



SPIRITUAL LEADERSHIP, WORK ENVIRONMENT, AND JOB SATISFACTION  
ON INTENTION TO STAY (STUDY AT PT. INSAN MEDINA PROPETINDO)

*Yudhi Kuncoro*  
*Magister Manajemen*  
*STIE Malangkececwara*  
*Malang,Indonesia*  
*Yudhi.hasan1974@gmail.com*

*Siwi Dyah Ratnasari*  
*Magister Manajemen*  
*STIE Malangkececwara*  
*Malang,Indonesia*  
*siwiratna@stie-mce.ac.id*

---

*Abstract*

*This study aims to: 1) examine and analyze the effect of spiritual leadership on job satisfaction, 2) effect and analyze the influence of spiritual leadership on the intention to stay, 3) examine and analyze the effect of the work environment on job satisfaction. 4) examine and analyze the effect of the work environment on intention to stay, 5) examine and analyze the effect of job satisfaction on intention to stay. This study used a quantitative approach with the PLS analysis tool. The data collected through questionnaires. The population of this study were employees of PT. Medina Propetindo with a total of 40 employees. The results of this study indicate that: 1) Spiritual leadership has a positive and significant effect on job satisfaction, 2) Spiritual leadership has a positive but not significant effect on intention to stay. 3) The work environment has a positive and significant effect on job satisfaction. 4) The work environment has a positive and significant effect on the intention to stay. 5) Job satisfaction has a positive and significant effect on intention to stay. These results indicate that spiritual leadership and work environment will have a positive and significant effect on intention to stay if mediated by job satisfaction.*

**KEYWORDS:** *Spiritual Leadership, work environment, job satisfaction, intention to stay*

## I. INTRODUCTION

Housing with the sharia concept is one of the alternatives for home purchases by the Indonesian people, the majority of whom are Muslims. According to Miftahul Hayat (2020), Sharia property is no longer unfamiliar term among the people. PT. Insan Medina Propetindo, which was



founded in 2007, is one of many companies in the field of sharia property. The company has a vision to provide solutions for both residential and investment needs

HR plays an important role in PT. Medina Propetindo; therefore, HR is a crucial concern with in the top leadership of the company. Since the sharia concept is integrated in all the company activities, spiritual values are important within HR management. Spiritual leadership, a comfortable work environment, job satisfaction, and contentment in employment are the main concerns for the leadership of PT. Medina Propetindo.

Spiritual leadership is a character of a leader who could bring worldly-minded to the spiritual-minded. Thus, such quality is expected to have a positive influence on those he leads and be able to generate goodness in the work environment. The work environment is everything that supports employee activities in the office, both the physical and the non-physical. The work environment affects the morale and emotions of the employees. Job satisfaction can be interpreted as a pleasant emotional state at a job. There is an accumulation of researches that shows that when employees are satisfied with their jobs, they are committed to the organization they work for. They have a lower tendency to leave the organization or in other words, have a high intention to stay. Intention to stay is a condition where employees tend to want to stay with the organization until a situation where employees have to leave for certain reasons (Ibrahim and Mubarak, 2016).

The objectives of this study are: 1) To examine and analyze the influence of spiritual leadership on employee job satisfaction, 2) To examine and analyze the influence of spiritual leadership on intention to stay, 3) To examine and analyze the effect of the work environment on employee job satisfaction, 4) To examine and analyze the effect of the work environment on the intention to stay, 5) To examine and analyze the effect of employee job satisfaction on the intention to stay.

## II. THEORETICAL BASIS

### Intention to Stay

The concept of intention to stay refers to the probability that an employee plans to remain with the organization (Gary, 2012). The desire to keep working reflects the level of employee commitment to the company and the willingness to keep working (Hewitt, 2004). According to Castle et al (2007) in Siahian (2014) the desire of employees to stay in the company is influenced by personal characteristics, characteristics related to roles in the company, characteristics of company facilities, opportunities for employee turnover, and job characteristics. According to Konovsky and Cropanzano, 1991 (in Mahdani and Haekal, 2016), it has three adjusted indicator items, namely: 1) Intention to remain in the organization indefinitely, 2) Intention to quit the organization, and 3) Intention to get a new job.

