



Workplace harassment and perception of organizational support on turnover intention: Job satisfaction as a mediation variable

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ARTICLE INFO

Article History

Received: 05-05-2023

Revised: 09-08-2023

Accepted: 10-08-2023

Keywords

Turnover Intention;
Workplace Harassment;
Perception of Organizational
Support;
Job Satisfaction.

Paper Type: Research Paper

ABSTRACT

Purpose- This study looks at job satisfaction as a mediating variable to explore the relationship between workplace harassment and perceived of organizational support on intention to leave.

Design/Methodology/Approach- Employees in the textile and textile products sector in Jawa Tengah made up the study's population. Purposive sampling was used to acquire the data for this study, and a total of 60 participants made up the sample. Through the use of an analytical program called Smart PLS version 3.0, the outer model and inner model analysis methods were used to analyze the data for this study.

Findings- The direct findings demonstrated that job satisfaction and turnover intention were highly impacted by workplace harassment and perceptions of organizational support. Job satisfaction did, however, have a negative and negligible effect on the intention to leave. The indirect findings indicated that there was no evidence to support the idea that job satisfaction could mediate the effects of workplace harassment on intention to leave and the perception of organizational support on intention to leave.

Research limitations/implications- These findings have policy implications for all levels of government in Jawa Tengah, which must prioritize reducing workplace harassment through strict enforcement of regulations. For companies, the results of this research can be used to develop perceived organizational support programs.

Originality/value- The study on employee behavior in the textile products business is quite restricted, and no earlier studies on the influence of workplace harassment and perceived organizational support on turnover intention mediated by job satisfaction have been done. This study also calls into question the widely held belief that findings collected in one specific location may be extended to the larger phenomena at the country level.

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1. The Introduction

Human resources are an essential asset for an organization in running its business and achieving its goals. It is increasingly more challenging to have capable employees who perform well and retain employees who contribute generously to the organization (Susanti & Palupiningdyah, 2016). In light of the fact that employees are essential to a company's ability to achieve its objectives, the organization should take them into account so they may effectively contribute. Employees who are cared for by the organization tend to have to weave their jobs or move (Pranowo, 2016). Turnover intention employee aims to find another job and a better one than before (AlHashmi et al., 2019).

According to a survey by Mercer (Singapore), the results showed an increase in turnover rates in Asian countries in 2020 compared to 2019, which was influenced by several factors. According to 68% of respondents, issues with coworkers or superiors, such as bullying and harassment, a poor work environment, and a poor organizational culture were the main reasons why employees left the company, and as a result, they hoped to find a new job at a better place than the one they had before. Several studies have explored the factors that influence employee turnover intention, but as short as a literature review, there are still few studies on harassment in the workplace (Jung et al., 2016). Harassment emphasizes the recognition of threats, hostility and abuse, especially by colleagues and superiors (Van et al., 2015).

In 2020, the Never Okay Project performed research on workplace violence and sexual harassment in the years 2018 to 2020 (Riris et al., 2020), because there is still a dearth of research on workplace violence and sexual harassment in Indonesia, this study was conducted (Riris et al., 2020). The report found 117 cases during 2018 to 2020. The most cases were reported from the unidentified work sector at 32.48%. 10.26% of cases occurred in the government sector, followed by 8.55% in the tourism/hospitality and other sectors (Riris et al., 2020). Superiors or senior coworkers occupy the highest position of perpetrators of violence and sexual harassment at 62.39 % (Riris et al., 2020).

Workplace harassment experienced by employees harms the employees themselves and the organization (Jung et al., 2016). Therefore, the need for organizational support provided by the company to its employees. The degree to which employees believe their superiors care about and value their contributions to the company is known as perception organizational support (Akgunduz & Sanli, 2017). Xerri et al. (2016) argue that senior management is responsible if workplace harassment occurs because they are the ones who are supposed to support employee welfare. The support provided by the organization is essential for employees because it can form a perception of organizational support for employees (James & Azungah, 2020). Positive employee responses to the organization can be influenced by employee perceptions of organizational support, which can increase employee confidence and trust in the business and reduce turnover intentions to work for other firms (Imran et al., 2014).

