

**THE INFLUENCE OF ORGANIZATIONAL COMMITMENT AND
WORK SATISFACTION ON TURNOVER INTENTION PT ENSEVAL
PUTERA MEGATRADING**

(Undergraduate Thesis)

By

DIRGA BASKARA



**FACULTY OF ECONOMICS AND BUSINESS
THE UNIVERSITY OF LAMPUNG
BANDAR LAMPUNG
2019**

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This study aims to determine the effect of organizational commitment and job satisfaction on turnover intention. This research uses descriptive research. Respondents in this study were 65 people. Data collection using survey methods. The characteristics of the respondents studied were divided by gender, age and education level. The type of data used in this study is quantitative and qualitative data. Data sources used in this study are primary and secondary data. Job satisfaction negatively affects turnover intention in the employees of the logistics department of PT Enseval Putera Megatrading Tbk. The negative influence of job satisfaction on turnover intention indicates that the higher job satisfaction of an employee, the lower the level of turnover intention. Organizational commitment negatively influences turnover intention in the employees of the logistics department of PT Enseval Putera Megatrading Tbk. The negative influence of organizational commitment on turnover intention indicates that the higher organizational commitment of an employee, the lower the level of turnover intention.

Key words: Organizational Commitment, Job Satisfaction, Turnover Intention

**THE INFLUENCE OF ORGANIZATIONAL COMMITMENT AND
WORK SATISFACTION ON TURNOVER INTENTION PT ENSEVAL
PUTERA MEGATRADING**

Researcher

DIRGA BASKARA

Undergraduate Thesis

As One of Requirements to Achieve
BACHELOR OF ECONOMICS

In

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2019**

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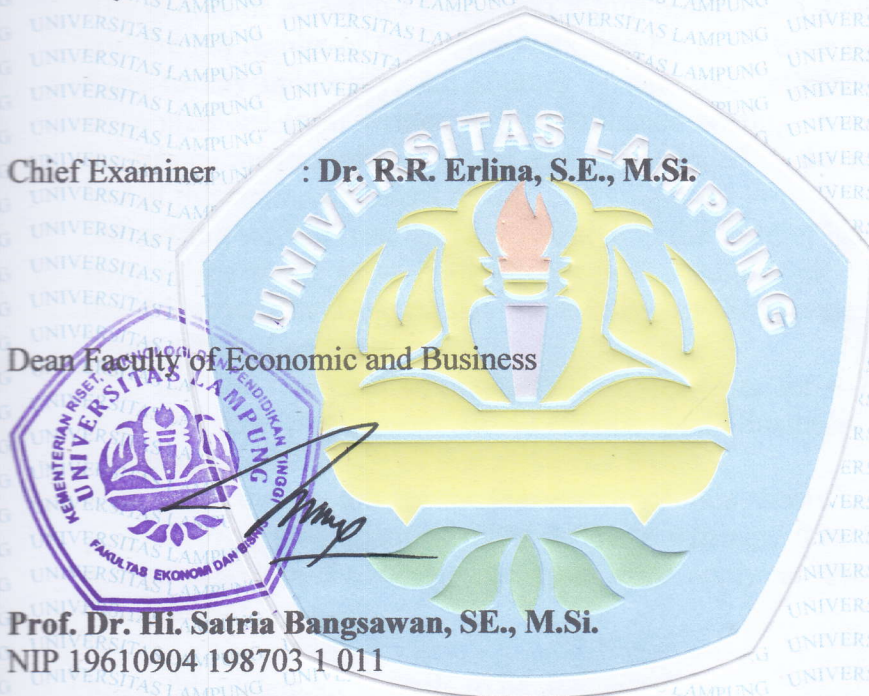
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Thus, I made this statement in truth, to be used properly.

Bandarlampung, October 18th 2019



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BIOGRAPHY

I was born of the couple Mr. Agus Tavip and Mrs. Zubaidah. I was born in Bandarlampung on December 12, 1994 and named Dirga Baskara. I was the eldest of two brothers. My sister, Dira swastika, a 3-year old younger than me.

I am a common education for 6 years in elementary Kartika II-5 and graduated in 2006. Then continued his secondary education at SMPN 23 Bandar Lampung and graduated in 2009. In 2009 I went on in high school education Darma Bangsa School and graduated in Year 2012. Then I was accepted as a student of S1 Management Faculty of Economics and Business at the University of Lampung in 2012 through SNMPTN.

Motto

“Make your character good for the people”

- Prophet Muhammad (s) as narrated

Al-Muwatta Volume 47, Hadith 1

“

Indeed, an ignorant man who is generous is dearer to God

”

than a worshipper who is miserly

- Al-Tarmidhi: Hadith 580

“*And if Allah touches you with affliction, none can remove it but He: But if He bestows upon you a favor, remember that He is the Possessor of every power to do all that He wills.*”

– The Holy Quran, Chapter 6, Verse 17

DEDICATION

Adoration and gratitude to Allah SWT. Due to an abundance of thy mercy and grace has given me strength, fulfill with science and taught me to love this simple thesis finally be resolved. Sholawat and salam always bestowed life of Prophet Muhammad.

As proof, respect, and gratitude immeasurable presenting little work this to my mother and father who have given love, all the support, motivation and love immeasurable. May this be the first step to make Mom and Dad happy. For my sister, sorry can not be a role model completely, but I will always try to be the best one for you brother.

To the loved ones, all the friend and comrade thanks for the help, prayers, advice, patience, entertainment and candaannya may we all be successful and always bestowed a blessing from Him. May God repay you later and given health, as well as ease in everything, Aamiin Yes Rabbal Alamin.

