

ABSTRACT

The growth of the tourism industry in Bali has encouraged many travel agent companies to improve service quality and human resource management. However, the high labor mobility and the emergence of turnover intention have become significant challenges for companies to retain employees. The increasing trend of turnover in recent years indicates the need for an in-depth evaluation of internal factors influencing employees' decisions to leave their organizations.

This study aims to examine the extent to which compensation and work environment influence employees' turnover intention in two travel agent companies in Bali. Additionally, this research is expected to provide insights into which variables are most dominant in affecting turnover intention, thus serving as a reference for improving company policies.

The method in this study is quantitative with a descriptive and casual approach to describe the variables while testing the effect of compensation and work environment on turnover intention. Data were obtained through distributing questionnaires to 118 respondents from two companies. The analytical tool used is multiple linear regression with the help of statistical data processing to test the effect of compensation and work environment variables simultaneously and partially.

The results showed that compensation and work environment simultaneously had a significant negative effect on turnover intention. Compensation was found to have a more dominant influence compared to the work environment in reducing employees' intentions to leave. The more positively employees perceived their compensation, the lower their tendency to consider leaving the organization.

This study underscores the importance for companies to strengthen compensation policies and create a supportive work environment to enhance employee loyalty. This research has limitations regarding the number of samples and the scope of the study, which was restricted to only two companies. Therefore, future research is recommended to involve more companies with diverse characteristics to obtain more comprehensive and generalizable results.

Keywords: *Compensation, Work Environment, Turnover Intention, Travel Agent,*