Over the past few years, there has been considerable research on workplace harassment and the perception of organizational support on turnover intention. Job satisfaction is suggested as a mediating variable based on Salman et al. (2016) research. The likelihood of leaving is significantly correlated with job satisfaction, which is anticipated to lower turnover intention. Job satisfaction is characterized by Miah (2018) as a pleasant emotional condition of an individual where this employee results from evaluating their work in encouraging work achievement. Reasonable employee job satisfaction can increase the desire of employees to stay in an organization so that employee job satisfaction can be considered a positive assessment of employees on what the organization has done for its employees (Setiyadi et al., 2016).

Furthermore, the object of this research is the employees of the Textile and Textile Products (TTP) industry in Jawa Tengah, including the textile industry and the garment or apparel industry. The TTP industry is an essential industrial sector because it significantly contributes to the Indonesian economy (Ministry of Industry, 2020). This can be seen from the skyrocketing growth of up to 15,08% in the second quarter of 2019 and the contribution of the textile industry to the manufacturing sector of 6.08% in the third quarter of 2021 (Ministry of Industry, 2021). The TTP industry is included in the labour-intensive industry because, based on statistical data in 2019, the TTP industry absorbed a total workforce of 1.4 million people. To be precise, the TTP industry is

an industrial sector dominated by female workers by 80%. The Indonesian footwear and textile garment workers or labourer alliance explained that 56.5% of the 773 female workers in 38 companies in this sector had experienced harassment. This sector, dominated by female workers, is prone to harassment, and many cases go unreported.

Of course, the large number of workers absorbed by this industry must be in line with more attention from organizations regarding employee welfare (Saragih et al., 2020). Employees not cared for by the organization tend to want to leave their jobs or move (Pranowo, 2016). An organization must investigate what factors cause employees to want to leave (Saragih et al., 2020). Even if the industry creates new job opportunities, it frequently has subpar working circumstances, including both physical (such as lengthy working hours, low pay, and subpar safety and health standards) and psychosocial (such as verbal, physical, and sexual harassment of employees) ones (Adler et al., 2017). Previous research on turnover intention was conducted on hotel employees (Jung et al., 2016; Akgunduz & Sanli, 2017; Widiani & Budiono, 2021). Then research on the same topic was carried out in the manufacturing industry in China (Wong & Wong, 2017). Therefore, this research will take the textile industry and textile products in Jawa Tengah as the object of research.

2. Literature Review and Hypothesis Development

Job satisfaction is an employee's attitude at work characterized by feelings of pleasure or displeasure based on the compatibility between expectations and results (Simorangkir et al., 2018). Then Mangkunegara (2009) revealed that job satisfaction is a critical situation that every employee should have who can interact with his work environment so that he will work seriously and organizational goals will be achieved. Workplace harassment is defined by Bowling & Beehr (2006) as interpersonal behavior with the deliberate goal to cause harm to other employees. Workplace harassment causes mental and physical pain or worsens the workplace environment outside the appropriate scope of duties based on superiority in the job (Rospenda & Richman, 2004). Research conducted by Widiani & Budiono (2021) proves that variable harassment at work significantly affects job satisfaction. The amount of job satisfaction decreases as the level of workplace harassment increases. Malik et al. (2014), Merkin & Shah (2014), and Li et al. (2019) have also found that workplace harassment negatively affects job satisfaction. As a result, the study's first hypothesis suggests that workplace harassment has a detrimental impact on job satisfaction. **H₁: Workplace Harassment has a Negative Effect on Job Satisfaction**

Employee assessments of organizational assistance are influenced by the support offered by the company (Siaputra et al., 2012). According to Ranihusna et al. (2021) the notion of organizational support is the perception of how the organization values the contributions of its employees and cares about their welfare. Employees will feel like they belong and try harder to make a good impact at work when they perceive strong organizational support (Eisenberger et al., 1986). According to Choi & Chiu (2017), work satisfaction and perceptions of organizational support have a beneficial link. When employee welfare is high, it will increase perceptions of organizational support, and employees will become more enthusiastic, increasing employee job satisfaction. Job satisfaction is characterized by Miah (2018) as an employee's pleasant emotional state that results from evaluating their work in encouraging work achievement. This is also consistent with studies by Abid et al. (2021), which found a positive and substantial relationship between job satisfaction and perceptions of organizational support. Consequently, the second hypothesis in this research suggests that the sense of organizational support has an impact on job satisfaction. **H₂: Perception of Organizational Support Has a Positive Effect on Job Satisfaction**

Turnover intention refers to the awareness or thoughts of employees to leave their jobs (Akgunduz & Sanli, 2017). Turnover intention is a subjective and psychological response of members of an organization with a work environment that indicates a feeling of wanting to leave the current job to look for work opportunities elsewhere (Bhat et al., 2023). Harassment at work is one of the causes of turnover intentions (Gan et al., 2018). Research conducted by Jung et al. (2016) stated that workplace harassment significantly affects turnover intention. The similar idea, that workplace harassment is linked to intention to leave and was previously made by Lin et al.

