

ABSTRACT

The rapid development of business in the seamless technology era has disrupted nearly all sectors. During this disruptive transformation, PT. Dayamitra Telekomunikasi has faced challenges that may negatively impact its human resources, particularly with an increasing rate of employee departures. This rise in turnover is believed to be due to employee dissatisfaction with various internal and external company aspects and a lack of engagement.

Previous studies have indicated that poor job satisfaction often leads to higher turnover intentions, while strong employee engagement can reduce turnover rates. This study aims to investigate the impact of job satisfaction and employee engagement on turnover intention at PT Dayamitra Telekomunikasi.

The research was conducted using a questionnaire with an ordinal Likert scale. Verification analysis and hypothesis testing were performed using the Partial Least Square (PLS) equation model, which does not require normal data distribution and uses the bootstrap technique to analyze correlations between latent variables.

The results of this study indicate that the job satisfaction variable has a significant effect on turnover intention, with 56.5% of the job satisfaction variable indicators having a negative influence on the turnover intention variable. Additionally, the employee engagement variable also has a significant negative effect on turnover intention, contributing with the numbers of 5.7%. The findings suggest that the better the employees' job satisfaction and engagement within an organization, the lower the turnover rate will be.

In conclusion, the study confirms that both the variables of job satisfaction and employee engagement has a significant negative effect on turnover intention, aligning with previous research.

Keywords : Job Satisfaction, Employee Engagement, Turnover Intention.