

# ***THE EFFECT OF WORK ENVIRONMENT, WORKLOAD, AND EMPLOYEE ENGAGEMENT ON TURNOVER INTENTION AMONG EMPLOYEES AT PT XYZ***

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## ***ABSTRACT***

*This research adopts a quantitative methodology and was carried out at PT XYZ to analyze the influence of the work environment, workload, and employee engagement on employees' turnover intention. Primary data were obtained from 121 participants, determined using Slovin's formula with a 7% error tolerance from a population of 300 employees across four departments, namely Human Capital, Business Development, Community Officer, and Risk Management. The data were analyzed using the SEM-PLS with the application SmartPLS software version 4.1. The findings reveal that: (1) the work environment exerts a negative and statistically significant impact on turnover intention, indicating that better working conditions can lower employees' desire to leave the organization; (2) workload shows a positive and significant relationship with turnover intention, implying that increasing job demands heighten employees' intention to resign; and (3) employee engagement does not demonstrate a significant effect on turnover intention, despite exhibiting a negative directional relationship..*

**Keywords:** *Work Environment, Workload, Employee Engagement, Turnover Intention*

# **PENGARUH LINGKUNGAN KERJA, BEBAN KERJA, DAN *EMPLOYEE ENGAGEMENT* TERHADAP *TURNOVER INTENTION* PADA KARYAWAN PT XYZ**

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## **ABSTRAK**

Penelitian ini mengadopsi pendekatan kuantitatif dan dilaksanakan di PT XYZ dengan tujuan untuk mengetahui serta membuktikan pengaruh Lingkungan Kerja, Beban Kerja, dan *Employee Engagement* terhadap *Turnover Intention* karyawan. Data primer diperoleh dari 121 responden yang dipilih menggunakan rumus Slovin dengan tingkat kesalahan 7% dari total populasi 300 karyawan, yang tersebar di empat divisi, yaitu *Human Capital*, *Business Development*, *Community Officer*, dan *Risk Management*. Analisis data dilakukan dengan metode SEM-PLS menggunakan aplikasi SmartPLS versi 4.1. Hasil dari penelitian mengungkapkan bahwa: (1) Lingkungan Kerja memiliki pengaruh negatif dan signifikan terhadap *Turnover Intention*, menunjukkan bahwa perbaikan kondisi kerja bisa menurunkan kecenderungan karyawan untuk keluar; (2) Beban Kerja berpengaruh positif dan signifikan terhadap *Turnover Intention*, yang berarti tekanan kerja yang meningkat dapat mendorong niat karyawan untuk meninggalkan perusahaan; dan (3) *Employee Engagement* tidak memberikan pengaruh signifikan terhadap *Turnover Intention*, meskipun arah hubungannya negatif.

**Kata Kunci** : Lingkungan Kerja, Beban Kerja, *Employee Enngagement*, *Turnover Intention*