(2017). Therefore, the third hypothesis in this study demonstrates that there is a relationship between workplace harassment and intention to leave. **H₃: Workplace Harassment Has a Positive Effect on Turnover Intention**

Perceptions of organizational support can create positive employee responses to the organization from organizational support, which can create employee confidence and trust in the organization. Turnover intention jobs to other organizations can decrease (Imran et al., 2014). Organizations try to support employees through salaries, benefits, training, promotion opportunities, and other welfare programs so that employees who contribute generously do not move to other organizations (Choi & Chiu, 2017). As a result, one of the factors contributing to the intention to leave the company is perceived organizational support (Park & Min, 2020). This is consistent with studies by Madden et al. (2015) and Sugiarto (2018), which found that the perception of organizational support had a negative impact on people's willingness to switch jobs. As a result, the fourth hypothesis in this study demonstrates the impact of organizational support perception on turnover intention. **H₄: Perception of Organizational Support Has a Negative Effect on Turnover Intention**

Job satisfaction can also affect turnover intentions (Lu et al., 2017). Internal and external organizational environmental conditions that change directly or indirectly can reduce job satisfaction, which creates a desire to switch employees, and in the end, employees move (Nazenin & Palupiningdyah, 2014). Choi & Chiu (2017) and Li et al. (2019) state that there is a negative effect between job satisfaction and turnover intention. According to Widiananda & Budiono (2021), work satisfaction has a considerable impact on employees' intentions to leave their jobs. The inclination to leave the company decreases as employee work satisfaction increases. Additionally, the findings of this study are consistent with previous studies (Lin et al., 2017; Gan et al., 2018; Li et al., 2019). As a result, the fifth hypothesis in this study demonstrates that work satisfaction has an impact on intentions to leave. **H₅: Job Satisfaction Has a Negative Effect on Turnover Intention**

The workplace harassment experienced by employees will create employee dissatisfaction with their work (Widiananda & Budiono, 2021). This might have a mediating impact that makes employees more likely to plan to leave their jobs. The findings of Widiananda & Budiono's (2021) demonstrate that job satisfaction can operate as a mediator. Job satisfaction has also been demonstrated to mediate between workplace harassment and intention to leave, according to Long et al. (2016). As a result, the sixth supposition in this study demonstrates that workplace harassment has an impact on turnover intention via job satisfaction. **H₆: Job Satisfaction Mediates the Relationship between Workplace Harassment and Turnover Intention**

Job satisfaction is a mediator variable between perception of organizational support and the turnover intention, according to Putra et al. (2015). According to research by Ayuningtyas & Irawan (2021), even if the perception of organizational support is unaffected by turnover intention without the job satisfaction variable, it is mediated by the effect of the perception of organizational support on turnover intention. As a result, the seventh hypothesis in this study suggests that job satisfaction may influence the perception of organizational support on intentions to leave the company. **H₇: Job Satisfaction Mediates the Relationship between Perception of Organizational Support and Turnover Intention**

This study will investigate the impact of workplace harassment and perception of organizational support on turnover intention with job satisfaction as a mediator in Textile and Textile Product (TTP) companies. Based on the previous explanation. The conceptual framework of this study is shown in Figure 1.