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Thesis with the title "The Influence of Organizational Commitment and Job Satisfaction On Turnover Intention PT Enseval Putera Megatrading " is one of the requirements to obtain a bachelor's degree in Economics at the University of Lampung.

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Dirga Baskara

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I. Introduction

1.1 Background

The success of a company does not escape from the human resources for human resources to actively boost the productivity of companies and is a driving part of the company that has the potential to develop. Therefore, human resources is considered as the main factors that have direct impact on the progress, prosperity and continuity of the company (Handayani and Suhartini, 2005).

Organizational commitment of a company is one of the guarantees for maintaining the continuity of the company. Commitment is a kind of agreement between the individuals in it are binding and lead to the whole. Meyer and Allen (1997) stated that the commitment of the organization identified three types of commitment, namely affective commitment, continuous commitment and normative commitment as a psychological state that characterizes the employee relationship with the organization or have implications for influencing whether employees will continue to be in the organization. Robbins (2006) defined organizational commitment as the degree to which an employee favoring a particular organization and its goals. Employees who have a tendency turnover usually has a low organizational commitment. These circumstances can occur because individuals who have this tendency usually do not like where he was working at the time, did not have the desire to come to realize the objectives of the organization, and has a declining morale. Reed, Kratchman, and Strawser (in

Randhawa, 2007) states that in general, the employees will be committed and satisfied with their jobs if they are satisfied with the conditions of the job itself, satisfied with supervisors and co-workers, and if they believe the policy current salary and opportunities future for adequate promotion within the company. Employees with high organizational commitment is more oriented towards work than other employees. They get more satisfaction from work and see their work as fulfillment of their personal needs.

Job satisfaction has an important role in supporting the achievement of the objectives of a company. Job satisfaction is a set of pleasant persasaan employees about whether or not their work. A person with a high level of job satisfaction showed a positive attitude towards the job. Conversely, if a person is not satisfied with his work showed negative attitudes toward work (Robbins, 2006). The higher the value of job satisfaction, the lower a person's desire to move (turnover intention) of the employees work.

Turnover process is characterized by a condition known as employee turnover intention or the intention to leave the company. Someone who is committed will be visible low on the company to withdraw from the company that will eventually lead to the employee's decision to leave the company. Turnover intention is the intention tendency of employees to quit his job voluntarily according to their own choice. Decision employee leaves the company that is the big problem for the company (Mahdi et al., 2012). *turnover intentionis* one form of behavior withdraw (withdrawal) in the working world, but at the same time is the right of every individual to determine, whether still working or out of the company. Turnover

regarded as a problem because some of the consequences thereof. The positive impact of turnover is the renewal of the organization, reduction or prevention of other turnover, reduced conflict, and increasing self-confidence of the individual. The negative result of turnover described in terms of costs, achievement, social communication patterns, declining morale, rigid control strategy, and the opportunity cost strategy (Mehdi et al., 2012).

Issa et al. (2013) suggest three indicators of turnover intention, namely:

1. ***Thinking of quit***, Reflecting the individual to think about before taking the real attitude, he would have thought in the decision, that is out of work or remain at work.
2. ***job search***, Reflecting the desire of individuals to look for another job, usually starting with the search for additional revenues outside the company.
3. ***Intention to quit***, Reflecting the individual intends to exit that can be seen from the behavior of people during work, usually starting with the behavior of high absenteeism and absenteeism before someone take a stand to get out of the company.

Research conducted by Iksan (2015) about the influence of job satisfaction and organizational commitment to turnover intention showed a strong relationship between job satisfaction, organizational commitment and turnover intention. High job satisfaction of employees will reduce the level of turnover intention of employees in a company. In the opinion of Jewell and Siegall (1998) in Paramarta and Reny (2014) that the personal factors that affect turnover intention is gender,

age, length of employment, position, level of education, and job satisfaction. Other factors affecting turnover intention is the commitment of the organization. When creating a high sense of commitment on the employee then turnover intention on the company will be low.

PT Enseval Putera Megatrading Tbk is a company engaged in the distribution and as a supplier of medical products, consumer goods, medical devices, cosmetics and other trade goods to each branch of the company. The company is located in the industrial area of Pulo Gadung, East Jakarta. The company is required to have qualified human resources in order to avoid mistakes in the distribution of drugs and can meet the needs of all branch offices that require a supply of drugs and other goods. The branch office PT Enseval Putera Megatrading Tbk Lampung is located on Jl. Tembesu No. 20 Campang Kingdom, Sukabumi, Bandar Lampung.

Logistics Department at the Branch Office Megatrading Tbk PT Enseval Putera there are 130 employees, which consists of several levels of office.

Table 1. Level Position Branch Office Employees Logistics Department PT Enseval Putera Megatrading Year 2017

level Position	Number of employees
Branch Manager	1 person
Manager	2 persons
Responsible pharmacist	1 person
Warehouse coordinator	1 person
Warehouseman	47 People
Admin Warehouse	2 persons
<i>Checker</i>	9 People
driver	2 persons
amount	65 People

Source: Department of Logistics PT Enseval Son Megatrading Tbk, 2017

Table 1 describes the positions of employees and the number of employees at each position in the Logistics Department Branch Office PT Enseval Son Megatrading Tbk consisting of one General Manager, 2 Manager, 1 Assistant Manager, 1 Pharmacist Responsible, 1 Coordinator Warehouse, 47 Warehouseman, 1 Coordinator Admin, 24 Admin Warehouse, 9 Checker, and 2 drivers.

