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.