

ABSTRACT

The phenomenon of high turnover intention among generation Z is a major concern for companies, particularly regarding permanent employees in their prime working years. Companies need to understand the factors that can influence employees' desire to stay or leave their jobs, including perceived organizational support and work engagement. The purpose of this study is to analyze the effect of perceived organizational support on turnover intention with work engagement as a mediation variable.

This study employed a quantitative approach with purposive sampling data collection method. The sample in this study consisted of 130 respondents with the criteria of being Generation Z permanent employees, who had worked in Semarang City for at least one year. Data collection was conducted through the distribution of an online questionnaire. The collected data were then analyzed using the Structural Equation Modeling–Partial Least Squares (SEM-PLS) method with the assistance of SmartPLS software.

The results of this study show that perceived organizational support has a negative and significant effect on turnover intention. Perceived organizational support has positive and significant effect on work engagement. Furthermore, work engagement has a negative and significant effect on turnover intention. In addition, it is known that work engagement is proven to be able to mediate the indirect relationship between perceived organizational support and turnover intention.

Keywords: Perceived Organizational Support, Turnover Intention, Work Engagement.