### Spiritual Leadership

According to Ludeman and Hendricks (2003), spiritual leadership is leadership that is able to inspire, arouse, influence, and move through example, service, compassion, and the implementation of values and other divine traits in goals, processes, culture, and behavior. According to Tobroni (2015), someone who has spiritual leadership abilities has several characteristics or indicators, including the following: 1) Honesty, 2) Fairness (a sense of justice),



3. The spirit of piousness, 4) Dislikes of formality, 5) Less talk and more action/work, 6) inspire others or self to be their best, 7) Open to change, 8) Loved leader, 9) Think globally and act locally, 10) Discipline, intelligent, enthusiastic, and humble.

### **Work Environment**

According to Danang (2015), p.38, the work environment includes everything that surrounds employees and can affect their ability to do the duties allocated to them. An environmental condition is said to be good or appropriate if the employees can carry out their activities optimally, healthy, safely, and comfortable so that they can increase the work enthusiasm. The following are some indicators of the work environment described by Anwar Prabu Mangkunegara (2005), namely: 1) Lighting in the workplace, 2) Temperature/air temperature in the workplace, 3) Humidity in the workplace, 4) Air circulation in the workplace, 5) Noise in the workplace, 6) Employee Relations, 7) Decoration in the workplace. 8) Music at work, 9) Safety at work.

### **Job Satisfaction**

According to Vecchio in Wibowo (2011, p.501), job satisfaction is the employee's thoughts, feelings, and actions tendencies, which are the employee's attitude towards work. According to Gobson in Wibowo (2011, p.501) job satisfaction is the attitude that employees have about their work. According to Danang (2015, p.23) job satisfaction is a pleasant or unpleasant emotional state in which employees view their work. According to Afandi (2018), there are five indicators that can affect the emergence of job satisfaction, namely as follows: 1) Job (fitness and enjoyment of work), 2) Wage/salary 3) Promotion, 4) Supervisor, 5) Colleagues.

### **Effect of Spiritual Leadership on Job Satisfaction**

The results of research conducted by Soegihartono (2012) showed spiritual leadership increases job satisfaction. According to Pronajaya et al., (2021) there is a positive relationship between spiritual leadership and job satisfaction. The more effective Spiritual Leadership, the employee's job satisfaction will increase.

### **Effect of Spiritual Leadership on Intention to Stay**

Jamaludin, Z. & Aini Z (2015) showed that there is a positive relationship between spiritual leadership and intention to stay. The better the level of spiritual leadership, the more comfortable employees will be to stay in the company.

### **Effect of Work Environment on Job Satisfaction**

A clean, safe, conducive, and comfortable work environment can be a supporting factor to provide comfort and calmness for employees (Imran & Ramli, 2019). The work environment is one of the factors that can affect employee's job satisfaction to achieve company goals. (Sitinjak,



2018; Ramli, 2017a; Wibowo, Musadieg, and Nutjahjono (2014); Puteri& Ramli, 2017). If the company's goals are achieved, then indirectly the competition has been won by the organization, so that the company can survive and develop (Takaya, Ramli, Lukito, 2019; Mariam & Ramli, 2019).

#### **Effect of Work Environment on Intention to Stay**

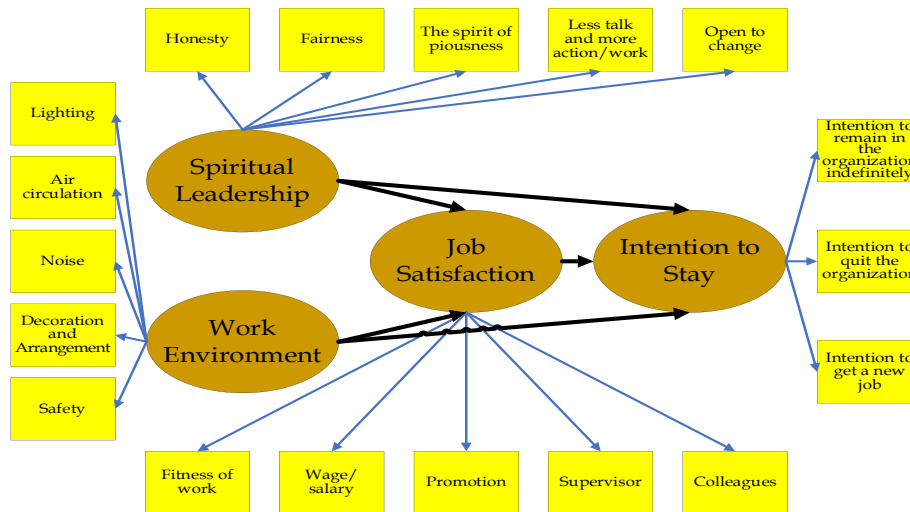
Irshad (2011) argued that companies need a good work environment to keep employees in the company. Hafanti et al. (2015) stated that the employee's desire to stay with the organization or leave the organization is influenced by the work environment. The main key to retain employees is to create a comfortable work environment (Winterton, 2011). Muceke (2012) argued that employees feel more satisfied and loyal to the company if they have positive experiences from the work environment and these employees will last longer in the company.

