

ABSTRACT

The intention to quit is the final decision chosen if the employee is dissatisfied with the job and its environment. This includes the physical work environment, non-physical work environment, and role conflict experienced by employees. This research uses quantitative methods with data processing using the Smart PLS version 4 application, with 100 respondents from PT X. Based on the research that has been conducted, it is known that the physical work environment has a negative and insignificant effect on intention to quit so that H1 is rejected, the non-physical work environment has a positive and insignificant effect on intention to quit so that H2 is rejected, and role conflict has a positive and significant effect intention to quit so that H3 is accepted. Overall, this study highlights the importance of both physical and non-physical work environments and role conflict in influencing employee's intention to quit. Although the results of statistical analysis did not always show a significant relationship, respondents' responses consistently indicated that comfortable working conditions, good interpersonal relationships, a positive organisational culture, and minimal role conflict can contribute to a decrease in employee's intention to quit.

Keywords: Physical Work Environment, Non-Physical Work Environment, Role Conflict, Intention to Quit