

ABSTRACT

The Effect of Job Satisfaction, Non-Physical Work Environment and Workload on Turnover Intention (Case Study on Generation Z Employees in the Hospitality Industry in the DKI Jakarta Region).

Along with the increasingly high level of turnover intention among Generation Z employees and hospitality industry, this study aims to examine the effect of Job Satisfaction, Non-Physical Work Environment and Workload on Turnover Intention of generation Z employees in the Hospitality Industry in the DKI Jakarta area. This research uses quantitative methods with non-probability sampling techniques and collecting a sample of 150 employees. The collected data were analysed using descriptive analysis techniques and multiple linear regression with the help of Statistical Package for Social Science (SPSS) software. The results showed that Job Satisfaction has a negative and significant effect on Turnover Intention, Non Physical Work Environment has a negative and significant effect on Turnover Intention and Workload has a positive and significant effect on Turnover Intention. This finding indicates that increasing job satisfaction and non-physical work environment can reduce employees' intention to leave the company, in addition to increasing excessive workload can increase the turnover intention of employees generation Z working in the hospitality industry in the DKI Jakarta area.

Keywords: Job Satisfaction, Non Physical Work Environment, Workload, Turnover Intention, Generation Z, Hospitality