

# Pengaruh Quality of Work Life terhadap Turnover Intention melalui Organizational Embeddedness sebagai Variabel Mediasi (Studi pada Karyawan PT Bank Syariah Indonesia Tbk di DKI Jakarta) = The Effect of Quality of Work Life on Turnover Intention through Organizational Embeddedness as a Mediation Variable (Study on PT Bank Syariah Indonesia Tbk Employee in DKI Jakarta)

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## Abstrak

Di era war of talent yang semakin sengit, penting bagi perusahaan untuk mengontrol tingkat turnover karyawan. Terdapat berbagai macam faktor yang menyebabkan intensi karyawan untuk meninggalkan perusahaan. Penelitian ini bertujuan untuk menganalisis pengaruh quality of work life terhadap turnover intention dengan organizational embeddedness sebagai variabel mediasi. Konsep quality of work life diukur menggunakan lima dimensi yaitu compensation and benefits, career opportunities, work life balance, job characteristics, dan supervisor behavior. Penelitian ini menggunakan pendekatan kuantitatif dengan pengumpulan data melalui kuesioner yang disebarluaskan secara daring kepada karyawan tetap PT Bank Syariah Indonesia Tbk di kantor pusat DKI Jakarta. Data yang berhasil terkumpul sebanyak 103 responden dan dianalisis menggunakan PLS-SEM melalui software SmartPLS. Hasil penelitian ini menunjukkan bahwa quality of work life berpengaruh negatif dan tidak signifikan terhadap turnover intention. Sementara itu, quality of work life berpengaruh positif terhadap organizational embeddedness di mana dimensi career opportunities dan job characteristics memiliki pengaruh yang signifikan. Lebih lanjut, penelitian ini juga menunjukkan bahwa organizational embeddedness berpengaruh negatif dan signifikan terhadap turnover intention. Namun, organizational embeddedness tidak memediasi hubungan antara quality of work life dengan turnover intention.

.....In the era of increasingly fierce war of talent, it is important for companies to control employee turnover rates. There are various factors that cause employees intention to leave the company. This study aims to analyze the effect of quality of work life on turnover intention with organizational embeddedness as a mediating variable. The concept of quality of work life is measured using five dimensions, namely compensation and benefits, career opportunities, work life balance, job characteristics, and supervisor behavior. This research uses a quantitative approach with data collection through questionnaires distributed online to permanent employees of PT Bank Syariah Indonesia Tbk at the head office of DKI Jakarta. The data collected were 103 respondents and analyzed using the PLS-SEM through SmartPLS software. The results of this study indicate that quality of work life has a negative and insignificant effect on turnover intention. Meanwhile, quality of work life has a positive effect on organizational embeddedness where the dimensions of career opportunities and job characteristics have a significant effect. Furthermore, this study also shows that organizational embeddedness has a negative and significant effect on turnover intention. However, organizational embeddedness does not mediate the relationship between quality of work life and turnover intention.