

CERTIFIED TRANSLATION

ABSTRACT

The *turnover intention* rate at Hotel Delonix shows that from the data that has been processed states that *turnover intention* is included in the high category. It indicates a problem in the employee. This happens because the lack of employees' job satisfaction at Hotel Delonix Karawang.

The purpose of this study is to find out how the responses of job satisfaction, *turnover intention*, and the influence of job satisfaction on *turnover intention* at Hotel Delonix Karawang.

This study uses quantitative method. Data collection techniques uses questionnaires distributed to all employees of Hotel Delonix Karawang, as many as 100 respondents. The sampling method uses nonprobability. The sampling technique used is *convience* sampling. Questionnaire in validity and reliability test. To interpret the results of study uses data analysis techniques that are descriptive analysis and simple linear regression analysis.

The results of data processing that have been done show that job satisfaction at the Hotel Delonix is



included in the moderate category. Hotel Delonix employees have high turnover rates. The result of the analytical technique used is a significant negative influence between employees' job satisfaction on turnover at Hotel Delonix Karawang.

The company should be able to maintain and improve employees' job satisfaction in order to reduce high turnover rate at Hotel Delonix Karawang, by taking into account the needs of its employees and facilities so that it can make employees feel at home working in the company to reduce the turnover rate.

Keywords: Job satisfaction, *turnover intention*.



I, **JOSEPH P. KETAREN**, a Certified and Sworn Translator by virtue of the Jakarta Governor's Decree No. **1955/2011**, DO HEREBY DECLARE THAT the foregoing is a true and complete translation from Indonesian into English to the best of my knowledge and belief. And I assume no responsibility for the contents thereof.



Jakarta, November 22, 2017