#### **Effect of Job Satisfaction on Intention to Stay**

Research conducted by Dhania (2010), Sijabat (2011), Wibowo et al., (2015), and Masydzulhak et al., (2016) proved that job satisfaction has a significant positive effect on organizational commitment and intention to stay. This implies that if job satisfaction is high, employees will last longer to continue to work and survive in the company. Organizational commitment can be increased if employee job satisfaction well fulfilled. Gandhi et al., (2017) showed that that job satisfaction has a negative influence on the desire to leave the organization. This means that the higher the job satisfaction of the employees, the lower the employee's turnover intention. Suhanto (2009) said there were indicators of satisfaction with promotions, satisfaction with supervisors or managers, satisfaction with co-workers, team work spirit. (Manurung and Ratnawati, 2012) Job satisfaction has the greatest contribution compared to other indicators on the turnover intention dimension.

#### **Research Conceptual Model**

Based on the theory and empirical studies stated before, the conceptual model of the research can be described in the following figure.



Description :

1. Oval images, dark brown color are the variables being tested
2. Picture of the box, the yellow color is the indicator of the tested variable
3. The black arrow is the relationship between variables
4. The blue arrows are indicators of each variable

Fig. 1. Research Conceptual Model

Hypothesis

Based on the theory and empirical studies, the research hypotheses can be formulated as follows:

- H1: Spiritual leadership has a positive effect on job satisfaction.
- H2: Spiritual leadership has a positive effect on intention to stay.
- H3: Work environment has a positive effect on intention to stay.
- H4: Work environment has a positive effect on intention to stay.
- H5: job satisfaction has a positive effect on intention to stay

### III. RESEARCH METHODOLOGY

The type of this research is explanatory quantitative research. The research data was taken from primary data through a questionnaire. The research population is all employees of PT. Medina Propetindo people. Determination of the sample is a saturated sample. Questionnaires are used as a tool in data collection. The time of the research was carried out in March - August 2022 at PT. Insan Medina Propertindo, Jl. Kodya, Jenglong, Tegalweru Malang, East Java. The stages of this research method follow the stages of quantitative research which include: 1) problem identification, 2) literature study, 3) conceptual framework development, 4) variable identification and definition, 5) determining research hypotheses, 6) research design



development. 7) sampling technique. 8) data collection and analysis, and 9) Drawing conclusions.

Test of all hypotheses used the Partial Least Square (PLS) method. This test is done by observe the output with the help of the PLS application program. If the value of  $t$  count  $<$   $t$  table, then the null hypothesis is rejected, (significant regression coefficient) and the alternative hypothesis stated in this study is accepted at a significant level of 5% (five percent). The  $t$  test is to test the significance of the constant and independent variables contained in the equation individually and whether they affect the value of the dependent variable (Ghozali, 2014: 10). Measurement of the percentage of the influence of all independent variables on the value of the dependent variable is shown by the magnitude of the coefficient of determination R-square ( $R^2$ ) between 1 and zero, where the R-square ( $R^2$ ) value which is closer to one gives a larger percentage of influence (Ghozali, 2014: 10).

#### IV. RESEARCH RESULT AND DISCUSSION

##### Hypothesis Test Results

The results of hypothesis testing are presented in the following figure, while the recapitulation of the results of hypothesis testing are presented in the following table

##### Research Conceptual Model

Based on the theory and empirical studies stated before, the conceptual model of the research can be described in the following figure.

