

**ANALYSIS OF THE EFFECT OF COWORKER'S WARMTH AND
COWORKER'S COMPETENCE ON TURNOVER INTENTION WITH JOB
SATISFACTION AS MEDIATION**

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ABSTRACT

The purpose of this study is to analyze and identify the effect of colleague's warmth and colleague's competence on *turnover intention* with job satisfaction as a mediating variable. This research was conducted in Banking with the data collection method in the form of a questionnaire. The sample in this study amounted to 250 respondents.

Statistic tools that used in this study are SPSS for descriptive data and *Partial Least Square Structural Equation Modeling* (PLS-SEM) with the help of the SmartPLS Version 3 program. Data analysis is performed by evaluating the measurement model (*outer model*) and structural model (*inner model*).

The results of this study indicate that the Warmth of Colleagues and Competence of Colleagues has an effect on *Turnover Intention* both directly and mediated by job satisfaction. The implication for managerial is as a science to develop strategies on how to increase job satisfaction so that the level of *turnover intention* becomes lower. Besides that, how to improve collegial relations both in the warmth of the relationships and competencies possessed.

Keywords: Coworker's Warmth, Coworker's Competence, Job Satisfaction, Turnover Intention.