

ABSTRAK

**PENGARUH KNOWLEDGE SHARING, EMOTIONAL INTELLIGENCE, PSYCHOLOGICAL SAFETY, DAN PERCEIVED ORGANIZATIONAL SUPPORT TERHADAP TURNOVER INTENTION DENGAN MEDIASI WORK ENGAGEMENT PADA KARYAWAN SENAPATI GUARD**

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Penelitian ini bertujuan untuk menganalisis pengaruh *knowledge sharing*, *emotional intelligence*, *psychological safety*, dan *perceived organizational support* terhadap *turnover intention* dengan *work engagement* sebagai variabel mediasi pada karyawan Senapati Guard. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei. Sampel penelitian berjumlah 228 karyawan aktif Senapati Guard yang telah bekerja minimal satu tahun, yang dipilih menggunakan teknik purposive sampling. Data dikumpulkan melalui kuesioner dengan skala *Likert* dan dianalisis menggunakan metode *Partial Least Squares-Structural Equation Modeling (PLS-SEM)* dengan bantuan *SmartPLS 4*. Hasil penelitian menunjukkan bahwa *emotional intelligence* berpengaruh signifikan terhadap *turnover intention*, *psychological safety* berpengaruh signifikan terhadap *work engagement*, dan *work engagement* berpengaruh signifikan terhadap *turnover intention*. Selain itu, *work engagement* terbukti memediasi pengaruh *psychological safety* terhadap *turnover intention*. Sementara itu, *knowledge sharing* dan *perceived organizational support* tidak berpengaruh signifikan terhadap *turnover intention* maupun *work engagement*, dan *work engagement* tidak memediasi pengaruh *knowledge sharing*, *emotional intelligence*, serta *perceived organizational support* terhadap *turnover intention*.

Kata kunci: *turnover intention*, *work engagement*, *psychological safety*, *emotional intelligence*, *perceived organizational support*

**ABSTRACT**

**THE EFFECT OF KNOWLEDGE SHARING, EMOTIONAL INTELLIGENCE, PSYCHOLOGICAL SAFETY, AND PERCEIVED ORGANIZATIONAL SUPPORT ON TURNOVER INTENTION WITH WORK ENGAGEMENT MEDIA IN SENAPATI GUARD EMPLOYEES**

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This study aims to analyze the effect of knowledge sharing, emotional intelligence, psychological safety, and perceived organizational support on turnover intention with work engagement as a mediating variable among Senapati Guard employees. This study employed a quantitative approach using a survey method. The sample consisted of 228 active employees of Senapati Guard who had worked for at least one year, selected through purposive sampling. Data were collected using a Likert-scale questionnaire and analyzed using Partial Least Squares-Structural Equation Modeling (PLS-SEM) with the assistance of SmartPLS 4. The results showed that emotional intelligence had a significant effect on turnover intention, psychological safety had a significant effect on work engagement, and work engagement had a significant effect on turnover intention. In addition, work engagement was proven to mediate the effect of psychological safety on turnover intention. Meanwhile, knowledge sharing and perceived organizational support did not have a significant effect on either turnover intention or work engagement, and work engagement did not mediate the effects of knowledge sharing, emotional intelligence, and perceived organizational support on turnover intention.

Keywords: turnover intention, work engagement, psychological safety, emotional intelligence, perceived organizational support