

The Role of Quality of Work Life and Job Insecurity on Turnover Intentions (Study on Taxi Driver of PT. X)

Nirmanisa Ruskin

Dr. Zamralita, M.M., Psikolog

Dr. P. Tommy Y.S. Suyasa, M.Si., Psikolog

Universitas Tarumanagara

anisa.ruskin@gmail.com

Abstract

Turnover intention is an important element that is considered by every organization, including transportation service industry such as taxi. Having a driver with low turnover intention is a big hope of a taxi company. This study aims to determine the role of quality of work life and job insecurity that can affect the turnover intention. This research uses quantitative method with purposive sampling. The number of sample is 100 taxi drivers who work in PT X. Hypothesis testing is done by using multiple regression techniques that indicate there is influence of quality of work life and job insecurity to turnover intention of taxi drivers.

Key Word: Turnover Intention, Quality of Work Life, Job Insecurity, Taxi Driver