

## Intisari

Penelitian ini dilakukan di PTP Nusantara IX Kebun Getas Salatiga dengan tujuan mengetahui tingkat kepuasan kerja, loyalitas dan *turnover intention*, hubungan kepuasan kerja karyawan dengan *turnover intention*, hubungan loyalitas karyawan dengan *turnover intention*, dan mengetahui pengaruh kepuasan kerja dan loyalitas terhadap *turnover intention* karyawan PTPN IX Kebun Getas Salatiga. Penentuan lokasi dan sampel penelitian dilakukan dengan metode *purposive sampling*, sedangkan pengumpulan data dilakukan dengan metode *convenience sampling* sebanyak 110 karyawan kantor golongan IB-IID dan IA PTPN IX Kebun Getas Salatiga. Hasil penelitian menunjukkan: (1) tingkat kepuasan tinggi, loyalitas tinggi, dan *turnover intention* rendah, (2) kepuasan kerja tidak berhubungan dengan *turnover intention*, (3) loyalitas karyawan berhubungan negatif dengan *turnover intention*, dan (4) kepuasan kerja dan loyalitas karyawan secara bersama-sama berpengaruh terhadap *turnover intention*.

Kata kunci: kepuasan, loyalitas, *turnover*, karyawan

### ***Abstract***

This research was conducted at PTP Nusantara IX Kebun Getas Salatiga with the aim of knowing the level of job satisfaction, loyalty and turnover intention, the relationship between employee job satisfaction and turnover intention, the relationship between employee loyalty and turnover intention, and knowing the effect of job satisfaction and loyalty on PTPN IX employee turnover intention. Salatiga Getas Gardens. Handling of research locations and samples was carried out by purposive sampling method, while data collection was carried out by convenience sampling method of 110 office employees group IB-IID and IA PTPN IX Kebun Getas Salatiga. The results showed: (1) high levels of satisfaction, high loyalty, and low turnover intention, (2) job satisfaction is not related to turnover intention, (3) employee loyalty is negatively related to turnover intention, and (4) job satisfaction and employee loyalty jointly affect turnover intention.

Key words: satisfaction, loyalty, turnover, employees