kesehatan mental
- 5. Relasi sosial di era new normal
- 6. investigasi non-medis terhadap fenomena covid-19
- 7. Konflik antar kelompok dan persepsi keadilan sosial
- 8. Membangun psikologi yang responsif secara sosial dan budaya
- 9. Humanisasi di era Al (Artificial Intelligence)

Naskah terpilih akan dipublikasikan dalam 3 bentuk luaran:

1. Jurnal

Untuk publikasi jurnal, akan diterbitkan pada jurnal yang dimiliki oleh Fakultas Psikologi dari Perguruan Tinggi anggota IIUCP sesuai dengan kriteria selingkung masing – masing jurnal. Selanjutnya terkait dengan perbaikan artikel dan lain – lain secara langsung dikomunikasikan oleh penulis kepada pihak pengelola jurnal

2. Book Chapter

Artikel yang terpilih untuk diterbitkan dalam book chapter ber-ISBN yang akan diterbitkan oleh penerbit unisba yang terdaftar sebagai anggota IKAPI, dan penulis dikenakan penambahan biaya untuk biaya cetak

3. Prosiding

Semua artikel yang tidak dipublikasikan pada jurnal dan book chapter akan dipublikasikan di e-prosiding

Tanggal Penting

Abstract Submission Deadline	15 Oktober 2021	
Notification of Accepted Abstracts	17 Oktober 2021	
Payment Deadline	25 Oktober 2021	
Full Paper Submission Deadline	11 November 2021	
Registration Deadline	13 November 2021	
/ideo Submission Deadline	15 November 2021	
Conference Day	19 - 20 November 202	
Revision Paper	30 November 2021	

Pengiriman Abstrak melalui email iiucppsi2021@gmail.com

Unduh Template Abstrak :



https://bit.ly/TemplateAbstrakIIUCP2021





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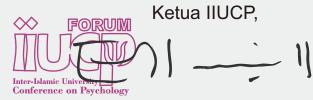
sebagai : Pemakalah

pada kegiatan Call For Papar IIUCP ke-8 yang diselenggarakan oleh Fakultas Psikologi Universitas Islam Bandung tanggal 20 November 2021

Dekan, Dekan,

Dr. Dewi Sartika, M.Si, Psikolog.

Bandung, 21 November 2021



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SERVANT LEADERSHIP: PROPOSAL PENELITIAN DALAM MENGUJI HUBUNGAN ANTARA PERSEPSI DUKUNGAN ORGANISASI DAN INTENSI TURNOVER PADA KARYAWAN FULL-DINING RESTORAN DI MALAYSIA

SERVANT LEADERSHIP: PROPOSAL PENELITIAN DALAM MENGUJI HUBUNGAN ANTARA PERSEPSI DUKUNGAN ORGANISASI DAN INTENSI *TURNOVER* PADA KARYAWAN *FULL-DINING* RESTORAN DI MALAYSIA

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ABSTRAK

Turnover adalah suatu masalah yang dihadapi oleh banyaknya perusahaan selama COVID-19. Penelitian sebelumnya mengungkapkan bahwa gaya kepemimpinan, terutama *servant leadership* dapat mengurangi *turnover* pada karyawan. Literatur sebelumnya pun menemukan bahwa tingginya persepsi dukungan organisasi dapat menurunkan intensi untuk meninggalkan tempat kerjanya, terutama di Restoran. Tetapi, hanya beberapa penelitian yang menguji *servant leadership* untuk mengurangi intensi *turnover*, khususnya di Restoran di Malaysia. Maka dari itu, penelitian ini bertujuan untuk menguji hubungan antara *servant leadership* dan persepsi dukungan organisasi pada intensi *turnover full-dining* restoran karyawan di Malaysia serta efek mediasi dari perspesi dukungan organisasi dalam hubungan *servant leadership* dengan intensi *turnover*. Penelitian kuantitatif dengan 3 alat ukur per variable dan pertanyaan demografi akan digunakan dan distribusikan kepada 300 nonmanajerial karyawan pekerja penuh waktu pada *full-dining* restoran. Hasil data akan dianalisis menggunakan deskriptif, regresi dan mediasi analisis. Diharapkan hasil dari penelitian ini bisa diterapkan dan memberikan kenyatan empiris dalam mengurangi *turnover* di bidang restoran.

Kata Kunci: Servant Leadership, Persepsi Dukungan Organisasi, Intensi Turnover, Full-Dining Restaurant.

ABSTRACT

Turnover is one of the problems that many companies faced during the COVID-19 crisis. Previous studies have shown that leadership styles, especially servant leadership, have an impact on reducing turnover among employees. The literature has also demonstrated that higher perceived organizational support could lower the intention of leaving among employees. However, only a few studies have examined servant leadership style as a way to reduce turnover intention, especially in full-dining restaurants in Malaysia. Therefore, this proposed study investigates the relationship between leadership styles and perceived organizational support to reduce turnover among employees of full-dining restaurants in Malaysia. It will also examine the potential mediating effect of perceived organizational support in the relationship between servant leadership and turnover intention. Quantitative study that uses three scales along with demographic questions of the questionnaire will be

administered to 300 non-managerial, full-time full-dining restaurant employees in Malaysia. Data collected will be analyzed using descriptive, regression, and mediation analyses. It is expected that the findings could provide the knowledge and understanding of the leadership style to be implemented and offer empirical evidence of effective leadership style and strategies for reducing turnover in the food and beverage industry in Malaysia.