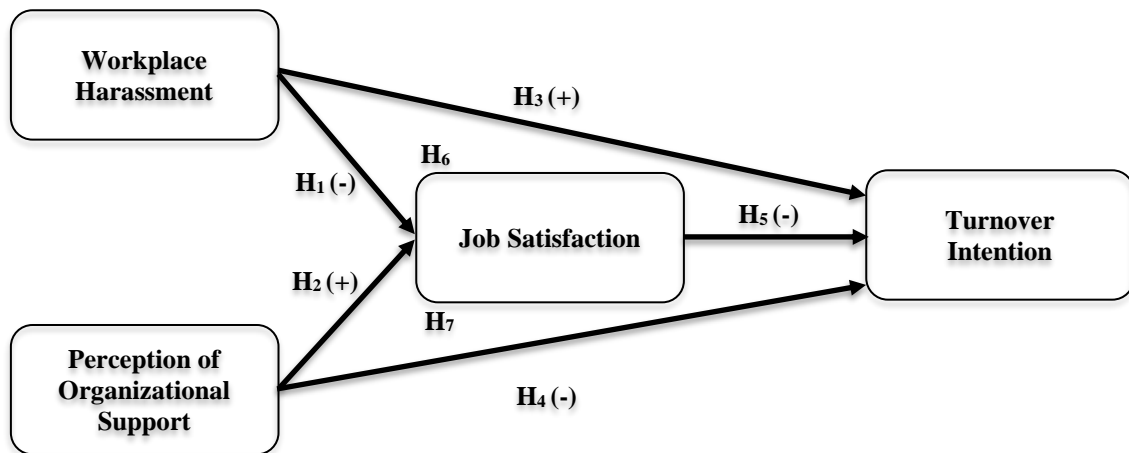


Figure 1. Research Framework

3. Research Methodology

In order to investigate the direct and indirect consequences of workplace harassment, perceptions of organizational support, job satisfaction, and turnover intentions, this study takes a quantitative method. This study's methodology is a descriptive one. The outer model and inner model analysis methods used in this study's data analysis were carried out using an analytical program called Smart PLS version 3.0. Employees of the Textile and Textile Products (TTP) industry in Jawa Tengah made up the study's population. Due to the uncertainty around the number of populations, the formula is used to determine the number of samples (Lemeshow et al., 1997). 96 respondents were the results from the minimal number of samples needed for this investigation. Determination of the sample using a purposive sampling technique with the criteria determined by the researcher in selecting the sample, namely employees who work for companies in the TTP industry located in Jawa Tengah. The collection of respondents was done by convenience sampling. According to Yasmin & Jabeen (2017), convenience sampling is used to collect data from members of the population who agree to provide this information. Thus, anyone who agrees to provide the information the researcher needs, either by meeting face-to-face (paper-based survey) or indirectly (online survey), is used as a sample if the respondent meets the specified criteria. Additionally, because the topic (workplace harassment) was sensitive and the researchers were working with limited resources in terms of time, money, and people, the sample strategy depended on the elements' accessibility and simplicity of acquisition. As a result, this study stopped at 60 participants instead of the intended 100.

4. Result and Discussion

Validity Test

Validity test is measured using the outer loading value. According to Ghazali (2017), the outer loading value of 0.5 to 0.6 for each statement item is still acceptable because it is considered sufficient to meet the requirements as shown in Table 1 and Figure 2 below.

Table 1. Validity Test Result

Indicator	Turnover Intention (TI)	Workplace Harassment (WH)	Perception of Organizational Support (POS)	Job Satisfaction (JS)
TI 1	0.866			
TI 2	0.931			
TI 3	0.849			
WH 1		0.767		
WH 2		0.764		
WH 3		0.871		
WH 4		0.786		
WH 5		0.833		

Indicator	Turnover Intention (TI)	Workplace Harrasment (WH)	Perception of Organizational Support (POS)	Job Satisfaction (JS)
WH 6		0.899		
WH 7		0.903		
WH 8		0.876		
WH 9		0.932		
WH 10		0.918		
WH 11		0.905		
WH 12		0.831		
WH 13		0.788		
WH 14		0.813		
WH 15		0.650		
POS 1			0.782	
POS 2			0.819	
POS 3			0.824	
POS 4			0.812	
POS 5			0.913	
POS 6			0.769	
POS 7			0.808	
POS 8			0.845	
JS 1				0.797
JS 2				0.711
JS 3				0.846
JS 4				0.695
JS 5				0.731
JS 6				0.778
JS 7				0.740
JS 8				0.827
JS 9				0.776

