

## ABSTRAK

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**Pengaruh *Perceived Organizational Support* terhadap *Turnover Intention* dan Kinerja Karyawan melalui *Employee Retention* sebagai Variabel *Intervening* serta Tinjauannya dari Sudut Pandang Islam (Studi pada Gen Z di Jakarta)**

108 halaman + xiv halaman + 16 tabel + 5 gambar dan 6 lampiran

### Uraian Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh *Perceived Organizational Support* terhadap *Turnover Intention* dan Kinerja Karyawan dengan *Employee Retention* sebagai variabel mediasi pada Gen Z di Jakarta. Jenis penelitian ini adalah *explanatory research*. Populasi penelitian ini adalah Gen Z yang bekerja di Jakarta dan berstatus sebagai karyawan tetap dengan jumlah sampel 143 responden. Pengumpulan data dilakukan dengan metode survei menggunakan kuesioner. Analisis data menggunakan metode *Partial Least Square Structural Equation Modelling* (PLS-SEM). Model penelitian ini memiliki tingkat kesesuaian yang besar dan relevan dalam memprediksi pengaruh *Perceived Organizational Support* terhadap *Turnover Intention* dan Kinerja Karyawan dengan *Employee Retention* sebagai variabel mediasi. Hasil menunjukkan bahwa *Perceived Organizational Support* dan *Employee Retention* memiliki tingkat pengaruh yang sangat kuat terhadap *Turnover Intention* dan Kinerja Karyawan. Hasil menunjukkan bahwa *Perceived Organizational Support* berpengaruh negatif dan signifikan terhadap *Turnover Intention*, *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap Kinerja Karyawan. *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap *Employee Retention*. *Employee Retention* berpengaruh negatif dan signifikan terhadap *Turnover Intention*. *Employee Retention* berpengaruh positif dan signifikan terhadap Kinerja Karyawan. *Employee Retention* memediasi pengaruh *Perceived Organizational Support* terhadap *Turnover Intention* dan Kinerja Karyawan.

**Kata Kunci:** *Perceived Organizational Support*, *Turnover Intention*, Kinerja Karyawan, *Employee Retention*, Gen Z

## **ABSTRACT**

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***The Influence of Perceived Organizational Support on Turnover Intention and Employee Performance through Employee Retention as Intervening Variable and Its Review from an Islamic Perspective (Case Study on Gen Z in Jakarta)***

108 pages + xiv pages + 16 tables + 5 pictures dan 6 attachments

### *Abstract Description*

*This study aims to analyze the influence of Perceived Organizational Support on Turnover Intention and Employee Performance with Employee Retention as a mediating variable. This research is designed as an explanatory research. The population targeted in this study consists of Generation Z employees who work in Jakarta as permanent employees, with a total sample size of 143 respondents. Data collection was conducted through a survey method using questionnaire. Data analysis utilized the Partial Least Square Structural Equation Modelling (PLS-SEM) analysis techniques. This research model demonstrates a high degree of fit and relevance in predicting the influence of Perceived Organizational Support on Turnover Intention and Employee Performance with Employee Retention as the mediating variable. This model shows that Perceived Organizational Support and Employee Retention have a very strong influence on Turnover Intention and Employee Performance. The findings indicate that Perceived Organizational Support has a significant and negative effect on Turnover Intention, a significant and positive effect on Employee Performance, and a significant and positive effect on Employee Retention. Furthermore, Employee Retention significant and negatively affects Turnover Intention and positively influences Employee Performance. This research shows that Employee Retention mediates the influence of Perceived Organizational Support on both Turnover Intention and Employee Performance.*

**Keywords:** *Perceived Organizational Support, Turnover Intention, Employee Performance, Employee Retention, Gen Z*