INFLUENCE OF CAREER OPPORTUNITIES, ORGANIZATIONAL CULTURE, AND THE WORK ENVIRONMENT TURNOVER INTENTION ON PT. RAILINK MEDAN

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Abstract

This research is motivated by the high level of turnover intention of PT. Railink Medan. Therefore researchers interested in examining whether there is an influence of career opportunity factors, organizational culture and work environment. This research uses quantitative descriptive methods. Obtaining research data is done by distributing questionnaires to all permanent employees in the field of customer service outside of the position of Manager at PT. Railink Medan. The results showed that; (1) the effect of career opportunities on turnover intention is negative and significant; (2) the influence of organizational culture on turnover intention is negative and significant; (3) there is no negative and significant influence of work environment variables on the variable turnover intention at PT. Railink Medan. Therefore, in terms of minimizing the level of turnover intention in PT. Railink Medan so that companies increase opportunities for employees to obtain career opportunities so that employee loyalty is formed to keep working and not leave and look for other jobs outside the company and create a better organizational culture as norms and guidelines to be followed and obeyed by employes.

Keywords: *Career opportunities, organizational culture,and work environmentturnover intention*

1. INTRODUCTION

An organization cannot be separated from the human resources within it. Effective organizations are increasingly realizing that the factors that really contribute to the development and sustainability of an organization are people or employees. Human resources are one of the things that are very important for the success of an organization/company, whether large or small scale companies, whatever the type of industry. Human resources is a translation of "human resources", but there are also experts who equate human resources with "manpower" (labor). Some people even equate the meaning of human resources with personal (personnel, staffing, etc.). Human resources are the only resources possessed by reason, feelings, desires, skills, knowledge, encouragement, power and work (ratio, taste and intention). All the potential of human resources (HR) influences the organization's efforts to achieve its goals. No matter how advanced technology, information development, availability of capital and adequate materials, without human resources it is difficult for an organization to achieve its goals.

In the world of work, we often encounter a phenomenon where many employees choose to move from the company and many employees choose to remain/stay at the company. Employees who decide to move or stay with a company are generally based on various reasons. Employees who have to leave the company where they work can be triggered by the feeling of discomfort they experience. Where this feeling of discomfort can be caused by many things, such as job dissatisfaction, incompatibility with organizational culture, leadership, co-workers, workload, inappropriate compensation and so on. Not only is it influenced by feelings of discomfort, employees choose to leave the organization where they work. work can be triggered by their desire

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to get a better job or because they feel comfortable with the new environment, making them prefer to leave their job.

Turnover intention is an act of permanent resignation carried out by an employee, either voluntarily or involuntarily. Turnover can take the form of resignation, movement out of an organizational unit, dismissal or death of an organizational member. (Robbins & Judge, 2009). Another opinion states that turnover is an employee's desire to leave the company voluntarily or move from one workplace to another according to their own choice (Rivai, 2009). PT Railink (limited liability company) is a company resulting from a joint venture between two state-owned companies, namely PT Kereta Api Indonesia and PT Angkasa Pura II (both Persero) with a share ownership composition of 60% PT KAI and 40% PT AP II. The business activities carried out by PT. Railink is the operation and management of rail transportation that serves passengers from the Medan train station to the Kualanamu airport train station and from the Kualanamu airport train station to the Medan train station. The higher the turnover, the more frequently the change of workers occurs, which often results in losses for a company. Due to high work stress and an unstable work environment, turnover is something that is considered important from a practitioner's point of view. If a worker leaves the company and is still in the process of employment, the company must replace him with a new worker. Due to limitations in the availability of workers, a company has to wait to get new workers. In fact, it is not uncommon for companies to have difficulty recruiting workers with the same qualities as workers who have left. In this process there is a time lag which will disrupt the operational level of service at the company.

Apart from having an impact on the organization, turnover also has an impact on remaining employees. The large number of co-workers who leave the company voluntarily (voluntary turnover) causes employees who still remain to re-evaluate their work and then determine whether they will leave to follow in the footsteps of their colleagues or stay with the company. However, if what happens a lot is involuntary turnover while the employee still wants to stay, then he will try to improve his performance so that he is not dismissed by the company. There are many factors that cause turnover intention in a company which causes losses in a company. Factors that influence turnover are divided into external and internal factors. External factors include environmental aspects and individual aspects. Meanwhile, internal factors include organizational culture, leadership style, compensation, job satisfaction, and career (Mobley, 2011). Another opinion also states that a strong organizational culture has a considerable influence on employee behavior and directly reduces turnover (Robbins S. P., 2006). In a strong culture, the main values of an organization are firmly held and embedded in all its employees. The more employees who accept these values and the greater their commitment to them, the stronger the organizational culture. This strong culture will form cohesiveness, loyalty and commitment to the organization in its employees, which will reduce employees' desire to leave the organization.

2. LITERATURE REVIEW
2.1 Understanding Turnover Intention

Turnover or replacement is an employee's desire to move, quit or leave the workplace, which is done voluntarily or on their own accord or a decision from the organization. Generally, turnover is done because employees want to get a better job. Employee turnover cannot be avoided, even if an organization is fully committed to creating a good work environment, there are still employees who will still resign. Turnover is very detrimental to companies because a lot of costs

are incurred for employee recruitment. Another problem caused by turnover is a decrease in productivity due to the loss of employees until new employees are replaced. Turnover is the level at which employees quit and leave the company (Dessler, 2013). Turnover intention can also be interpreted as leaving employees from the company permanently (Cascio, 2013). In simple terms, turnover intention is the desire to move from one job to another for certain reasons (Wirawan, 2015).