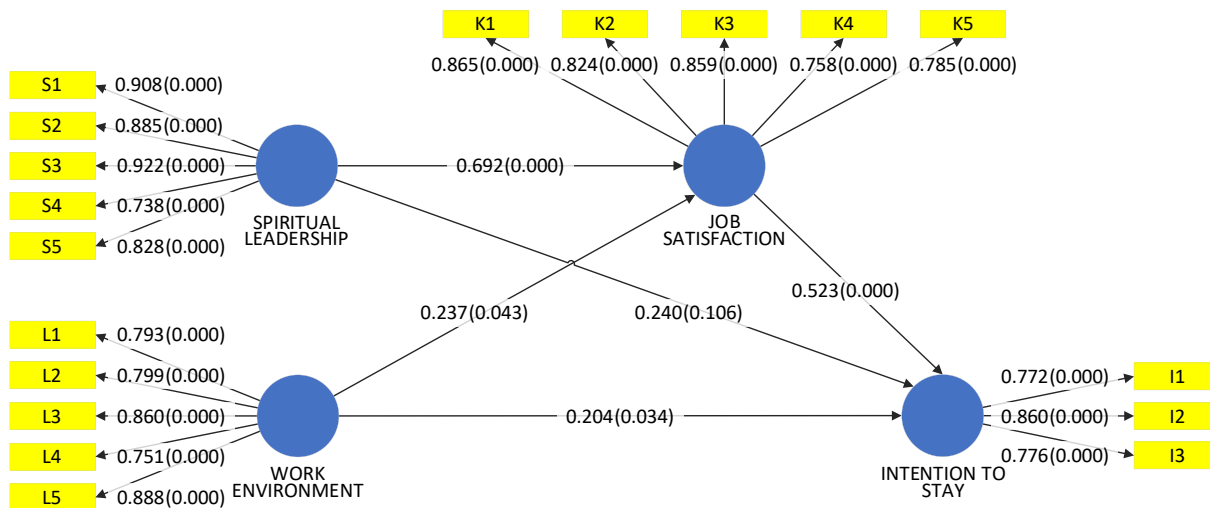


Fig. 1. Hypothesis Test Results



TABLE I. RECAPITULATION OF THE RESULTS OF HYPOTHESIS TESTING

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ( O/STDEV )	P Values	Description
S to K	0,692	0,687	0,117	5,923	0,000	Significant
S to I	0,240	0,217	0,148	1,621	0,106	Not Significant
L To K	0,237	0,242	0,117	2,025	0,043	Significant
L To I	0,240	0,214	0,096	2,129	0,034	Significant
K To I	0,523	0,541	0,128	4,083	0,000	Significant

p value < 0.05: significant

Description:

S To K : Spiritual Leadership on Job Satisfaction

S To I : Spiritual Leadership on Intention to Stay

L To K : Work Environment on Job Satisfaction

L To I : Work Environment on Intention to Stay

K To I : Job Satisfaction on Intention to Stay

### **The Effect of Spiritual Leadership on Job Satisfaction**

The estimation results of the inner model for the direct influence of spiritual leadership on job satisfaction show a path coefficient value of 0.639 where the value is greater than 0 with an error rate value of less than = 5%, this shows that the direct influence of spiritual leadership on job satisfaction is significant. The resulting influence is positive, which means that the better the spiritual leadership, the higher job satisfaction.

### **The Effect of Spiritual Leadership on Intention to Stay**

The estimation results of the inner model for the direct influence of Spiritual Leadership on Intention to Stay show a path coefficient value of 0.631, where the value is greater than 0 with an error rate value of less than = 5%, this shows that the direct influence of servant leadership on capability building is significant. The resulting effect is positive, which means that the better the servant leadership, the higher the capability building will be. On the other hand, the less good the servant leadership is, the lower the capability building will be.

### **The Effect of Work Environment on Job Satisfaction**

The estimation results of the inner model for the direct effect of growth mindset on employee psychological ownership show a path coefficient value of 0.427, where the value is greater than 0 with an error rate value of less than =5%, this indicates a direct influence of growth mindset on employee psychological ownership. The resulting effect is positive, which means the better the



growth mindset, the higher the employee psychological ownership will be. Vice versa, the less good the growth mindset, the employee psychological ownership will also decrease.

