

## **ABSTRACT**

*This study aims to analyze the factors that affect employee performance, including: Turnover intention and employee loyalty. This study also wants to analyze the effect of turnover intention on employee loyalty and analyze how employee loyalty mediates the effect of turnover intention on employee performance. The population in this study amounted to 133 employees of the Infra & EPCC Marketing Department at PT WIKA. The sampling technique used total sampling, where all populations were sampled, but there were limitations to data collection where only 130 questionnaires were collected, so the respondents in this study were 130 employees. The research method used is descriptive quantitative. Based on the analysis in this study, the results show that: Turnover intention has a positive and significant effect on employee loyalty; Turnover intention has no significant effect on employee performance; Employee loyalty has a positive and significant effect on employee performance; Employee loyalty mediates the positive effect of turnover intention on employee performance.*

**Keywords:** *Turnover intention, Employee Loyalty, Employee Performance*



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## ABSTRAK

Penelitian ini bertujuan untuk menganalisis faktor-faktor yang mempengaruhi kinerja karyawan, diantaranya: *Turnover intention* dan loyalitas karyawan. Penelitian ini juga ingin menganalisis pengaruh turnover intention terhadap loyalitas karyawan serta menganalisis bagaimana loyalitas karyawan memediasi pengaruh turnover intention terhadap kinerja karyawan. Populasi dalam penelitian ini berjumlah 133 karyawan Departemen Pemasaran Infra & EPCC di PT WIKA. Teknik pengambilan sampel menggunakan total sampling, dimana semua populasi dijadikan sampel, namun terdapat keterbatasan pada pengambilan data dimana kuesioner yang terkumpul hanya 130, jadi responden pada penelitian ini 130 karyawan. Metode penelitian yang digunakan adalah deskriptif kuantitatif. Berdasarkan analisis pada penelitian ini diperoleh hasil bahwa : *Turnover intention* berpengaruh positif dan signifikan terhadap loyalitas karyawan; *Turnover intention* tidak berpengaruh signifikan terhadap kinerja karyawan; Loyalitas karyawan berpengaruh positif dan signifikan terhadap kinerja karyawan; Loyalitas karyawan memediasi pengaruh positif *turnover intention* terhadap kinerja karyawan.

Kata kunci : *Turnover intention*, Loyalitas Karyawan, Kinerja Karyawan