Keywords: Servant Leadership, Perceived Organizational Support, Turnover Intention, Full-Dining Restaurant.

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Servant Leadership: A Proposal to Examine Its Relationships with Perceived Organizational Support and Turnover Intention among Employees of Full-Dining Restaurants in Malaysia

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	01	Accordin Internation Malaysia employe
	02 —	Previous turnover leadersh employe companie
	03	Studies s and Wan demonst organiza intention employe
	04	There is a mediatin support i leadersh within th in Malaya

ding to a recent report by the ational Labor Organization (Lim, 2020), sia's average turnover rate for yees is higher in this industry.

us studies have shown that the er rate can be reduced if there is good ship in the organization or if the yees receive support from their nies (Ghazali et al., 2018).

es such as those by Ghazali et al. (2018) ang and Wang (2020) have astrated that higher perceived zational support could lower the on of leaving the company among the yees.

is still limited research on the ting role of perceived organizational rt in the relationship between servant ship and turnover intention, especially the context of full-dining restaurants aysia.

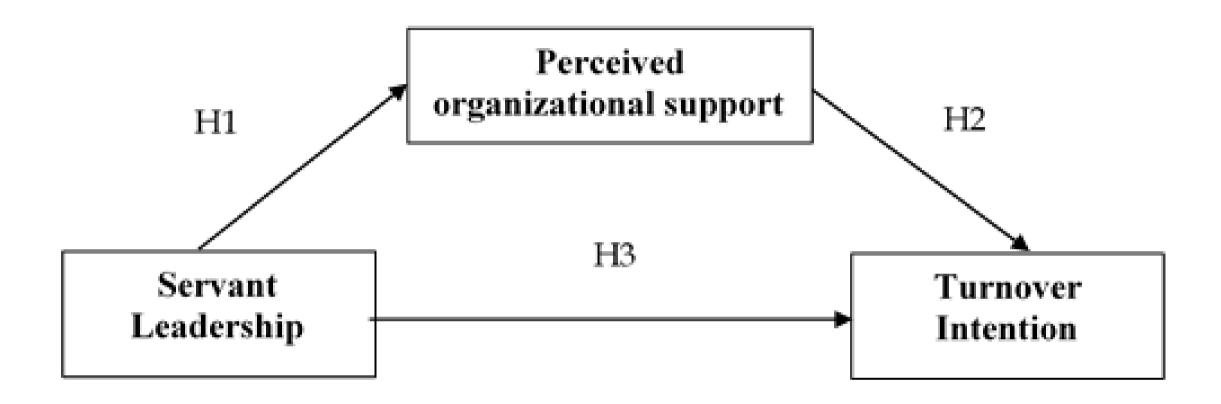
Research **Questions &** Research **Objectives**

• To examine the correlation between perceptions of servant leadership and perceived organizational support. • To examine the correlation between perceived organizational support with turnover intention. To examine the mediating effect of perceived organizational support in the correlation between servant leadership and turnover intention.

Research Questions

- Are employee perceptions of servant leadership positively related to their perceived organizational support?
- Is perceived organizational support negatively related to turnover intention?
- Does perceived organizational support mediate the relationship between employee perception of servant leadership and employee turnover intention?

Research Objectives



Conceptual Framework & Hypotheses



Significance of the Study

01	it offers — style, o layoff, a
02 —	the emp gained motivat
03	it is exp could co program leaders manage their en necessa

rs empirical evidence on leadership organizational support, reducing and enhancing performance.

pirical evidence on servant leadership I from this study may be used to Ite the employees to stay

pected that the findings of this study contribute to developing training mmes that emphasize servant ship practices, which would help the gement and supervisors understand mployees and provide them with the sary support.

Proposed Method

- **Quantitative and Cross-sectional** study
- 300 participants of full-time employees, working in full-dining restaurants and non-managerial employees
- **Kuala Lumpur and Selangor**

Mesurements

- Servant Leadership Scale (SL-7) by Liden et al. (2015)
- Perceived Organizational Support Short Version Scale by Eisenberger et al. (1986)
- The Turnover Intention Scale (TIS-6) by Bothma and Roodt (2013)

Procedure

- Pilot study to be conducted first
- Online (i.e., google form)

• Offline (distributed directly to each full-dining restaurants



Proposed Data Analysis

- Descriptive Analysis
- Regression Analysis
- Mediation Analysis

Ethical Consideration

- IREC Application
- Inform consent form
- Data collected will not be disclosed to any parties





Expected Results, **Benefits, and Research** Impact

• could contribute to providing the knowledge and understanding ofthe leadership style to be implemented

 could provide empirical evidence to the food and beverage industry

 knowledge and skills on servant leadership are suggested to be implemented in training the top management or supervisors to reflect their support to the employees.

Expected Results, Benefits, and Research Impact

how to
decrease the
turnover
intention
among the full restaurant
employees

• offer possible recommendation s to the Ministry of Human Resources in improving the percentage of competencies and employability while reducing unemployment in the food and beverage industry.