#### **The Effect of Work Environment on Intention to Stay**

The estimation results of the inner model for the direct effect of capability building on employee psychological ownership show a path coefficient value of 0.531, where the value is greater than 0 with an error rate value of less than =5%, this indicates a direct effect of capability building on employee psychological ownership. is significant. The resulting effect is positive, which means that the better the capability building, the higher the employee psychological ownership will be. On the other hand, the less good the capability building, the lower the employee psychological ownership will be.

#### **The Effect of Job Satisfaction on Intention to Stay**

The estimation results of the inner model for the direct effect of job satisfaction on the intention to stay show a path coefficient value of 0.500, where the value is greater than 0 with an error rate value of less than = 5%, this shows a direct effect of employee psychological ownership on sustainable manufacturing. performance is not significant. The resulting effect is positive, which means the better the employee psychological ownership, the more sustainable the manufacturing performance will be. And vice versa, the less good employee psychological ownership, the sustainable manufacturing performance will also decrease.

### **V. CONCLUSIONS AND RECOMMENDATIONS**

#### **Conclusions**

Based on the results of statistical analysis and the discussion previously, conclusions obtained as follows:

- Spiritual leadership on has a positive and significant effect employee job satisfaction. Thus, the better the employee's spirituality, the more job satisfaction will be.
- Spiritual leadership on has a positive but not significant effect intention to stay. This shows that Intention to stay is not measured solely by Spiritual Leadership.
- The work environment satisfaction has a positive and significant effect on employee job. This shows Job Satisfaction created by a good work environment.
- The work environment shows positive and significant effect on the intention to stay. Better work environment results in the increase of intention to stay of employees.
- Job satisfaction shows positive and significant effect on the intention to stay. By increasing job satisfaction fulfillment, also increases the Intention to stay of employees.





### **Recommendations**

This study was conducted with limitations such as:

- the survey was conducted through online medium thus if the participant did not understand the questionnaire, they could not ask about it,
- there were elements that were not taken into accounts such as Work performance and organization culture

Thus, here are recommendations for further research:

- Based the proven positive effect of between spiritual leadership and the work environment on job satisfaction, suggestion to always creating these two variables is highly recommended, so that employees have a high intention to stay. On the other hand, if spiritual leadership the only variable relied on to increase the intention to stay, it the effect will not be significant.
- For further research, variables such as competence, which data processing uses Path Analysis, is recommended.
- This research can be used for the development and knowledge of Human Resource Management, specifically in the areas of leadership, work environment, and job satisfaction to increase the intention to stay of the work force.



