

# GEN-Z TURNOVER INTENTION TENDENCY

Sri Harini<sup>1</sup>, Mimi Fitriana<sup>2</sup>

Department of Management, Universitas Djuanda, Indonesia  
Department of Psychology, Help University, Malaysia

## Abstract

**Background:** Human resource quality improvement, information technology advancement, and lifestyle changes impact workforce mobility in Indonesia and the world. Turnover intention is the desire of workers to move to another organization or company because of opportunities and encouragement.

**Purpose:** This study aims to determine what factors cause workforce turnover in the manufacturing and service industries at the national and global levels.

**Methodology:** The study uses a quantitative approach, a survey method, and a questionnaire to collect data. Respondents are workers in the manufacturing and service industries, totaling 100 people, using a random sampling technique. The research instrument was tested for validity and reliability. Data were analyzed using path analysis.

**Results:** The study found that the work environment, workload, and leadership contribute to workforce turnover intention in the manufacturing industry. Work involvement, job satisfaction, organizational commitment, and work-life balance drive workers to turnover in the service industry. In the modern era of HR management, it is important to consider information technology challenges and changes in people's lifestyles, especially Gen Z, in maintaining employee retention.

**Keywords:** turnover intention, manufacturing and services industries, retention, Gen-Z, HR management