

**PENGARUH *QUALITY OF WORK LIFE* DAN *INTENTION TO LEAVE*
MELALUI *JOB SATISFACTION* PADA PEKERJA GENERASI
MILENIAL SEKTOR PERBANKAN DI SURABAYA**

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ABSTRACT

The purpose of this study is to determine the effect of *Quality of work life* on *intention to leave* in millennial generation employees of the state-owned banking sector in Surabaya. This type of research is *basic research*, it provides solutions to certain problems and theories that have been considered correct. Employees have a balanced time between work and time with family according to the needs of employees. The existence of a good quality of work life can increase job satisfaction so that it can help organizations to retain their employees. The feeling of satisfaction that exists in the employee is then raised in the form of a low level of desire to leave the company. Based on the results of data processing, hypothesis testing, and discussion, the researcher made conclusions based on the results of the 4 hypotheses test where related to the 4 hypotheses is Quality of work life has a negative and significant effect on the intention to leave in millennial generation employees of the state-owned banking sector in Surabaya. Quality of work life has a positive and significant effect on job satisfaction in millennial generation employees in the state-owned banking sector in Surabaya. Job satisfaction has a negative and significant effect on the intention to leave for millennial generation employees in the state-owned banking sector in Surabaya. Quality of work life has a significant effect on the intention to leave through job satisfaction as a mediating variable in millennial generation employees of the state-owned banking sector in Surabaya

Keywords: Quality of Work Life, Intention to Stay, Job Satisfaction, Millennial Narrative

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ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui pengaruh *Quality of work life* terhadap *intention to leave* pada karyawan generasi milenial sektor perbankan BUMN di Surabaya. Jenis penelitian ini adalah *basic research*, hal ini memberikan solusi atas suatu permasalahan tertentu dan teori yang sudah dianggap benar. Karyawan memiliki waktu yang seimbang antara bekerja dan waktu dengan keluarga sesuai dengan kebutuhan yang dibutuhkan karyawan. Adanya kualitas kehidupan kerja yang baik dapat meningkatkan kepuasan kerja sehingga dapat membantu organisasi untuk mempertahankan karyawannya. Perasaan puas yang ada dalam diri karyawan tersebut kemudian dimunculkan dalam bentuk rendahnya tingkat keinginan untuk keluar dari perusahaan. Berdasarkan hasil pengolahan data, pengujian hipotesis, serta pembahasan maka peneliti membuat konklusi berdasarkan hasil uji 4 hipotesis dimana terkait 4 hipotesis tersebut adalah *Quality of work life* berpengaruh negatif dan signifikan terhadap *intention to leave* pada karyawan generasi milenial sektor perbankan BUMN di Surabaya. *Quality of work life* berpengaruh positif dan signifikan terhadap *job satisfaction* pada karyawan generasi milenial sektor perbankan BUMN di Surabaya. *Job satisfaction* berpengaruh negatif dan signifikan terhadap *intention to leave* pada karyawan generasi milenial sektor perbankan BUMN di Surabaya. *Quality of work life* berpengaruh signifikan terhadap *intention to leave* melalui *job satisfaction* sebagai variabel mediasi pada karyawan generasi milenial sektor perbankan BUMN di Surabaya

Kata Kunci : *Quality Of Work Life*, *Intention To Leave*, *Job Satisfaction*,
Generasi Milenial