**Table 2. Employee Salary Range Logistics Department Branch Office
Megatrading Tbk PT Enseval Putera 2017**

office	Salary Range
Branch Manager	17000000-25000000
Manager	15000000-20000000
Responsible Pharmacist	5000000-6000000
Warehouse coordinator	2600000-3500000
Warehouseman	2600000-3500000
Admin Warehouse	3500000-4500000
<i>Checker</i>	3500000-4500000
driver	2600000-3500000

Source: Department of Logistics Branch Megatrading Tbk PT Enseval Son

PT Enseval Putera Megatrading as a company engaged in the distribution and as a supplier of medical products, consumer goods, medical devices, cosmetics and other merchandise, Must have qualified human resources in its operations in order to guarantee a good service in terms of quantity, quality, and continuity. Companies need to consider the causes of employee turnover intention. According Tett and Meyer (1993) in Wasdopo et al. (2013) stated turnover intention is the desire to move refers to the desire consciously and deliberately left the organization. Turnover intention of a company is influenced by factors of job satisfaction and organizational commitment. Regarding the opinion Ratnawati (2002) in Sidharta and Margaretha (2011) suggests that in general the variables that are consistently found to be associated with an employee turnover intentions is job satisfaction and organizational commitment. Luthans (2006) mentions the appropriate payment becomes a factor in job satisfaction. One indicator of job satisfaction is the level of salary. Total salaries provided by the company and received by employees must comply with what employees give to companies so that they feel satisfied. Minimum wage Bandar Lampung in 2019 amounted to IDR 2,445,141.15. Can be compared to the level of wages in PT. Enseval has

been above UMK Bandarlampung, indicating that the fulfillment of one of the factors is the level of job satisfaction has been met with a good salary. It can affect an employee's job satisfaction associated with turnover intention.

PT Enseval Putera Megatrading has compensated in accordance with the employee's performance. The compensation awarded is usually a direct compensation. Is an award direct compensation received by employees in the form of money, among other things is a basic salary, incentives and benefits. Incentives provided by the company are given every month of February which is different depending on the achievement of the performance of employees. Benefits paid as transport allowance and meal allowance. Luthans (2006) mentions the appropriate payment becomes a factor in job satisfaction. Total salaries provided by the company and received by employees must comply with what employees give to companies so that they feel satisfied. A person with a high level of job satisfaction showed a positive attitude towards the job. Conversely, if a person is not satisfied with his work showed negative attitudes toward work (Robbins, 2006). The higher the value of job satisfaction, the lower a person's desire to move (turnover intention) of the employees work. Despite the rise prices occurred in almost all goods and services consumed by the consumer group income of between Rp.2,6 million to Rp. 3.5 million / month and above 5 million. For it is when seen from the effects of inflation on the economy in the rise in prices and production costs for producers can still reach for the range in the figures below 10%. Thus the overall effect of inflation on the economy in Bandarlampung still shows a natural thing.

Based on the description above, it can be seen that there is a relationship between organizational commitment, job satisfaction, and turnover intention so the authors are interested in doing research titled "Influence of Organizational Commitment and Turnover Intention Of Job Satisfaction"

1.2 Problem Formulation

Based on the above, the problems can be identified in this study, :

1. Is the organization's commitment has an influence on turnover intention?
2. Is job satisfaction influence on turnover intention?

1.3 Research Objectives and Purpose

1.3.1 Objective

The purpose of this study is:

1. To determine the effect of organizational commitment on turnover intention.
2. To determine the effect of job satisfaction on turnover intention.

1.3.2 Usability Research

Writing this research can be used as:

1. for authors

This study can be used as a condition for completing the program stufi S1 Management, University of Lampung.

2. for Companies

This study can be used as additional information for assessing and improving and maintaining the company's overall performance.

3. For academics

This study can be used as additional references and enrich their research and increase knowledge, especially in the field of human resource management.

II. LITERATURE, FRAMEWORK FOR THINKING, AND HYPOTHESES

2.1 Organizational Commitment

2.1.1 Definition of Organizational Commitment

Organizational commitment is the ability and willingness to align personal behavior to the needs, priorities, and objectives of the organization. It includes how to - how to develop goals or meet the needs of organizations that essentially put the organization's mission of personal interests (Soekidjan, 2009).

Luthans (2006) says as attitudes, organizational commitment is most often defined as follows:

- a. A strong desire to remain as a member of a particular organization
- b. The desire to strive as desired organization
- c. Particular belief, acceptance of the value and purpose of the organization

According to Meyer and Allen (1997), organizational commitment is a psychological state characterized by the organization's relationship with the employees of its implications for the decision to continue membership in the organization.

Steers (in Sopiah 2008) found organizational commitment to explain the relative strength of an individual's identification with involvement in an organization.

Commitment to bring something beyond mere loyalty to an organization it

includes an active relationship with organisasi where individuals beresedia to give something of themselves to help the organization's success and prosperity.

The commitment the organization has gained attention in previous research because of its significant influence in the behavior of employment such as job satisfaction, work performance, absenteeism, and turnover intensity (Yousef, 2000). Organizational commitment has three basic components, namely:

- a. A strong belief in the acceptance of goals and values of the organization (identification).
- b. Willingness to exert effort on behalf of the organization (involvement).
- c. A strong desire to remain with the organization (loyalty).

Based on the above, it can be concluded that organizational commitment is an attitude that is shown by individuals with their identification, engagement, and loyalty to the organization, and their desire to remain in the organization and are not willing to leave it for any reason.

2.1.2 Aspects of Organizational Commitment

Steers (in Sopiah 2008) classifies the organization's commitment to three factors, namely:

- a. **Identification with the organization**, Namely the acceptance of organizational goals, where the reception is the basis of organizational commitment. Identification of employees looked through wisdom approving attitude of the organization, in common personal values and the values of the organization, a sense of pride in being part of the organization.

