

**Pengaruh Lingkungan Kerja, Beban Kerja, *Work Life Balance*
Terhadap *Turnover Intention* Melalui Kepuasan Kerja
Karyawan Generasi Y di Bank Danamon**

Oleh Suryadi Budi Setyo

ABSTRAK

Tujuan dari penelitian ini yaitu agar dapat menganalisis pengaruh lingkungan kerja, beban kerja, *work life balance* terhadap *turnover intention* karyawan. Metode kuantitatif digunakan dalam penelitian dengan mengambil populasi yaitu generasi Y melalui kepuasan kerja di Bank Danamon. Penentuan sampel dilaksanakan melalui teknis *simple random sampling*. Data dihimpun dari adanya penyebaran kuesioner melalui Google Formulir, dan dilakukan analisis secara statistik menerapkan *partial least square* melalui program SmartPLS versi 3. Hasil analisis mengungkapkan bahwa: 1) Lingkungan kerja dan *work life balance* bisa menambah kepuasan kerja secara signifikan, namun beban kerja secara signifikan menurunkan kepuasan kerja karyawan Bank Danamon, 2) Lingkungan kerja serta *work life balance* dapat menurunkan *turnover intention* secara signifikan, namun beban kerja secara signifikan meningkatkan *turnover intention* pada karyawan generasi Y Bank Danamon, 3) Kepuasan kerja bisa memediasi pengaruh lingkungan kerja, beban kerja dan *work life balance* terhadap *turnover intention*.

Kata Kunci : Lingkungan Kerja, Beban Kerja, *Work Life Balance*, Kepuasan Kerja, *Turnover Intention*

***The Influence of Work Environment, Workload, Work Life Balance
on Turnover Intention Through Job Satisfaction
of Generation Y Employee at Bank Danamon***

By Suryadi Budi Setyo

ABSTRACT

This study aims to analyze the effect of the work environment, workload, work life balance on employee turnover intention. Quantitative methods are used in the study by taking the population, namely Generation Y through job satisfaction at Bank Danamon. Determination of the sample is done by simple random sampling technique. Data were collected through questionnaires through Google Forms, and statistical analysis was carried out using partial least squares with the SmartPLS version 3. The results of the analysis showed that: 1) Work environment and work life balance can increase job satisfaction significantly, but workload significantly reduces employee job satisfaction at Bank Danamon, 2) Work environment and work life balance can significantly reduce turnover intention, but workload significantly increases turnover intention in Generation Y employees at Bank Danamon, 3) Job satisfaction can mediate the influence of work environment, workload and work life balance against turnover intention.

Keywords : Work Environment, Workload, Work Life Balance, Job Satisfaction, Turnover Intention