

## ***ABSTRACT***

Globalization has entered a new era called the Industrial Revolution 4.0. (The Fourth Industrial Revolution). The new challenge in the world of work in the era of the industrial revolution 4.0 is the integration of the use of the internet with production lines that take advantage of the sophistication of technology and information so that changes in the core business of the information and communication technology industry that occur require companies to reduce labor as a form of efficiency and make the level of employees coming in and out (turnover) in the company will increase. This research was conducted at PT Telkom Akses Balikpapan.

The purpose of this study was to determine the level of work engagement, organizational commitment and turnover intention and to determine the effect of work engagement and organizational commitment on turnover attention at PT Telkom Akses Balikpapan. The method used in this research is quantitative method. This research is a descriptive study using the type of causal investigation with the implementation time of the cross section

This research uses descriptive analysis, normality test, multicollinearity test, heterocendasticity test, path analysis, T test and F test. The results prove that work engagement has no significant effect on turnover intention, organizational commitment has a significant negative effect on turnover intention. In addition, it can be concluded that work engagement and organizational commitment have a simultaneous effect on employee turnover intention.

*Keywords: Organizational Behavior, Work Engagement, Organizational Commitment and Turnover Intention.*