- b. **Involvement**, Is their willingness to buck the organization. Involvement in accordance roles and responsibilities of the job in the organization. Employees who have a strong commitment will accept almost any job duties and responsibilities assigned to it.
- c. **Loyalty**, Namely the existence of a strong desire to maintain membership in the organization. Loyalty to the organization is the evaluation of the commitments, as well as an emotional bond and attachment between the organization and employees. Employees with a high commitment to feel their loyalty and sense of belonging to the organization.

According to Meyer and Allen (1997) reflects the organization's commitment of three components, namely:

- a. **Affective commitment**, Is the employee's emotional attachment, identification, and involvement in the organization, with regard to their willingness to be bound by organizations, individuals settling in the organization because of his own accord. The key to this commitment is the want to.
- b. **Continuance commitment**, Is a commitment based on the needs rational. This commitment formed on the basis of profit and loss, considered on what must be sacrificed when it will settle on an organization. The key to this commitment is the need to survive (need to).
- c. **Normative Commitment**, Is a commitment based on the norms that exist within the employees, contain an individual's belief responsibility to the organization. He felt compelled to endure because of loyalty. The key to this commitment is the obligation to stay in an organization (ought to).

Meyer and Allen (1997) argues that each component has a different basis.

Employees with a high affective component, they joined the organization because of the desire to remain a member organisasi. Meanwhile employees with high continuance component, fixed join it because they need the organization.

Employees who have a high normative component, remain members of the organization because they have to do.

2.1.3 Factors Affecting Commitment

Steers (in Sopiah 2008) suggests four factors that affect the commitment of the company, namely:

a. Personal characteristics

Understanding personal characteristics: age, tenure, achievement motivation, gender, race, and personality factors, was negatively correlated with the education level of commitment to the company. Older employees and longer working consistently demonstrate a high commitment value.

b. Characteristics of the work

Job characteristics include clarity and alignment of roles, feedback, challenging work, autonomy, opportunities to interact, and core dimension job. Typically, employees who work at a higher level of work and employee value indicates a low level of conflict and ambiguous role tend to be more committed.

c. Structural characteristics

Factors included in the structural characteristics, among others, is the degree of formalization, functional dependencies, decentralization,

participation in decision-making, and control functions within the company. Bosses who are in organizations have been decentralized and the owners cooperative workers showed a high level of commitment.

d. Work experience

Work experience is seen as an important socializing force, which affects the psychological attachment to the company's employees. Work experience proved positive correlation with the commitment to the company as far as the level of how much employees believe that companies pay attention to their interests, feel their personal interests with the company, and how much the employee expectations can be met in the execution of his work.

2.2 Job Satisfaction

2.2.1 Definition of Job Satisfaction

Basically the job satisfaction is that is individualized because each individual has a level of satisfaction varies according to the value within the individual. Job satisfaction is a feeling and one's judgment on his work, especially regarding working conditions, in relation to whether the work is able to meet the expectations, needs, and desires (Umar, 2008). Job satisfaction is an emotional state that is happy or positive emotions are derived from the assessment of work or work experience person (Luthans, 2006).

Someone who has high job satisfaction showed a positive attitude towards work, speak positively about the organization, and has a higher performance beyond the normal work (Robbins, 2006). Job satisfaction is an employee attitudes towards

work, which comes under the assessment of the employment situation. The feelings associated with job satisfaction and dissatisfaction tends to reflect penilaian of a worker on pangalaman work at present and in the past time.

2.2.2 Theory of Job Satisfaction

The theory of job satisfaction there are three kinds of commonly known, namely:

1. Discrepancy theory

This theory was first pioneered by Porter (in Sunyoto, 2012) Porter measure job satisfaction a person by calculating the difference between what should have been the perceived reality.

2. Equity theory

Adam (in Sunyoto, 2012) developed the principle of this theory and claimed that people will feel satisfied and not satisfied, depending on whether the person felt the presence of justice (equity). Feelings of equity and inequity of the situation, someone gained by comparing themselves with others in its class, work together, as well as elsewhere. This theory identifies the equity element includes three things:

- a. Input: Everything that is valuable employee perceived as an input to their work (eg, skills and experience).
- b. Outcome: Everything worthwhile that is felt as a result of the job (eg, salary).
- c. Comparison persona: Comparison between inputs and outcomes obtained.

3. Two Factor Theory

The principle of this theory is the job satisfaction and job dissatisfaction are two different things, meaning that satisfaction and dissatisfaction with the job is not a continuous variable. This theory proposed by Herzberg (in Sunyoto, 2012) and dividing the situations that affect one's attitude toward the job into two groups, namely:

- a. satisfiers or motivators are the factors or circumstances that proved to be a source of satisfaction that consists of achievement (achievement), recognition (recognition), work itself (work itself), responsibility (responsibility), and the development of individual potential.
- b. dissatisfier or hygiene factors are factors or circumstances that proved to be a source of dissatisfaction that consists of wisdom and administration company (company policy and administration), supervision of technical, wages (salary), interpersonal relationships (interpersonal relations), working conditions (working condition) , job security, and status

2.2.3 Type - Type of Job Satisfaction

According Hasibuan (2001), job satisfaction can be divided into three types, namely:

- a. Job satisfaction in the job

Job satisfaction in a job that enjoy job satisfaction in the work by gaining praise the work, placement, treatment, and the atmosphere of a good working environment. Employees who enjoy job satisfaction in a job would prefer the job.

b. Job satisfaction outside work

Job satisfaction outside work is employee satisfaction is enjoyed outside of work with the amount of remuneration to be received from their work.

Employees will be satisfied if the remuneration or compensation of any employee of the implementation of the tasks in accordance with expectations.

c. Job satisfaction combination of inside and outside of work

Job satisfaction combination of inside and outside of work is job satisfaction reflects a balanced emotional attitude between remuneration with the implementation of the job. Employees will be satisfied if the work and remuneration is considered fair and reasonable.

