

ABSTRACT

The company is important in having quality human resources who can contribute maximally to the success of the company. Human resources who have high loyalty and performance will help the company in carrying out its vision and mission optimally because with the high loyalty, employees will not easily want to leave the company. Perception of organizational support and job satisfaction that are met properly will reduce the occurrence of employee turnover intention at the company.

This research was conducted at PT. Kereta Api Indonesia (Persero) Daop 3 Cirebon using the perception of organizational support and job satisfaction as the independent variable and turnover intention as the dependent variable. The purpose of this study was to determine the level of perceived organizational support of employees, the level of employee job satisfaction, the level of employee turnover intention, and the effect of perceived organizational support and job satisfaction on employee turnover intentions of PT. Kereta Api Indonesia (Persero) Daop 3 Cirebon partially or simultaneously.

The research method used is quantitative research methods. To obtain data, the authors distributed questionnaires to 313 respondents, namely employees of PT. Kereta Api Indonesia (Persero) Daop 3 Cirebon. The questionnaire used in this study had 27 statements with a 6-point Likert scale.

The sampling method used in this study is probability sampling using the Slovin Formula. The author uses IBM SPSS 25 in processing data. To explain the results of the study, data analysis techniques used are descriptive analysis, classic assumption test, coefficient of determination, path analysis, and hypothesis testing.

This study shows that the coefficient of determination (R^2) is 0.254 or 25.4%. The results obtained in this study indicate that the perception of organizational support has a significant negative effect on turnover intention, job satisfaction has a significant negative effect on turnover intention, and the perception of organizational support and job satisfaction has a significant and simultaneous effect on employee turnover intention at PT. Kereta Api Indonesia (Persero) Daop 3 Cirebon.

Keywords: POS, Job Satisfaction, Turnover Intention.