

The Influence of Work-Life Balance and Social Support on Turnover Intention Through Job Satisfaction as Mediating Variable (A Case Study of PT Worthfind Travel Goods, Jepara)

Aisya hamidah¹, Sutrisno², Qristin violinda³

¹Universitas Persatuan Guru Republik Semarang, Indonesia, aisyahmdh@gmail.com

²Universitas Persatuan Guru Republik Semarang, Indonesia, sutrisno@upgris.ac.id

³Universitas Persatuan Guru Republik Semarang, Indonesia, qviolinda@upgris.ac.id

Abstract

This research investigates the impact of work-life balance and social support on turnover intention, with job satisfaction as a mediating variable. The study involved 150 employees at PT Worthfind Travel Goods Jepara, selected through purposive sampling. Data were collected via questionnaires and analyzed using Structural Equation Modeling (SEM) with AMOS 26. The results show that work-life balance has no significant direct effect on turnover intention, while social support has a significant negative effect. Both work-life balance and social support positively influence job satisfaction. Job satisfaction significantly reduces turnover intention and acts as a full mediator in the relationship between work-life balance and turnover intention, and a partial mediator between social support and turnover intention. These findings emphasize the strategic importance of enhancing employee job satisfaction to reduce turnover rates.

Keywords: Work-life Balance, Social Support, Job Satisfaction, Turnover Intention