Based on the above, job satisfaction can be divided into three kinds of job satisfaction based on how and where job satisfaction is felt or enjoyed. The three types of job satisfaction is job satisfaction enjoyed in jobs, job satisfaction is enjoyed outside of work, and a combination of both.

2.2.4 Factors Job Satisfaction

Employee satisfaction form because of the factors that lie behind them. Factors that significantly influence job satisfaction is a factor associated with the job.

These factors are factors relating to satisfaction in the work itself, factors associated with co-workers, factors related to surveillance, factors related to the promotion or career development, and factors related to salary. These factors are items Job Description Index instruments are widely used to assess job satisfaction (Luthans, 2006).

Luthans (2006) suggest five dimensions of job satisfaction, namely:

a. The work itself,

In the case where the work provides an interesting tasks, opportunities for learning, and the opportunity to accept responsibility.

b. Salary,

Some of wages received and the rate at which it can be seen as considered appropriate in comparison to others in the organization.

c. Promotional opportunities,

The opportunity to progress and develop within the organization.

d. Supervision,

The ability of supervisors to provide technical assistance and support behavior.

e. Co-workers,

The rate at which a co-worker who owned able to support technically and socially.

2.2.5 Causes of Job Satisfaction

According Kreitner and Kinicki (2001) there are five factors that can affect the incidence of job satisfaction, as follows:

a. Need fulfillment

This model is intended that satisfaction levels are determined by the characteristics of the work gives the individual an opportunity to meet their needs.

b. Discrepancies

This model states that job satisfaction is a result of the fulfillment of expectations. Fulfillment of expectations reflect the difference between what is expected and earned by individuals from employment. If the expectation is greater than what is acceptable, people will not be satisfied. Instead, the individual is expected to be satisfied when receiving benefits above expectations.

c. Value Attainment

Attainment value idea is that satisfaction is the result of the perception of the work gives the fulfillment of individual work values that are important.

d. Equity

In this model meant that satisfaction is a function of how people are treated fairly in the workplace. Satisfaction is the result of the perception that the comparison between the work and the input of relatively more profitable than the ratio between output and input of other jobs.

e. Genetic components

Some co-workers seemed satisfied with the variety of work environments, while others do not seem satisfied. The model is based on the belief that job satisfaction is partly a function of personal characteristics and genetic factors. The model implies individual differences only have significance to explain job satisfaction as well as characteristics of the work environment.

2.3 Turnover Intention

2.3.1 Definition Turnover Intention

turnover intention can be interpreted as the desire of workers to leave the organization. Turnover according to Robbins and Judge (2009) is the act of resignation permanently by employees and either forced or voluntary. Turnover can be a resignation, transfer out of organizational units, dismissal or death of members of the organization. According to Siregar (2006), turnover intention is the tendency or intention of employees to stop work on the job voluntarily by his own choice. Turnover intention is basically the same as the desire to move from one workplace to another. This shows that turnover intention is the desire to move but have not yet reached the stage of realization is doing perpindahandari one workplace to another,

2.3.2 Factors Influencing Turnover Intention

According Siagian (2004), various factors affecting turnover intention among others is the high stress of working in the company, low employee satisfaction and the perceived lack of commitment on the employee to give all of his abilities to the advancement of the company. Meanwhile, according to Mobley (2002), the factors that affect a person's turnover intention among others:

1. The individual characteristics

The organization is a forum for individuals to achieve the goals set jointly by the people involved. To achieve these objectives, it is necessary to the continuous interaction of the elements of the organization. The individual

characteristics that affect turnover intention were age, education and marital status.

2. Work environment

The work environment can include physical and social environment. The physical environment includes the ambient temperature, weather, construction, buildings, and location of the job. While the social environment includes socio-cultural work environment, large or small workload, compensation, labor relations throughout the profession, and the quality of working life. The work environment can influence on employee turnover intention. This can occur if the working environment is perceived by employees are less comfortable giving rise to an intention to leave the company. But if the working environment pleasant employees felt it would have a positive impact for employees, so it will cause a sense of home to work on tersebutan companies can eliminate the turnover intention.

2.3.3 The occurrence indication Turnover Intention

According Harnoto (2002), turnover intention is characterized by a wide range of matters relating to employee behavior, such as absenteeism increases, getting lazy work, rising courage to violate work rules, the courage to oppose or protest against the boss, and seriousness to resolve all responsibility employees who are very different from the usual. Indications can be used as a reference for predicting turnover intention of employees in a company.

1. Attendance increased

Employees who wish to change job, usually marked by absenteeism increases. Level of their responsibility in this phase is very less compared to the previous.

2. Start lazy to work

Employees who wish to change job, it would be lazy to work because of the orientation of employees are working in other places is seen as more able to satisfy all the desires of employees concerned.

3. Improvements to violations of work rules

Various violations of the rules in the work environment often do employees who will do the turnover. Employees often leave the workplace when hours of work in progress, as well as various other forms of violations

4. Increasing protests against boss

Employees who wish to change job, more often protested against the policies of the company to the boss. Material protest emphasized usually associated with remuneration or rules that do not agree with the wishes of employees.

5. Positive behavior different from usual

Usually this applies to employees who have positive characteristics. These employees have a high responsibility to the tasks assigned, and if positive employee behaviors have increased far and different from the usual precisely shows this employee will perform turnovers.

2.3.4 Category Turnover

According Handoyo (2004), the cessation of the employees of a company based on who raises the initiative to stop working, can be divided into two categories, namely:

1. turnover which was involuntary

This happens when employees decide either personally or due to other professional reason to terminate employment relationship with the company.

