

## Pengaruh *Perceived Supervisor Support* dan *Job Satisfaction* terhadap *Turnover Intention* pada Karyawan PT. X

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**Abstract.** The great resignation is a phenomenon occurring worldwide, has also impacted PT. X, where there has been an increase in the number of employee resignations. Employees resigning can be attributed to various factors, such as low job satisfaction and perceived supervisor support. Perceived supervisor support can have direct or indirect effect. This study aims to investigate the roles of these two variables in influencing employee turnover intention. The participants in this research are employees of PT. X (N = 292), who are chosen with purposive sampling. This study is conducted by distributing quantitative scales. The results of this study indicate that job satisfaction has a significant negative role towards turnover intention ( $\beta = -0,525$ ,  $p < 0,01$ ), meanwhile perceived supervisor support does not directly affect turnover intention ( $p > 0,05$ ). On the other side, job satisfaction fully mediates the relationship of perceived supervisor support towards turnover intention ( $\beta = -0,803$ , BootLLCI = -0,078, BootLLCI = 0,384). Perceived supervisor support will only have indirect effects toward turnover intention through job satisfaction as a mediator.

**Keywords:** *job satisfaction, perceived supervisor support, turnover intention*

**Abstrak.** *The great resignation* merupakan fenomena yang sedang terjadi di seluruh dunia. Fenomena ini terjadi juga di dalam PT. X, yang mengalami peningkatan angka pengunduran diri karyawan. Karyawan yang mengundurkan diri disebabkan oleh beberapa hal, seperti rendahnya *job satisfaction* dan *perceived supervisor support*. *Perceived supervisor support* dapat berhubungan secara langsung maupun tidak dengan *turnover intention*. Penelitian ini bertujuan untuk mengetahui peran dan hubungan kedua variabel tersebut terhadap *turnover intention* karyawan. Partisipan penelitian ini adalah karyawan PT. X (N = 292) yang dipilih dengan metode *purposive sampling*. Penelitian dilakukan dengan metode kuantitatif skala. Hasil penelitian ini menunjukkan bahwa *job satisfaction* memiliki peran negatif yang signifikan terhadap *turnover intention* ( $\beta = -0,525$ ,  $p < 0,01$ ), sedangkan *perceived supervisor support* tidak memiliki peran langsung yang signifikan ( $p > 0,05$ ). Selain itu, terdapat peran mediasi secara penuh dari *job satisfaction* dalam hubungan antara *perceived supervisor support* dengan *turnover intention* ( $\beta = -0,803$ , BootLLCI = -0,078, BootLLCI = 0,384).

Organisasi dapat meningkatkan *perceived supervisor support*, sehingga kepuasan kerja karyawan meningkat dan menurunkan *turnover intention*.

**Kata Kunci:** *job satisfaction, perceived supervisor support, turnover intention*