

PENGARUH JOB SATISFACTION, QUALITY OF WORKLIFE, ABUSIVE  
SUPERVISION, DAN CUSTOMER VERBAL AGGRESSION TERHADAP  
TURNOVER INTENTION PADA PT. XYZ

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The purpose of this research is to test the relation between job satisfaction, quality of worklife, abusive supervision and customer verbal aggression to turnover intention.

This research conducted to several IT company like PT seperti PT. Oracle Indonesia, PT. Expecc, PT. IBM, PT. Tibco, PT. Andal Software dan PT. Zahir. The data will be processed with SPSS ver. 20.

The result shows that shows that job satisfaction and quality of worklife has negative influence and significantly affect turnover intention, abusive supervision has positive influence and significantly affect turnover intention, customer verbal aggression has positive influence and not significantly affect turnover intention.