

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh kepuasan kerja, stres kerja dan kepemimpinan terhadap *turnover intention* karyawan PT Pharos Indonesia, dengan mengambil 66 responden yang seluruhnya merupakan karyawan di perusahaan tersebut. Data hasil pengisian kuesioner selanjutnya dianalisis secara deskriptif dan kuantitatif. Pengujian terhadap pengaruh kepuasan kerja, stres kerja dan kepemimpinan terhadap *turnover intention* karyawan PT Pharos Indonesia, ini dilakukan dengan teknik SEM – PLS (*partial least square*) dengan bantuan program Smartpls 3.0. Berdasarkan hasil analisis PLS, diperoleh hasil (1) kepuasan kerja berpengaruh secara negatif dan signifikan terhadap *turnover intention* karyawan, hal ini menunjukkan bahwa semakin tinggi kepuasan kerja karyawan maka semakin rendah *turnover intention* karyawan. (2) hasil analisis selanjutnya menunjukkan bahwa stres kerja berpengaruh positif dan signifikan terhadap *turnover intention*, hal ini menunjukkan bahwa semakin tinggi stres kerja karyawan maka semakin tinggi *turnover intention* karyawan, begitu sebaliknya. (3) hasil analisis selanjutnya menunjukkan bahwa kepemimpinan berpengaruh negatif dan signifikan terhadap *turnover intention*, hal ini menunjukkan bahwa semakin baik kepemimpinan atasan maka semakin rendah *turnover intention* karyawan, begitu sebaliknya.

Kata kunci : kepuasan kerja, stres kerja, kepemimpinan, *turnover intention*

UNIVERSITAS
MERCU BUANA

ABSTRACT

This study aims to determine the effect of job satisfaction, work stress and leadership of the turnover intention of employees of PT Pharos Indonesia, by taking 66 respondents who were all employees of the company. The results of the questionnaire filling data are then analyzed descriptively and quantitatively. Testing of the influence of job satisfaction, work stress and leadership on the turnover intention of employees of PT Pharos Indonesia, this is done by the SEM - PLS (partial least square) technique with the help of the Smartpls 3.0 program. Based on the results of PLS analysis, results were obtained (1) job satisfaction negative and significant effect on employee turnover intention, this shows that the higher employee job satisfaction, the lower the employee turnover intention; (2) the results of the subsequent analysis show that work stress has a positive and significant effect on turnover intention, this shows that the higher the work stress of the employee, the higher the turnover of employee intention, and vice versa; (3) the results of the subsequent analysis show that leadership has a negative and significant effect on turnover intention, this shows that the boss's leadership is better then the lower the employee turnover intention, and vice versa.

Keywords: job satisfaction, work stress, leadership, turnover intention



UNIVERSITAS
MERCU BUANA