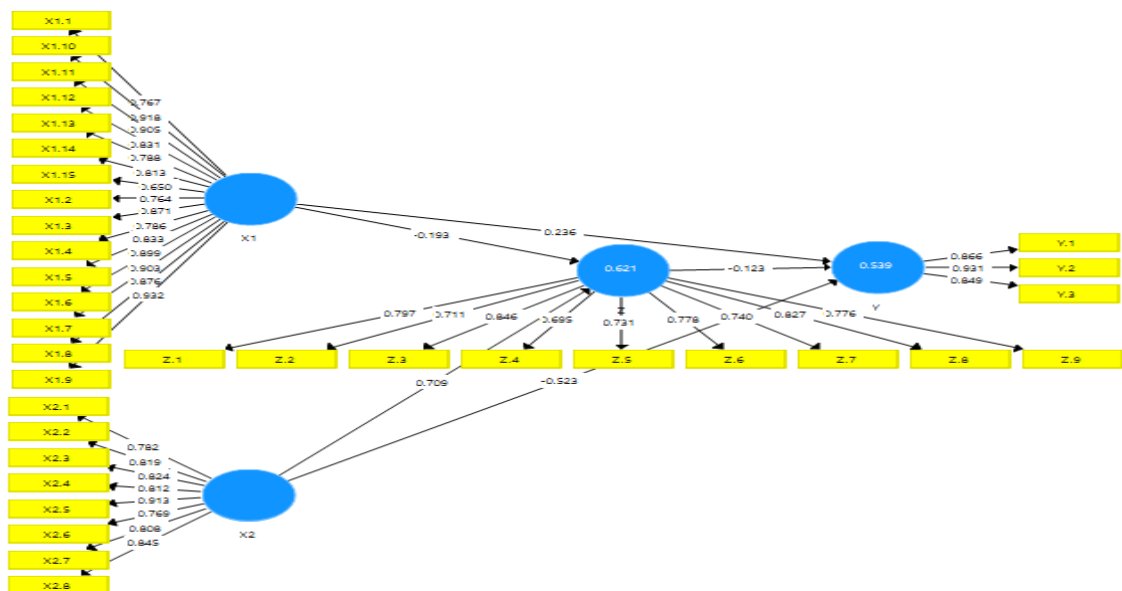


Figure 2. Measuremet Model

Reliability Test

Cronbach's alpha and composite reliability were used to test the reliability test. Cronbach's alpha and the composite reliability value both need to be more than 0.7 in order for a study to be considered reliable (Ghozali, 2017). Table 2 below displays the study's composite reliability and Cronbach's alpha values.

Table 2. Reliability Test Result

Variable	Cronbach's Alpha	Composite Reliability
Workplace Harassment	0.970	0.973
Perceptions of Organizational Support	0.931	0.943
Turnover Intention	0.858	0.914
Job satisfaction	0.913	0.928

Hypothesis Test

The direct effect test is assessed using t-statistics and the original sample values. Based on the initial sample value and the t-statistics for the particular indirect effect, testing the indirect (mediation) effect of this study was assessed. The estimated value, which uses the bootstrapping procedure to describe the relationship between latent variables, is compared to the original sample value to determine whether independent variables have a positive or negative influence on the dependent variable and how much of an impact they have (Ghozali, 2017). If the t-statistic value is more than 1.658 (one-tailed) with a significance threshold of 0.05, the measurement item is significant. Table 3 below describes the hypothesis testing result.

Table 3. Hypothesis Test Result

Hypothesis	Original Sample (O)	T Statistics (O/STDEV)	P Value
Workplace Harassment → Job Satisfaction	-0.193	2.239	0.026
Perception of Organizational Support → Job Satisfaction	0.709	9.340	0.000
Workplace Harassment → Turnover Intention	0.236	2.182	0.030
Perception of Organizational Support → Turnover Intention	-0.523	3.368	0.001
Job Satisfaction → Turnover Intention	-0.123	0.607	0.544
Workplace Harassment → Job Satisfaction → Turnover Intention	0.024	0.539	0.590
Perception of Organizational Support → Job Satisfaction → Turnover Intention	-0.087	0.591	0.555

