

ABSTRACT

Globally, Generation Z employees are experiencing a high intention to leave their jobs, ultimately leading to higher employee turnover compared to previous generations. Understanding the factors that trigger turnover among Generation Z employees is crucial in designing strategies to improve leadership behavior and job satisfaction with the aim of reducing turnover rates. The objective of this research is to examine the influence of toxic leadership on the intention to leave, with job satisfaction playing a mediating role among Generation Z employees, particularly in the e-commerce industry in Indonesia. Using a quantitative approach and snowball sampling technique, distributing questionnaires through social media platforms such as LinkedIn, Instagram, Twitter, and WhatsApp, with a total sample of 120 respondents. Data analysis was conducted through structural equation modelling (SEM) using SmartPLS4. The research findings indicate that toxic leadership has a positive impact on the intention to leave, while negatively affecting job satisfaction. Furthermore, job satisfaction acts as a mediator in the relationship between toxic leadership and the intention to leave.

Keywords: *Toxic leadership, Intention to Leave, Job Satisfaction, Generation Z*