2. turnover imposed

Happen if the management / employers feel the need to terminate the employment of employees because there are no matches or adjustment of expectations and values of the company with the employees concerned or may otherwise be caused by the economic problems experienced by the company.

2.4 Research Accomplished

Table 3. Summary of Previous Research

Researcher	Title	result
Wateknya (2016)	Effect of Job Satisfaction Commitment Against organizations- and Turnover Intention	(1) Commitment to the organization a significant negative effect on turnover intention (2) Job satisfaction is a significant negative effect on turnover intention (3) organizational commitment and job satisfaction simultaneously provide negative and significant effect on turnover intention.
Andini (2006)	Satisfaction Analysis of Effect of Salary, Job Satisfaction, and Organizational Commitment Against Turnover Intention	Job satisfaction negative effect on turnover proved through testing that generate value CR = -4.875, where this value qualifies CR > 2.0 at 5% significance level and p = 0.000 meet terms <0.05.
Sutanto and Gunawan (2013)	Effect of Job Satisfaction and Organizational Commitment Against Turnover Intention	The result showed that job satisfaction and organizational commitment and significant negative effect either partially or simultaneously on employee turnover intentions.

researcher	Title	result
Sidhartha (2011)	Influence of Organizational Commitment and Job Satisfaction Against Turnover Intention: Empirical Study On Employee part in one of the operator Garment makers in Cimahi	organizational commitment and job satisfaction negatively and significantly affect either partially or simultaneously on employee turnover intentions.
Susiani (2014)	Effect of Job Satisfaction and Organizational Commitment On Turnover Intention	Job satisfaction negative effect on turnover intention, and organizational commitment negative effect on turnover intention.

2.5 Framework

Organizational commitment is the ability and willingness to align personal behavior to the needs, priorities, and objectives of the organization. It includes how to - how to develop goals or meet the needs of organizations that essentially put the organization's mission of personal interests (Soekidjan, 2009). According to Meyer and Allen (1997) organizational commitment is a psychological state characterized by the organization's relationship with the employees of its implications for the decision to continue membership in the organization

Indicators of organizational commitment by Meyer and Allen (1997) are:

1. Affective commitment (affective commitment)
2. Ongoing commitment (continuance commitment)

3. Normative commitment (normative commitment)

Job satisfaction is the general attitude of the individual in his work, the difference between the number of rewards received by a worker with the many who believe workers should have the receipt (Robbins, 2006). According Luthans (2006) job satisfaction is the emotional state of pleasure or positive emotion that comes from a job or work experience assessment of a person. Employees who are satisfied will be more likely to be involved in the organization to improve productivity, while employees who are not satisfied then it will affect the passage of the organization in achieving the goals.

The indicators of job satisfaction according to Luthans (2006) are:

1. The job itself
2. Salary
3. promotion opportunities
4. Supervision
5. Co-workers

The five aspects of job satisfaction included into the Job Descriptive Index (JDI).

Issa et al. (2013) stated that turnover intention is the intention to voluntarily leave the company, which also may affect the status and influence company policies and employee productivity.

Issa et al. (2013) suggest three indicators of turnover intention, namely:

4. ***Thinking of quit***, Reflecting the individual to think about before taking the real attitude, he would have thought in the decision, that is out of work or remain at work.
5. ***job search***, Reflecting the desire of individuals to look for another job, usually starting with the search for additional revenues outside the company.
6. ***Intention to quit***, Reflecting the individual intends to exit that can be seen from the behavior of people during work, usually starting with the behavior of high absenteeism and absenteeism before someone take a stand to get out of the company.

Based on the description above, we can make a theoretical framework of organizational commitment, job satisfaction, and turnover intention. The framework of this study can be seen in Figure 1.