Discussion

The Effect of Workplace Harassment on Job Satisfaction

The first hypothesis, that workplace harassment reduces job satisfaction, is put to the test. The initial sample value of -0.193, t-statistic of 2.293 > 1.658, and p value of 0.026 < 0.05 demonstrate this. Therefore, it is agreed upon that workplace harassment negatively affects job satisfaction and has a considerable impact. This shows that when TTP industry employees experience unpleasant treatment, it will affect job satisfaction. The direction of the relationship is negative, meaning that the employee's job satisfaction decreases as the rate of workplace harassment increases. Conversely, the more job satisfaction an employee has, the less workplace harassment they suffer. Empirically, when employees experience workplace harassment, it will reduce employee satisfaction with the company. Aggressive behaviour, such as workplace bullying and threats experienced by textile industry employees, causes employees to have negatively affected feelings about their work. This is due to discomfort due to poor relationships with superiors and colleagues and unpleasant treatment at work experienced. The research also aligns with Li et al. (2019) that workplace harassment negatively and significantly influences job satisfaction. The work of employees who experience unpleasant treatment at work will be disrupted due to feelings of discomfort and poor relationships with superiors and colleagues. This situation will affect the level of satisfaction of TTP industry employees, which will decrease if it continues and there is no serious action. It can harm employees and the company.

The Effect of Perception of Organizational Support on Job Satisfaction

It investigates the second hypothesis, which is whether job satisfaction is favorably influenced by one's perception of organizational support. The initial sample value of 0.807, the t-statistic of 16.507 > 1.658, and the p value of 0.000 < 0.05 demonstrate this. The second hypothesis' findings are then accepted, indicating that the impression of organizational support significantly and favorably affects job satisfaction. The second hypothesis, according to which job satisfaction is positively and significantly impacted by perceptions of organizational support, is confirmed. This demonstrates how employee job happiness is influenced by how employees in the TTP industry perceive organizational assistance. Positive connections imply that employee job satisfaction will rise in direct proportion to perceptions of their organization's support, and vice versa. This study supports Choi & Chiu (2017) research, which show a strong and favorable link between job satisfaction and the impression of organizational support. Employees will feel more supported by the organization and be more motivated to work to improve their job satisfaction when employee welfare is high. The corporation will provide both direct and indirect organizational support to raise employee job satisfaction. This is also consistent with studies by Abid et al. (2021), which found a positive and substantial relationship between job satisfaction and perceptions of organizational support.

The Effect of Workplace Harassment Support on Turnover Intention

They are examining the third hypothesis, which states that workplace harassment may influence employees' intentions to leave. The initial sample value of 0.709, the t-statistic of 9.340 > 1.658, and the p value of 0.000 < 0.05 demonstrate this. Therefore, the third hypothesis' findings are accepted, indicating that workplace harassment significantly and positively influences employees' intentions to leave their jobs. The result of the third hypothesis that workplace harassment significantly positively affects turnover intention is accepted. This shows that when employees of the TTP industry experience unpleasant treatment at work, it will affect the turnover intention of employees. The direction of positive relationships means that the higher the level of unpleasant treatment at work experienced by employees, the more willing they are to move employees. Vice versa, if the level of workplace harassment experienced by employees is low, the lower the desire to change employees. Unpleasant treatment at work is one of the causes of turnover intention (Gan et al., 2018). This research aligns with Jung et al. (2016), stating that workplace harassment positively and significantly affects turnover intention. In this study, textile industry employees who experience unpleasant treatment at work will tend to have thoughts of moving away from their current company and start looking for other job alternatives frequently. This research is also reinforced by Lin et al. (2017) that unpleasant treatment at work has a positive and significant effect on turnover intention.

The Effect of Perception of Organizational Support Support on Turnover Intention

The fourth hypothesis, which asks whether the perception of organizational support negatively affects the intention to leave, is being tested. The initial sample value of -0.523, a t-statistic of 3.368 > 1.658, and a p value of 0.001 < 0.05 demonstrate this. The fourth hypothesis' findings are then accepted, namely that the impression of organizational support negatively affects turnover intention and has a sizable impact. The fourth hypothesis' conclusion is the impression of organizational support significantly reduces the likelihood of turnover. This demonstrates how employees' perceptions of organizational support in the TTP sector have an impact on their intentions to leave their jobs. The direction of the negative connection indicates that employees' intentions to leave their jobs are less likely to occur the higher their perception of organizational support. Inversely, the intention of employees to leave the company is stronger if they feel that the organization supports them. This is consistent with studies by Madden et al. (2015) and Sugiarto (2018) that found a negative and significant impact on turnover intention from the impression of organizational support. According to Imran et al. (2014), the perception of organizational support can lead to a good employee response to the company. This can increase employee confidence and trust in the company and lessen their desire to shift jobs with another company. In its application, organizations try to support employees through salaries, benefits,

training, promotion opportunities, and other welfare programs so that employees who contribute generously do not move to other organizations (Choi & Chiu, 2017).

