

ABSTRACT

THE INFLUENCE OF EMPLOYEE AGILITY AND EMPLOYEE SKILLS ON TURNOVER INTENTION

(Survey of Generation Z Baristas at Kopi Siloka in Tasikmalaya City)

By

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This study aims to determine the extent of the influence of Employee Agility and Employee Skills on Turnover Intention among Generation Z Baristas at Kopi Siloka in Tasikmalaya City. The research method used is a survey method with a quantitative approach. The sampling technique used a census technique, with all Generation Z baristas at Kopi Siloka as respondents at Kopi Siloka. Data collection was conducted through the distribution of questionnaires, while supporting data was obtained from literature studies and company documentation. The analysis tool used was multiple linear regression analysis. The results show that Employee Agility has a negative effect on Turnover Intention; Employee Skills have a negative effect on Turnover Intention; and Employee Agility and Employee Skills simultaneously affect Turnover Intention. These findings indicate that the better the employees' ability to work proactively, adaptively, and resiliently, as well as the better the work skills they possess, the lower the baristas' intention to leave the company. Therefore, enhancing employee agility and developing employee skills become important strategies in reducing Turnover Intention in the service industry.

Keywords: *Employee Agility, Employee Skills, Turnover Intention, Generation Z*

ABSTRAK

PENGARUH *EMPLOYEE AGILITY* DAN *EMPLOYEE SKILLS* TERHADAP *TURNOVER INTENTION*

(Survei Pada Barista Generasi Z Di Kopi Siloka Kota Tasikmalaya)

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Penelitian ini bertujuan untuk mengetahui besarnya pengaruh *Employee Agility* dan *Employee Skills* terhadap *Turnover Intention* pada Barista Generasi Z di Kopi Siloka Kota Tasikmalaya. Metode penelitian yang digunakan adalah metode survei dengan pendekatan kuantitatif. Teknik penarikan sampel menggunakan teknik sensus, dengan responden seluruh barista generasi Z Kopi Siloka. Teknik pengumpulan data dilakukan melalui penyebaran kuesioner, sedangkan data pendukung diperoleh dari studi pustaka dan dokumentasi perusahaan. Alat analisis yang digunakan adalah analisis regresi linier berganda. Hasil penelitian menunjukkan bahwa: *Employee Agility* berpengaruh negatif terhadap *Turnover Intention*; *Employee Skills* berpengaruh negatif terhadap *Turnover Intention*; dan *Employee Agility* dan *Employee Skills* secara simultan berpengaruh terhadap *Turnover Intention*. Temuan ini mengindikasikan bahwa semakin baik kemampuan karyawan dalam bekerja secara proaktif, adaptif, dan tangguh serta semakin baik keterampilan kerja yang dimiliki, maka semakin rendah keinginan barista untuk meninggalkan perusahaan. Dengan demikian, peningkatan kelincahan kerja karyawan serta pengembangan keterampilan kerja menjadi strategi penting dalam menekan tingkat *Turnover Intention* pada industri jasa.

Kata Kunci: *Employee Agility*, *Employee Skills*, *Turnover Intention*, Generasi Z