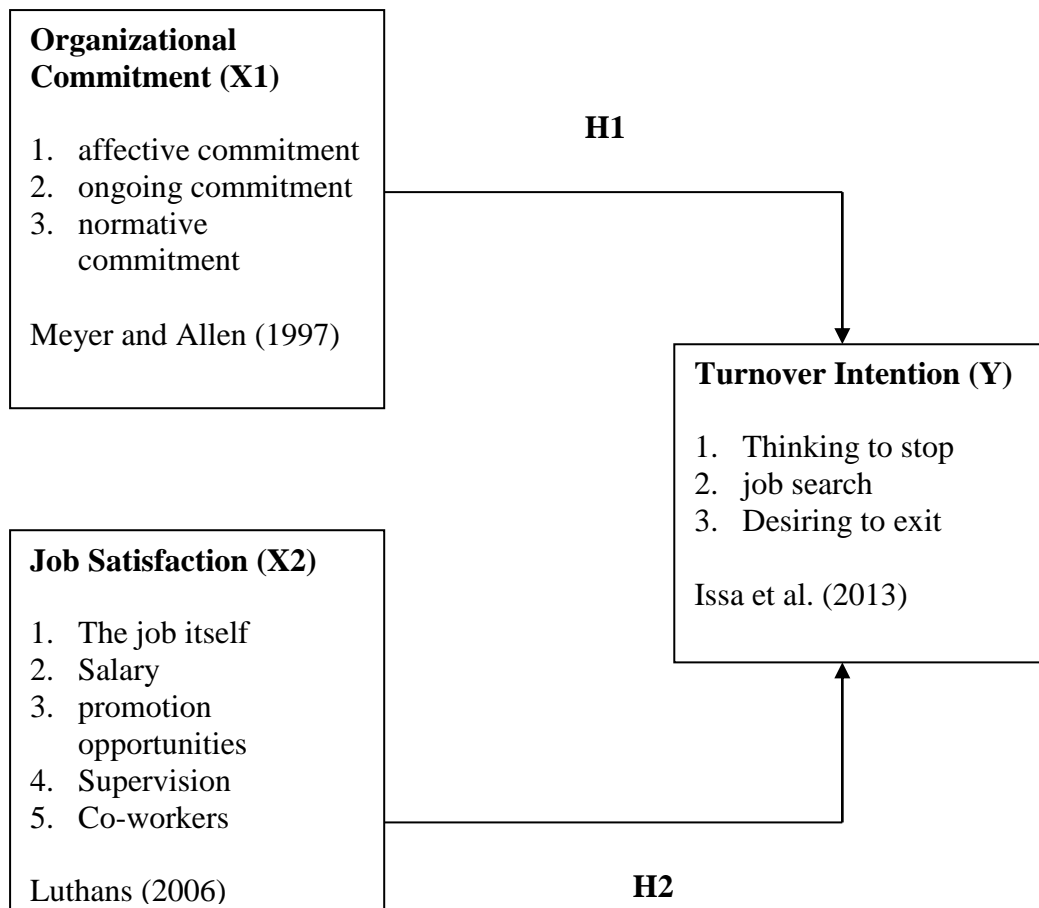


Figure 1. Framework

2.6 hypothesis

Sugiyono (2009) stated that the research hypothesis is a temporary answer to the formulation of research problems, is said to be temporary because a new answer given is based on empirical facts obtained through data collection. Based on the above framework, the hypothesis of this study are as follows:

1. Organizational commitment negatively affect employee turnover intention PT. Enseval Putera Megatrading Bandarlampung.
2. Job satisfaction negatively affect employee turnover intention PT. Enseval Putera Megatrading Bandarlampung.

III. RESEARCH METHODS

3.1 Research Design

This study uses a descriptive study. Descriptive study design according to Sanusi (2011) is a design study that compiled in order to provide a systematic overview of scientific information derived from the subject or object of research. The analysis used is multiple regression analysis. This study was designed to determine the relationship of organizational commitment and job satisfaction on Turnover Intention.

3.2 Types and Sources of Data

Data used in this research is quantitative and qualitative data. The data used in this study are primary and secondary data.

3.2.1 Primary Data

Primary data is information gleaned from first hand by researchers associated with the variables studied (have now, 2006).

By its nature, the primary data is divided into two kinds:

- a. Qualitative data, is not structured so that the variation of data from the source may be very diverse. This is because the employees involved in the study were given the freedom to express their opinions. This data was obtained directly from the Branch Office Lampung Tbk PT Enseval Putera Megatrading as a general overview of the company, the results of questionnaires and other data to support this research.

- b. Quantitative data, is structured so easy to read researcher. Quantitative data is data that can be calculated in the form of figures obtained directly from the Branch Office Lampung Tbk PT Enseval Putera Megatrading such as number of employees, absenteeism and other data to support this research.

3.2.2 Secondary Data

Secondary data is information collected from existing sources such as web, internet, or documentation of the company, and the study of literature related to the topic of similar studies.

3.3 Location, Population and Sample

3.3.1 Research Sites

The research location at the office Branch Office Lampung Tbk PT Enseval Putera Megatrading, which is located at Jl. Tembesu No. 20 Campang Kingdom, Sukabumi, Bandar Lampung,

3.3.2 Population

According Sugiyono (2009), the population is generalization region consisting of the object or subject that has certain qualities and characteristics defined by the researchers to learn and then drawn conclusions. Arikunto (2010) explains that the population is the whole object of study. From these explanations, the authors determined the population in this study were all employees of the Department of Logistics Branch Office Lampung Tbk PT Enseval Putera Megatrading which amounts to 65 people.

3.3.3 sample

The sample is part of the number and characteristics possessed by the population.

Thus the sample is part of the population whose characteristics are going to be investigated, and could represent the whole population so that fewer of the population (Sugiyono, 2009).

3.4 Definitions and Operational Variables

According Sugiyono (2009), the study variables is basically shaped everything what is defined by the researchers to be studied in order to obtain information about it, and then conclude. Variables used in this research are:

a. The independent variable

Independent variables are variables that affect or be the cause of the change or the emergence of the dependent variable (Sugiyono, 2009). The independent variable in this study is organizational commitment (X1) and job satisfaction (X2).

b. Dependent variable

The dependent variable is the variable that is affected or which become due for their independent variables (Sugiyono, 2009). The dependent variable in this study is the turnover intention (Y).

Table 4. Variable Operationalization

variables	variable definition	Indicator	Scale
Job satisfaction	Job satisfaction is an emotional state that is happy or positive emotions are derived from the assessment of work or work experience person. (Luthans, 2006)	1. The job itself 2. Salary 3. Promotion opportunities 4. Supervision 5. Co-workers (Luthans, 2006)	Likert scale is a scale that can be used to measure attitudes, opinions, and perceptions of a person or group of people on a social phenomenon. (Djaali 2008) 1-5 scale used is as follows: 1: strongly disagree 2: disagree 3: neutral 4: agree 5: strongly agree
organizational commitment	Organizational commitment is a psychological state characterized by the organization's relationship with the employees of its implications for the decision to continue membership in the organization. (Meyer and Allen, 1997)	1. Affective commitment 2. Sustainable commitment 3. Normative commitment (Meyer and Allen, 1997)	
<i>turnover Intention</i>	<i>turnover intention</i> is the intention to voluntarily leave the company, which also may affect the status and influence company policies and employee productivity, (Issa et al., 2013)	1. <i>Thinking of quit</i> 2. <i>job search</i> 3. <i>Intention to quit</i> (Issa et al., 2013)	

3.5 Method of Data Collection

The method to be used for data collection in this study are:

a. research Library

Research libraries in the form of data relevant to the issue of research derived from literature, books, and journals. It aims to find a theory or rationale to support this research.

b. Field Research

Fieldwork was conducted by collecting the necessary data from PT Enseval Son Megatrading Tbk through questionnaires. According sekaran (2006), a questionnaire is a list of written questions previously formulated which will be answered by the respondent. The spread of this questionnaire is an efficient data collection mechanism, because questionnaires were distributed directly, disuratkan or distributed via e-mail to the respondent.

