

ABSTRACT

This research was motivated by the issue of significant fluctuations in turnover rates, which are associated with the increasing turnover intention at PT Industri Telekomunikasi Indonesia (Persero) in Bandung. The purpose of this study is to examine the influence of workload, work-life balance, and employee engagement on turnover intention at PT Industri Telekomunikasi Indonesia (Persero) in Bandung. This study employs a quantitative approach with descriptive and verificative methods. The entire population of staff, totaling 72 individuals, was used as the research sample. Data analysis was conducted using multiple linear regression with the assistance of SPSS version 26.

The results of the study indicate that workload, work-life balance, and employee engagement simultaneously have a significant effect on turnover intention, accounting for 40.1% of the variance. The remaining 59.9% is influenced by other variables not examined in this study. Partially, workload has a positive and significant effect on turnover intention at 28.8%. Work-life balance has a negative and significant effect at 4.8%, and employee engagement has a negative and significant effect at 6.4%. It can be concluded that among the three variables studied, workload has the most substantial influence on turnover intention

Keywords: Workload, Work-Life Balance, Employee Engagement, and Turnover Intention