

ABSTRACT

This research is conducted to know the effect of Quality of Work Life and Employee Engagement toward Turnover Intention on sales employees of PT. Telkom Indonesia in Home Service 1 Witel Bandung. The present research uses quantitative method which it is research type of descriptive and causal.

Sampling is conducted by using non probability sampling method with saturation sampling and the number of respondents is 54 people. The data analysis technique used is descriptive analysis and multiple linear regression analysis.

Based on questionnaire results, the response of respondents regarding quality of work life and employee engagement is in the good category and the response of respondents regarding turnover intention is in the extremely poor category. In the hypothesis testing result, it is concluded that the variable of quality of work life (X_1) partially does not give effect significantly on turnover intention, while employee engagement (X_2) partially gives effect and significant on turnover intention. The result of determination coefficient test (R^2) obtains value of 0,28. It shows that quality of work life and employee engagement give effect on turnover intention of 28,0% and the remaining 72,0% is affected by other factors which are not examined in this research.

Keyword: quality of work life, employee engagement, and turnover intention.