## REFERENCES

- [1] Adha, R. N., Qomariah, N., & Hafidzi, A. H. (2019). Pengaruh Motivasi Kerja, Lingkungan Kerja, Budaya Kerja Terhadap Kinerja Karyawan Dinas Sosial Kabupaten Jember. *Jurnal Penelitian IPTEKS*, 4(1), 47. <https://doi.org/10.32528/ipteks.v4i1.2109>
- [2] Afandi. (2018). Penelitian Terdahulu Penelitian Terdahulu ini yang berhubungan dengan lingkungan kerja fisik dan kepuasan kerja terhadap kinerja karyawan, berikut tabelnya : Penelitian Terdahulu Variabel Subjek Metode Data Hasil Pengertian kerja dalam prospektif kinerja. 7-21.
- [3] Ananto, S., Rahyuda, I. K., & Priartrini, P. S. (2016). Pengaruh Motivasi Terhadap Kepuasan Kerja dan Intensi Keluar Pada Asisten Kursus Metode Kumon di Bali dan Lombok. *E-Jurnal Ekonomi Dan Bisnis Universitas Udayana*, 9, 3057-3086.
- [4] Asbari, M., Novitasari, D., Silitonga, N., Sutardi, D., & Gazali. (2020). Pengaruh Kepemimpinan Transformasional terhadap Kinerja Karyawan: Peran Kesiapan untuk Berubah Sebagai Mediator. *Jurnal Manajemen*, 10(2), 84-99. <https://doi.org/10.30656/jm.v10i2.2371>
- [5] Bogar, J. D. S., Saerang, D. P. E., Tawas, H. N., Manajemen, P. M., Sam, U., & Manado, R. (2018). Pengaruh Gaya Kepemimpinan Transaksional Dan Gaya Kepemimpinan Transformasional Terhadap Komitmen Organisasi Dan Organizational Citizenship Behavior (Studi Pada Pegawai Kantor Sekretariat Dewan Kabupaten Siau-Tagulandang-Baro). *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 6(1), 231-240.
- [6] Chamariyah, Puuji, I., & Hartati, C. S. (2022) Pengaruh Pendidikan Dan Pelatihan Terhadap Kinerja Pegawai Yang Dimediasi Oleh Kompetensi (Studi Pada Pegawai Kecamatan Tlanakan Kabupaten Pamekasan). *Jurnal Ekonomika 45: Jurnal Ilmiah Manajemen, Ekonomi Bisnis, Kewirausahaan*, 9 (2), 49-66.
- [7] Cipta, H. (2019). Motivasi Kerja Terhadap Kinerja Karyawan. *Jurnal Ilmiah Manajemen Dan Bisnis*, 3, 60-74.
- [8] Dalam, G., Muslim, K., Kristian, D. A. N., Ambon, D. I., Awang, J., & Bakar, I. A. (1985). AL-HIKMAH.
- [9] Dewi, S., & Pertiwi, T. K. (2021). Analysis of Stock Investment Decisions on Investors in Surabaya. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 4(2), 2748-2759. <https://doi.org/10.33258/birci.v4i2.1984>
- [10] Elison, K. K., & Purba, S. D. (2021). Variabel Antecedent Intention To Stay Pekerja Milenial Dengan Kerja Remote Di Jakarta Sekitarnya. *Jurnal Aplikasi Bisnis Dan Manajemen*, 7(3), 703-712. <https://doi.org/10.17358/jabm.7.3.703>
- [11] Fay, D. L. (1967). *Jurnal Kepuasan Kerja dan Intention to Stay*. *Angewandte Chemie International Edition*, 6(11), 951-952., 8-19.
- [12] Fry, L. W. (2003). Toward a theory of spiritual leadership. *Leadership Quarterly*, 14(6), 693-727. <https://doi.org/10.1016/j.leaqua.2003.09.001>
- [13] FRY, L. W., & SLOCUM, J. W. (2008). Maximizing the Triple Bottom Line through Spiritual Leadership. *Organizational Dynamics*, 37(1), 86-96. <https://doi.org/10.1016/j.orgdyn.2007.11.004>
- [14] Hidayat, R. (2017). Pengaruh Lingkungan Kerja Dan



