

## ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh disiplin kerja terhadap *turnover intention* serta dampaknya terhadap kinerja karyawan pada pt. lion mentari airlines divisi *call center* dan *ticketting*. populasi penelitian ini adalah seluruh karyawan pt. lion mentari airlines divisi *call center* dan *ticketting* yang berjumlah 158 orang, jumlah sampel sebanyak 64 orang, yang dihitung dengan rumus slovin. Metode pengambilan sampel menggunakan *convenience sampling*. Metode analisis data menggunakan *Partial Least Square*. Hasil penelitian menunjukkan bahwa disiplin kerja berpengaruh tidak signifikan terhadap *turnover intention*. Disiplin kerja berpengaruh positif dan signifikan terhadap kinerja karyawan. *Turnover intention* berpengaruh tidak signifikan terhadap kinerja karyawan.

**Kata kunci:** Disiplin Kerja, *Turnover Intention*, Kinerja Karyawan



## **ABSTRACT**

*This study aims to analyze the effect of work discipline on turnover intention and its impact on employee performance at pt. lion mentari airlines call center and ticketing division. The population of this research is all employees of PT. Lion Mentari Airlines Call Center and Ticketing Division totaling 158 people, a total sample of 64 people, calculated by the slovin formula. The sampling method uses convenience sampling. Data analysis method using Partial Least Square. The results showed that work discipline had an insignificant effect on turnover intention. Work discipline has a positive and significant impact on employee performance. Turnover intention has no significant effect on employee performance.*

***Keywords: Work Discipline, Turnover Intention, Employee Performance***