Questionnaires were distributed to the respondents is divided into three parts. The first part contains questions about job satisfaction, the second part contains questions about the commitment of the organization, and the third part will contain questions about the employee's performance. Measurement of the questionnaire in this study using the Likert Scale. Questionnaire regarding job satisfaction based on the Job Descriptive Index (JDI) by Luthans (2006), whereas for the organization's commitment is based on the Organizational Commitment Questionnaire (OCQ) by Meyer and Allen (1997). Turnover intention

questionnaire adapted from Turnover Intention Questionnaire by Bothma, CFC, & Roodt, G. (2013).

Table 5. Likert Scale Ratings

Answer options	Score
Strongly Disagree (STS)	1
Disagree (TS)	2
Neutral (N)	3
Agree (S)	4
Strongly Agree (SS)	5

3.6 Test Validity and Reliability

3.6.1 Test Validity

Validity test used to measure invalid or not a questionnaire.

To measure the validity, researchers using factor analysis. According to Santoso (2002), factor analysis process trying to find a relationship between a number of variables are mutually independent from one another so that it can be made of one or more sets of fewer variables than the number of initial variables. Assumptions size sampling adequacy tested by *Kaiser-Meyer-Olkin* (KMO) and Measure of Sampling Adequacy (MSA). KMO is an index for comparing the magnitude of the coefficient of partial correlation coefficient, which means that the overall correlation coefficient on the variable to be significant correlation matrix between at least some of the variables. Figures KMO required must be > 0.5.

3.6.2 Test Reliability

Reliability test is a test that is performed to measure a questionnaire which is an indicator of a variable or construct. A questionnaire is said to be reliable or

reliable if the answer to one of the statements is consistent or stable over time (Ghozali, 2011).

Calculation of reliability tests conducted by using statistical program SPSS 16 and tested reliability using measurement techniques Croanbach's Alpha, namely:

$$R_{ii} = \left(\frac{K}{K - 1} \right) \left(1 - \frac{\sum \sigma^2 b}{\sigma t^2} \right)$$

Information:

R_{ii} = Reliability of instrument

K = Number of the questions

$\sum \sigma^2 b$ = Number of variants grains

σt^2 = Total variance

3.7 Data Analysis Methods

3.7.1 Qualitative Data Analysis

This study was a descriptive study, with more to be a description of the results of the questionnaire answers. Data have been obtained will be analyzed qualitatively and described in descriptive form. According Arikunto (2010), the analytical method is not experimental research, because it is not intended to determine the result of a treatment. With descriptive study the researcher intends to describe or explain the phenomenon that is happening.

3.7.2 Regression Analysis

Multiple linear regression analysis is a linear relationship between the independent variable (X) with the dependent variable (Y). This analysis is used to determine the direction of the relationship between the dependent and independent

variables whether positive or negative, and to predict the value of the dependent variable when the independent variable value increased or decreased (Santoso, 2002).

The common forms of multiple regression equations were used in this study are as follows:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Information :

Y = Turnover Intention

X1 = Organizational Commitment

X2 = Job Satisfaction

bX = regression coefficient related variables.

a = Constant

e = Standard Error

3.8 Hypothesis Testing

3.8.1 Test Statistic T (Partial)

Partially, hypothesis testing was done by t-test. According Ghozali (2011), Test T basically shows how far the influence of the independent variables individually in explaining the dependent variable.

According Ghozali (2011) of T test is done by comparing the significance calculated by the table with the following provisions:

1. Ha H0 supported and unsupported if T arithmetic < T table for $\alpha = 0.05$
2. Ha H0 unsupported and supported if T arithmetic > T table for $\alpha = 0.05$

V. CONCLUSION, RECOMMENDATIONS, AND LIMITATIONS OF RESEARCH

5.1 Conclusions

The conclusions that can be drawn from these results is that this study supports the hypothesis:

1. Job satisfaction harmful impact on employee turnover intention Logistics Department PT Enseval Putera Megatrading. Their negative effect on turnover intention job satisfaction indicates that higher levels of job satisfaction of the employees, the lower the level of turnover intention.
2. Organizational commitment harmful impact on employee turnover intention Logistics Department PT Enseval Putera Megatrading. Their influence on turnover intention negatifkomitmen organization indicates that the higher the level of organizational commitment of the employees, the lower the level of turnover intention.

5.2 Suggestions

Some things that could be addressed in this study based on the results and discussion that has been presented, namely:

1. suggestions for Logistics Department PT Enseval Putera Megatrading namely that the company can adjust the regulation of the sale so that employees have a greater chance of promotion.

2. suggestions for Logistics Department PT Enseval Putera Megatrading namely that the company can adjust the rules to the needs of employees so that employees can have a loyalty to the company.

5.3 Limitations of Research

In this study, there are some limitations that need to be submitted for consideration by the next study:

1. The scope of this study is limited to a single place, namely Logistics Department PT Enseval Putera Megatrading and the respondents used in this study was also limited to the sample of 65 people, so the results of this study can not be generalized.
2. Measurement of variables in this study only used a questionnaire, so that the possible answers of the respondents did not reflect the real situation due to the particular circumstances of the respondent.

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