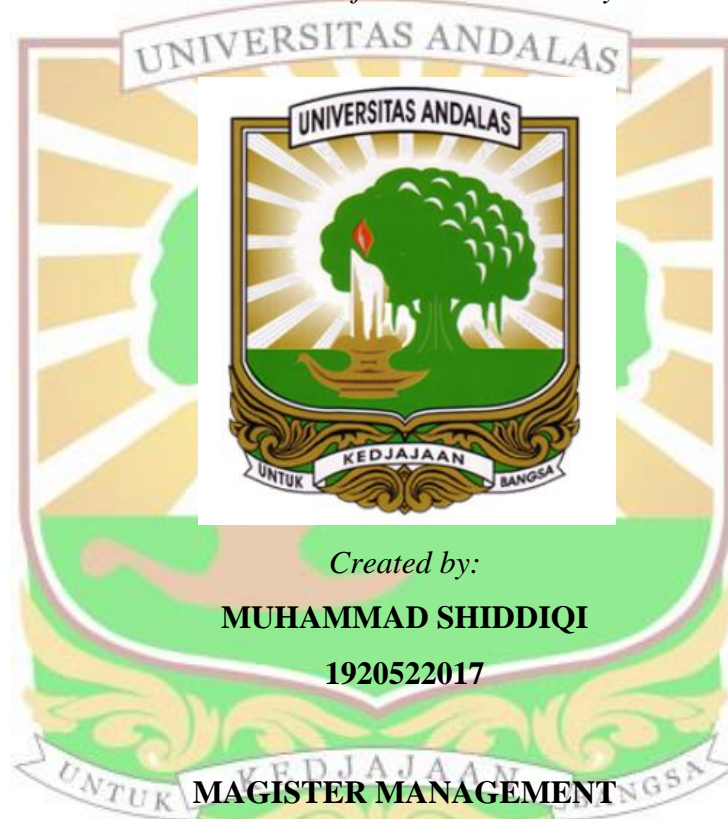


**THE MEDIATING EFFECT OF ORGANIZATION  
COMMITMENT ON THE RELATIONSHIP BETWEENJOB  
SATISFACTIONS, WORKLOAD ON EMPLOYEE'S  
TURNOVER INTENTIONIN PT. BANK NAGARI**

*Submitted as One of the Requirements for Achieving a Master Degree in  
Management in the Program Master of Management Studies in the Faculty of  
Economics of Andalas University*



*Created by:*

**MUHAMMAD SHIDDIQI**

**1920522017**

**MAGISTER MANAGEMENT**

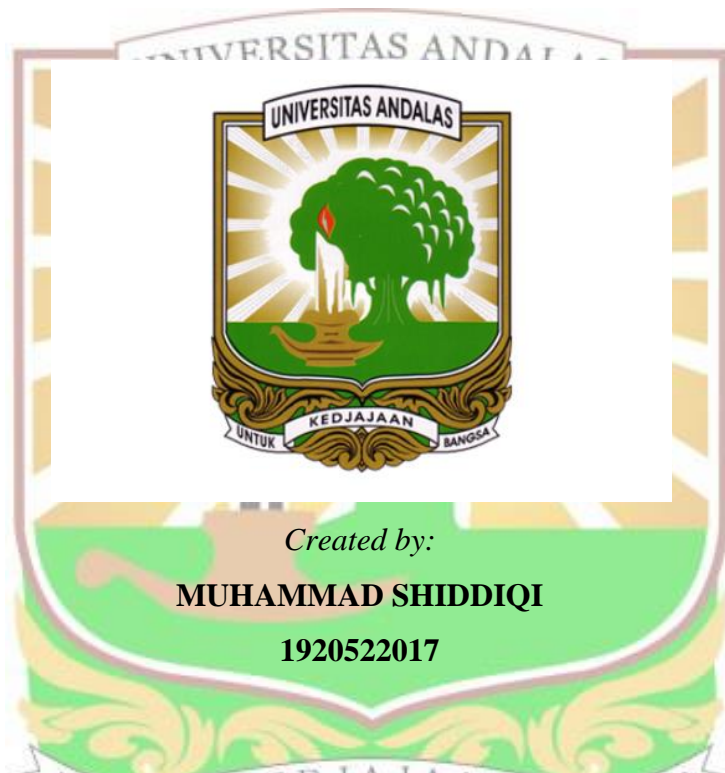
**FACULTY OF ECONOMY**

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## ABSTRACT

Turnover intention is an individual's desire to leave the organization. So that employees do not have the desire to leave the company, the company needs to pay attention to the factors that affect turnover intention. The purpose of this study was to determine the role of organizational commitment to mediate the effect of job satisfaction and workload on turnover intention. This research was conducted at PT Bank Nagari. The number of samples taken was 157 employees, with explanatory research. Data collection is done through questionnaires semi primary data through interviews. The research uses the Sekaran-Krejci and Morgan table formula to take sample from PT Bank Nagari. Based on the results of the analysis found that job satisfaction has a positive and significant effect on organizational commitment. Organizational commitment has a negative and significant effect on turnover intention. Job satisfaction has a negative and significant effect on turnover intention. Workload has positive and significant effect on organization commitment and workload has positive and not significant on turnover intention. Organizational commitment mediates positive and significantly the effect of job satisfaction on turnover intention. The management of PT Bank Nagari is have to advised to reduce the level of turnover intention by increasing the level of employee job satisfaction by meeting employee needs. Employee organizational commitment is further enhanced by listening to employee aspirations so that employees do not have the desire to leave the company.