The Effect of Workplace Harassment Support on Turnover Intention

The fifth hypothesis, that job satisfaction reduces the likelihood of turnover, is being tested. The initial sample value of -0.123, a t-statistic of $0.607 < 1.658$, and a p value of $0.544 > 0.05$ demonstrate this. As a result, the fifth hypothesis' findings that job satisfaction decreases turnover intention but has no discernible impact. The fifth hypothesis' findings that job satisfaction greatly reduces the likelihood of leaving the company are disproved. Some TTP industry workers believe that job happiness has a minimal impact on workers' desire to switch jobs. This study supports Melky (2015) findings that work satisfaction has a minimally significant detrimental impact. The study's findings demonstrate that factors other than work satisfaction have a more profound impact on individuals' intention to leave their jobs. The job satisfaction factor only a tiny part affects employees' turnover intention. Empirically, job satisfaction was found to have a direct effect on turnover intention, as in the research of Lu et al. (2017). However, the object of this study, namely TTP industry employees, showed that job satisfaction did not directly affect turnover intention. Turnover intention employees cause the absence of influence between job satisfaction on turnover intention is greater influenced by things outside the job satisfaction factor, as in this study, namely unpleasant treatment at work and Perception of organizational support. The job satisfaction factor only a tiny part affects employees' turnover intention. Based on the discussion description, job satisfaction indicators, namely happiness in workers, opportunities for advancement, fair competence and self-efficacy, do not affect the desire to change employees.

The Mediating Role of Job Satisfaction on The Effect of Workplace Harassment to Turnover Intention

It examines whether job satisfaction can mediate the impact of workplace harassment on intention to leave. This is the sixth hypothesis. As a result, the original sample value was 0.024, the t-statistic was $0.539 < 1.658$, and the p value was $0.590 > 0.05$, according to the findings. Consequently, the sixth hypothesis' findings are disproved. The impact of workplace harassment on the likelihood of leaving the company cannot be mitigated by job satisfaction. The sixth hypothesis, according to which job satisfaction mediates the link between workplace harassment and intention to leave, is disproved. This is consistent with study work done by Lin et al. (2017). Some workers in the TTP sector believe that workplace harassment is sufficient to motivate workers to consider switching jobs. The association between workplace harassment and intention to quit has a little impact on job satisfaction initiatives for textile sector workers. Employees in the TTP business, the study's subject, revealed findings that job satisfaction did not moderate the association between workplace harassment and intention to leave. This indicates that, without the need for variable mediation, the independent variable of workplace harassment directly influences the dependent variable of turnover intention. According to the study's findings, job satisfaction has not been able to become a mediating variable for the variable of harassment on the desire of textile sector employees to leave their jobs in 74 workplaces. This is because the unpleasant treatment experienced by employees in the workplace significantly influences the desire to change employees. This indicates that workplace harassment is enough reason for employees to desire to move. Thus, the mediating role here is no longer needed to analyze the effect of workplace harassment on turnover intention. Because there may be still other mediation roles or other factors that can act as mediation and can affect the turnover intention of TTP industry employees, based on the description of the discussion, it can be concluded that indicators of job satisfaction, namely happiness in workers, opportunities for advancement, fair competence and self-efficacy, do not affect or are not needed to support the effect of workplace harassment on turnover intention employees.

The Mediating Role of Job Satisfaction on The Effect of Perceived of Organizational Support to Turnover Intention

