SUMMARY

HENRY FERDYANA. The effect of job satisfaction and salary satisfaction to turnover intention at PT Bank Sinarmas Tbk Bogor Branch. Supervised by HENY K DARYANTO and SADIKIN KUSWANTO.

The purpose of this study were, determine the factors that influence job satisfaction and salary satisfaction, analyzing the job satisfaction and salary satisfaction variables in term of influencing the turnover intention and develop and suggest the strategy to reduce turnover intention at Bank Sinarmas Tbk Bogor branch. The research design used quantitative approach and questionnaire. Questionnaire used to know which factor from each variable that influence the turnover intention. The variables that build the job satisfaction are satisfaction to the promotion, satisfaction to the colleagues, satisfaction to the superior, satisfaction to work itself, satisfaction to work condition and individual satisfaction. For the variables that build the salary satisfaction based on the pay satisfaction questionnaire are satisfaction to salary rate, satisfaction to the compensation, satisfaction to the salary increase and satisfaction to the structure and administration salary. The result show that from six variables that determine the job satisfaction there were four variables that influence the turnover intention, And for the variable salary satisfaction there only one variable that influence the turnover intention. Based on the result can be conclude that the company needs to evaluate the function of human resource division and do a control, so the human resource division can meet the mission to give an excellent service to the customer.

Keywords: job satisfaction, salary satisfaction, turnover intention.