

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh *job satisfaction*, *perceived organizational support* dan *work environment* terhadap *turnover intention* di PT Mitra Andalan Logistik Cabang Surabaya. *Job satisfaction* diukur dengan kepuasan pekerjaan, kepuasan gaji, kepuasan promosi, kepuasan pengawas, kepuasan rekan kerja. *Perceived organizational support* diukur dengan organisasi menghargai kontribusi karyawan, organisasi menghargai usaha extra yang telah karyawan berikan, organisasi akan memperhatikan segala keluhan dari karyawan, organisasi sangat peduli terhadap kesejahteraan karyawan, organisasi akan memberitahu karyawan apabila tidak melakukan pekerjaan dengan baik, organisasi peduli dengan kepuasan secara umum terhadap pekerjaan karyawan, organisasi menunjukkan perhatian yang besar terhadap karyawan, organisasi merasa bangga atas keberhasilan karyawan dalam bekerja. *Work environment* diukur dengan lingkungan kerja fisik seperti bangunan tempat kerja, peralatan yang memadai, fasilitas, tersedianya sarana angkut dan lingkungan *non* fisik seperti hubungan rekan kerja setingkat, hubungan atasan dengan karyawan, kerjasama antar karyawan. Kemudian *turnover intention* diukur dengan memikirkan untuk keluar, pencarian alternatif pekerjaan, niat untuk keluar.

Jenis penelitian ini adalah penelitian kuantitatif. Populasi penelitian ini adalah karyawan PT Mitra Andalan Logistik Cabang Surabaya. Proses pengambilan sampel menggunakan *non probability sampling* dengan jenis sampling jenuh artinya seluruh anggota populasi dijadikan sampel yaitu sebanyak 30 responden. Teknik pengumpulan data dalam penelitian ini dengan penyebaran kuesioner yang secara langsung diberikan kepada karyawan. Analisis data dilakukan menggunakan metode analisis regresi linier berganda dengan bantuan program SPSS versi 26..

Hasil penelitian menunjukkan bahwa *job satisfaction* dan *perceived organizational support* berpengaruh negatif dan signifikan terhadap *turnover intention* di PT Mitra Andalan Logistik Cabang Surabaya, dan *work environment* berpengaruh positif dan signifikan terhadap *turnover intention* di PT Mitra Andalan Logistik Cabang Surabaya.

**Kata kunci :** *job satisfaction*, *perceived organizational support*, *work environment*, *turnover intention*.

## ABSTRACT


*This research aimed to find out the effect of job satisfaction perceived organizational support, and work environment on turnover intention at PT. Mitra Andalan Logistic Surabaya branch. Job satisfaction was measured by work satisfaction, salary satisfaction, promotion satisfaction, supervisor satisfaction, and colleague satisfaction. Moreover, perceived organizational support was measured by organization-respected employees' contributions, the organization-respected extra effort that employees gave, the organization's respect for any employees' complaints, the organization did care about employees' welfare, the organization telling employees if they did not perform well, organization cared with general satisfaction on employees' work, the organization showed great attention on employee, and organization felt proud for employees' success in working. Furthermore, the work environment was measured by the physical work environment, i.e. workplace, equipment, facilities, transportation existence, and non-physical environment such as in-pair relationship, manager and employee's relationship, and employees' cooperation, Turnover intention was measured by thinking of quit, find job alternative, and intention of quit.*

*The research was quantitative. The population was employees of PT. Mitra Andalan Logistic Surabaya branch. Additionally, the data collection technique used saturated sampling, in which all members of the population were the sample. There were 30 respondents as samples. The instrument used was a questionnaire, which was distributed to employees directly. In addition, the data analysis technique used multiple linear regression with SPSS 26.*

*The result concluded that both job satisfaction and perceived organizational support had a negative and significant effect on the turnover intention at PT. Mitra Andalan Logistics Surabaya branch. However, the work environment had a positive and significant effect on the turnover intention at PT. Mitra Andalan Logistics Surabaya branch.*

*Keywords: Job Satisfaction, Perceived Organizational Support, Work Environment, Turnover Intention*

I certify that this translation is true and accurate. Prepared by a professional translator. This translation is provided on this day— 1/3/24

  
M. Faisel, S.Pd., M.Pd.  
STIESIA Language Center  
Mekar Pumpungan 30 Surabaya 60118, Indonesia