- Insentif Terhadap Kepuasan Kerja Karyawan Pt Pos Indonesia Kota Metro. Ibi Dharmajaya, 53(26), 26. [http://repo.darmajaya.ac.id/266/4/bab 2.pdf](http://repo.darmajaya.ac.id/266/4/bab%202.pdf)
- [15] Indriya, Faza, H., Nabila, A., Homsyah, S., & Azkia, K. (2021). Perilaku Konsumsi Generasi Milenial terhadap Produk Islamic Fashion ( Studi Kasus Mahasiswa Fakultas Agama Islam Universitas Ibn Khaldun Bogor ). *Al-Kharaj: Jurnal Ekonomi, Keuangan & Bisnis Syariah*, 4(1), 93-102. <https://doi.org/10.47467/alkharaj.v4i1.411>
- [16] Junita, S., & Sutanto, E. M. (2015). Hubungan Kepemimpinan Spiritual dan Budaya Organisasi dengan Kepuasan Kerja Karyawan PT Sinar Sakti Kimia. *Trikonomika*, 14(1), 1. <https://doi.org/10.23969/trikononika.v14i1.576>
- [17] KA, Z., & Aboobaker, N. (2020). Spiritual leadership and intention to stay: examining the mediating role of employee voice behaviour. *Journal of Management Development*, ahead-of-p. <https://doi.org/10.1108/JMD-05-2019-0182>
- [18] Kurniasih, M. (2018). Bab II Landasan Teori. *Journal of Chemical Information and Modeling*, 53(9), 8-24.
- [19] Mahendrawan, G. (2015). Pengaruh Beban Kerja dan Kompensasi terhadap Kepuasan Kerja. *E-Jurnal Manajemen Unud*, 4(11), 3936-3961.
- [20] Marbawi. (2018). Pengaruh Karakteristik Individu Budaya Organisasi Dan Gaya Kepemimpinan Transformasional Terhadap Kepuasan Kerja Dan Kinerja Karyawan Pada PT. Bank Aceh. Disertasi, 1-364.
- [21] Masharyono, Sumiyati, & Senen, S. H. (2018). Pengaruh Spiritual Leadership terhadap kepuasan kerja Pegawai. *SIPATAHOENAN: South-East Asian Journal for Youth, Sport & Health Education*, 4(October), 1-15.
- [22] Naseem, M. A., Lin, J., Rehman, R. ur, Ahmad, M. I., & Ali, R. (2020). Does capital structure mediate the link between CEO characteristics and firm performance? *Management Decision*, 58(1), 164-181. <https://doi.org/10.1108/MD-05-2018-0594>
- [23] Nasrullah, M. F. (2022). Budaya Organisasi, Spiritualitas Kerja, Kepuasan Kerja, dan Pengaruhnya terhadap Keterlekatan Karyawan: Literature Review. *Jurnal Pendidikan Tambusai*, 6, 9258-9266. <https://www.jptam.org/index.php/jptam/article/view/3876%0Ahttps://www.jptam.org/index.php/jptam/article/download/3876/3238>
- [24] Pardede, V. R. P. (2020). Pengaruh Pelatihan, Motivasi Dan Kepemimpinan Terhadap Kepuasan Kerja Karyawan Dalam Meningkatkan Kinerja Karyawan Pt. Bento Pelangi Makmur (BPM). 1-25.
- [25] Priyono. (2016). Metode Penelitian Kuantitatif, edisi revisi.
- [26] Pronajaya, G., Anindita, R., & Adi Pamungkas, R. (2021). Self Efficacy Model and Career Development in Increase Employee Engagement and Nurse Performance. *Dinasti International Journal of Education Management And Social Science*, 2(4), 663-675. <https://doi.org/10.31933/dijemss.v2i4.830>
- [27] Ramli, A. H. (2019). Work Environment, Job Satisfaction and Employee Performance in Health Services. *Business and Entrepreneurial Review*, 19(1), 29-42. <https://doi.org/10.25105/ber.v19i1.5343>
- [28] Roni, M. (2019). Pengaruh Religiusitas, Kepemimpinan, Etos Kerja, Kepuasan Kerja dan



Kompensasi Terhadap Kinerja Karyawan Dengan Motivasi Sebagai Variabel Intervening.  
Tesis Pascasarjana Universitas Islam Negeri Sunan Ampel Surabaya.  
<http://digilib.uinsby.ac.id/35064/>

[29] Rosalina, M., & Wati, L. N. (2020). Pengaruh Gaya Kepemimpinan Terhadap Disiplin Kerja Dan Dampaknya Terhadap Kinerja Karyawan. *Jurnal Ekobis : Ekonomi Bisnis & Manajemen*, 10(1), 18-32. <https://doi.org/10.37932/j.e.v10i1.26>

[30] Sachs, L. P. (1980). Performance evaluation. *NLN Publications*, 17-1807, 61-64.

[31] Salsabila. (2020). Pengaruh Kepemimpinan Islam dan Religiusitas Terhadap Kinerja Melalui Motivasi sebagai Variabel Intervening (Studi Pada Guru MAN 4 Kebumen). *Jurnal Manajemen STIE Putra Bangsa*, 1-10.

[32] Suwandi, E., Imansyah, F. H., & Dasril, H. (2018). Analisis Tingkat Kepuasan Menggunakan Skala Likert pada Layanan Speedy yang Bermigrasi ke Indihome. *Jurnal Teknik Elektro*, 11.

[33] Tanuwijaya, R. (2015). Pengaruh Spiritual Leadership dan Kepuasan Kerja terhadap Kinerja Karyawan pada PT. Sari Pawita Pratama. *Agora*, 3(1), 1-6.

[34] Yanti, I. N., Tobing, S. J., & Tobing, E. G. M. (2016). Hubungan antara Lingkungan Kerja dengan Turnover Intention pada Departement Finance PT XYZ. *Fundamental Management Journal*, 4(1), 37-51.

[35] Zaidi, A. Z. A., & Tahir, N. S. H. (2019). Factors That Influence Investment Decision Making Among Potential Individual Investors in Malaysia. *Advances in Business Research International Journal*, 9-21.