

ABSTRACT

In an era of increasingly fierce and dynamic business competition, a strong drive and effort are needed to achieve success to become a winner in business competition. In the process, several factors cannot be separated, there is the human resource factor. Companies must improve the quality of human resources but also maintains the quantity of human resources supply to maintain the stability of company's performance. One of the obstacles that a company experiences difficulties or obstacles in the process of running its business is the high turnover rate within a company. Therefore, companies need to think about strategies to retain employees who have high-quality of performance and know what factors influence employees' intentions to leave the company. The purpose of this study is to determine the description of Job Satisfaction, description of Transformational Leadership and the description of Turnover Intention in Front End Employees at PT. XYZ, as well as a description of the effect of Job Satisfaction on Turnover Intention and a description of the effect of Transformational Leadership on Turnover Intention in Front End employees at PT. XYZ. in Indonesia.

This research method was conducted with quantitative research - causality, with the population of Front-End permanent and contract employees at PT XYZ with a minimum 3-month service period. This study uses data collection techniques through a questionnaire consisting of 41 questions regarding the variables studied and the number of samples determined by Slovin's formula of 178 respondents where the sample determination uses a Proportionate stratified random sampling technique. The data analysis technique uses Structural Equation Modeling (SEM) with Partial Least Squares (PLS) technique using SmartPLS software version 3.2.8.

This highlights the importance of conducting a thorough review of company policies and strategies related to Job Satisfaction and the implementation of Transformational Leadership to reduce Turnover Intention of Front End employees in PT.XYZ.

Keywords: Turnover, Turnover Intention, Job Satisfaction, Transformational Leadership.