Abstrak

Studi pendahuluan di PT. TGD menunjukkan adanya kecenderungan berpindah kerja pada sebagian tenaga kerja, meskipun kecenderungan tersebut bersifat kondisional. Penelitian ini bertujuan untuk mengetahui pengaruh *job satisfaction* dan *perceived organizational support* terhadap *turnover intention* pada tenaga kerja *cleaning service outsourcing* di PT. TGD. Penelitian ini menggunakan pendekatan kuantitatif dengan rancangan korelasional prediktif pada 72 tenaga kerja *cleaning service outsourcing* yang dipilih melalui teknik pengambilan sampel menggunakan sampel jenuh (sensus), yaitu dengan menjadikan seluruh anggota populasi sebagai responden. Pengumpulan data dilakukan menggunakan *Job Satisfaction Survey* (JSS), *Perceived Organizational Support Scale* (POS-8), dan *Turnover Intention Scale* (TIS-6), sedangkan analisis data dilakukan menggunakan *regresi linear berganda*. Hasil penelitian menunjukkan bahwa *job satisfaction* berpengaruh negatif dan signifikan terhadap *turnover intention* ($\beta = -0{,}429$; $t = -2{,}688$; $p = 0{,}009$), begitu pula *perceived organizational support* yang berpengaruh negatif dan signifikan terhadap *turnover intention* ($\beta = -0{,}476$; $t = -2{,}983$; $p = 0{,}004$). Secara simultan, *job satisfaction* dan *perceived organizational support* berpengaruh signifikan terhadap *turnover intention* ($F = 133{,}825$; $p < 0{,}001$) dengan koefisien determinasi sebesar 79,5%. Temuan ini menunjukkan bahwa semakin tinggi *job satisfaction* dan *perceived organizational support* yang dirasakan karyawan, maka semakin rendah kecenderungan *turnover intention* pada tenaga kerja *cleaning service outsourcing* di PT. TGD.

Kata Kunci : *Job Satisfaction, Perceived Organizational Support, Turnover Intention*

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Abstract

A preliminary study at PT. TGD indicated a conditional tendency among some workers to consider leaving their jobs, although most were not actively seeking employment elsewhere. This study aims to examine the effects of job satisfaction and perceived organizational support on turnover intention among outsourced cleaning service workers at PT. TGD. This study employed a quantitative approach with a predictive correlational design involving 72 outsourced cleaning service workers selected using a sampling technique based on total sampling (census), in which all members of the population were included as respondents. Data were collected using the Job Satisfaction Survey (JSS), the Perceived Organizational Support Scale (POS-8), and the Turnover Intention Scale (TIS-6), while the data were analyzed using multiple linear regression. The results showed that job satisfaction had a negative and significant effect on turnover intention ($\beta = -0.429$; $t = -2.688$; $p = 0.009$). Similarly, perceived organizational support had a negative and significant effect on turnover intention ($\beta = -0.476$; $t = -2.983$; $p = 0.004$). Simultaneously, job satisfaction and perceived organizational support had a significant effect on turnover intention ($F = 133.825$; $p < 0.001$), with a coefficient of determination of 79.5%. These findings indicate that higher levels of job satisfaction and perceived organizational support are associated with lower turnover intention among outsourced cleaning service workers at PT. TGD.

Key Word : *Job Satisfaction, Perceived Organizational Support, Turnover Intention*

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