The seventh hypothesis that job satisfaction can mediate the impact of perceived organizational support on desire to leave the company is being tested. As a result, the original sample value was -0.087 , the t-statistic was $0.591 < 1.658$, and the p value was $0.555 > 0.05$, according to the results. The seventh hypothesis' findings, according to which job satisfaction is unable to mediate the link between perceptions of organizational support and intention to leave, are thus disproved. The eighth hypothesis, which claimed that work satisfaction mediates the link between perceptions of organizational support and intention to leave, was found to be false. Some workers in the textile sector believe that the notion of organizational support at work is sufficient to encourage workers and deter them from switching jobs. The association between the impression of organizational support and intention to leave the company has a negligible impact on work satisfaction efforts performed for TTP industry personnel. The study's subject, workers in the textile sector, demonstrated that job satisfaction did not mitigate the link between perceptions of organizational support and intention to leave. This implies that without the need for mediation, the independent variable Perception of organizational support can have a direct impact on the dependent variable Turnover Intention. According to the study's findings, 75 employees who wanted to shift to the TTP industry were unable to use job satisfaction as a mediating variable for the variable of organizational support perception. This is due to the fact that intention to leave the company is greatly influenced by employees' perceptions of organizational support. This suggests that the perception of organizational support is adequate for lowering the number of workers who desire to move. Therefore, the mediating role in this analysis of the impact of organizational support perception on turnover intention is no longer required. This is feasible as other mediating functions or circumstances may still have an impact on the intention of TTP industry personnel to leave their jobs. This study supports Rigter (2017) finding that work satisfaction does not significantly mediate the impression of organizational support's effect on intention to leave a job. Based on the study results, the company has met the needs of employees, and the average employee feels well-being, so employees still stay with the company today because employees consider the expected organizational support to have been met. Based on the description of the discussion, it can be concluded that indicators of job satisfaction, namely happiness in workers, opportunities for advancement, fair competence and self-efficacy, do not affect or are not needed to support the effect of workplace harassment on turnover intention employees.

5. Conclusion

Job satisfaction is negatively and significantly impacted by workplace harassment. This implies that job satisfaction will decrease if TTP industry employees encounter harassment at work. Job happiness is considerably and positively influenced by how employees perceive their organizations' assistance. The level of employee job satisfaction increases with the sense of organizational support by employees. The intention to leave the company is positively and significantly impacted by workplace harassment. In other words, when workers in the TTP sector face harassment at work, they will be more motivated to leave the organization. The intention to leave the company is negatively and considerably impacted by perceptions of organizational support. That is, the level of employee desire to leave the company will decrease when employees perceive their employer to be highly supportive. Job satisfaction has no discernible impact on intention to leave. The study's findings demonstrate that factors other than work satisfaction have a more profound impact on individuals' intention to leave their jobs. The intention of employees to leave their jobs is only tangentially influenced by job satisfaction. The association between workplace harassment and intention to leave the company is not moderated by job satisfaction. Therefore, workplace harassment is sufficient to cause employees to want to leave the company, and a mediator is no longer required to show the relationship between workplace harassment and turnover intention. This means that both high and low employee job satisfaction have no bearing on an employee's desire to leave the company. The association between the feeling of organizational support and inclination to move was not mediated by job satisfaction. This suggests

that employee job satisfaction, whether high or low, has no bearing on an employee's desire to quit an organization. Instead, the level of intention to leave an organization can be suppressed by an employee's perception of organizational support. The relationship between the perception of organizational support and turnover intention may now be described without reference to mediation.

Future research is suggested to develop mediating variables other than job satisfaction that may influence workplace harassment on turnover intention and perception of organizational support on turnover intention. Future research is expected to examine the same aspects to test the consistency of research results by expanding the number of respondents so that the results obtained are more generalized. Future research is also expected to increase the number of samples with a balanced proportion of male and female employees so that the study results can compare the effects between the two.

For the management of TTP industry companies in Jawa Tengah, based on the variable indicators of research, efforts are made to reduce the level of employee turnover by providing certainty in a safe and comfortable work environment, paying attention to employee welfare, having clear promotion opportunities and long-term career opportunities. Management should pay more attention to the work environment to ensure the comfort and safety of employees by improving the implementation of policies enforced by management. These policies must be applied from bottom to top-line employees without exception. Management can also implement socialization regarding workplace harassment so that employees are more vigilant, understand what to do if they experience it, and apply strict sanctions for perpetrators. Management should improve working conditions by providing opportunities for superiors and subordinates to exchange ideas, criticism, suggestions and complaints related to problems in the workplace by holding regular meetings at least once a month.

Future research suggests developing variables other than job satisfaction that may influence turnover intention, such as work-family support variables that can affect turnover intention, job insecurity, work-family conflict and so on. Future research suggests developing mediating variables other than job satisfaction that influence workplace harassment on turnover intention and perception of organizational support on turnover intention. For example, job engagement and burnout variables can affect turnover intention (Lin et al., 2017; Rigter, 2017). Future research is expected to examine the same aspects to test the consistency of research results by expanding the number of respondents to generalise the results, especially in labour-intensive industries. To broaden the generalization, future research researchers can design the effect of education level on turnover intention due to workplace harassment (educational control).

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