2.2 Understanding Career Opportunities

Career opportunities are very important for an organization, because a career is a need that must continue to be developed within an employee so that it can motivate employees to improve their performance. Career opportunities include every activity to prepare someone to take a certain career path. A career plan that has been made by an employee must be accompanied by a career goal. realistic one. Career opportunities are a way for an organization to increase employee productivity and prepare them to enter a changing world (Rivai, 2009). Another opinion states that career opportunities are formal efforts to improve and increase abilities which are expected to have an impact on opening up opportunities to obtain satisfying positions or positions in life as a worker (Nawawi, 2011).

2.3 Understanding Organizational Culture

Organizational culture is a pattern of basic assumptions determined or developed by a group of people as they learn to overcome problems of external adaptation and internal integration, which have succeeded so well that they are considered valid to teach to new members as the right way to think, see, feel and solve problems. (Schein, 2010). Another opinion states that organizational culture is a shared perception held by members of that organization. Organizational culture is a traditional way of thinking and doing things, which is shared by all members of the organization and new members learn or at least accept part of this culture in order to be accepted as part of the organization (Robbins & Judge, 2013). Organizational culture also means a set of shared, taken to provide implicit assumptions that the group holds and determines how it views, thinks, and reacts to various environments (kinicki & Fugate, 2013).

2.4 Understanding the Work Environment

A work environment is said to be good if employees can carry out activities optimally, healthily, safely and comfortably. The work environment is everything that is around the workers and which can influence them in carrying out the assigned tasks, for example cleanliness, music, lighting and others (Nitisemito, 2008; Sunyoto, 2008). Work environment also means the totality of tools and materials encountered, the surrounding environment in which a person works, work methods, and work arrangements both as an individual and as a group (Sedarmayanti, 2011). Another opinion states that the work environment is the entire work facilities and infrastructure around employees who are carrying out work which can influence the implementation of the work. This work environment includes the work place, facilities and work aids, cleanliness, lighting, peace, including working relationships between the people in that place (Sutrisno, 2016).

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3. RESEARCH METHODS

3.1 Types of research

This research also includes quantitative research that is correlational in nature. The correlation method is a linkage method or research method that attempts to connect one element/element with another element/element to create a new shape and form that is different from the previous one (Sugiyono, 2014). The correlation method also means the relationship between two or more variables as they are without any treatment (Noor, 2015).

3.2 Population and Sample

Population is a generalization area consisting of: objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn (Sugiyono, 2013). The research objects in this study are all outsourcing employees in the customer service sector who are not included in manager positions in PT regions or work units. Railink Medan. The population in this study were all out sourcing employees at PT. Railink Medan with a total of 111 people. The sample is part of the number and characteristics of the population. The sample taken from the population must be truly representative (Sugiyono, Administrative and R&D Research Methods, 2013). The number of samples used in the research is all out sourcing employees in the customer service sector at PT. Railink Medan with a sample size of 111 people, using a saturated sample method where the entire population is used as a sample.

The ratio between the number of subjects and the number of independent variables in multivariate analysis is recommended to be around 15 to 20 subjects per independent variable (Hair et al, 1998). Another theory also states that the acceptable sample size is based on the research design used, namely descriptive methods of at least 10% of the population (for relatively small populations at least 20%), descriptive - correlational methods of at least 30 subjects, ex post facto methods of at least 15 subjects. per group, and experimental methods with a minimum of 15 subjects per group (Gay, 1987). Based on the results of direct research conducted at PT. Railink Medan, questionnaires or research questionnaires were distributed to outsouching employees with a total of 111 people. The data obtained by researchers in this research consisted of 95 samples. A total of 30 data samples obtained in this research were used as test instruments and a total of 65 samples were used for data analysis testing in this research.

3.3 Data collection technique

Data collection can be done using various sources and methods. Judging from the data source, data collection can use primary sources and secondary sources. Meanwhile, looking at the methods and techniques of data collection, it can be done using interviews, questionnaires, library research and a combination of the three (Sugiyono, 2014).

4. RESULTS AND DISCUSSION
4.1 Data Collection Techniques

Table 1 Validity of Career Opportunities

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	21.00	87,379	,783	,945
X1.2	21.00	88,414	,883	,941
X1.3	21.03	86,861	,907	,939
X1.4	21.27	79,995	,873	,940
X1.5	21.03	84,585	,803	,944
X1.6	20.97	88,516	,736	,947
X1.7	20.80	99,821	,548	,955
X1.8	21.00	85,310	,875	,940
X1.9	21.23	78,530	,878	,941

Based on table 1 above, Corrected Item-Total Correlation is above r table (0.3061) with a significance level of 0.05 with a sample size of n=30. So it is found that all career opportunity measurement items are valid.

Table 2 Validity of Organizational Culture

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	20.50	96,397	,809	,955
X2.2	20.43	98,323	,887	,952
X2.3	20.47	97.154	,893	.951
X2.4	20.50	87,086	,959	,947
X2.5	20.43	96,944	,773	,956
X2.6	20.27	96,340	,793	,955
X2.7	20.27	107,926	,637	,962
X2.8	20.40	94,800	,877	.951
X2.9	20.73	88,202	,903	.951

Based on table 2 above, Corrected Item-Total Correlation is above r table (0.3061) with a significance level of 0.05 with a sample size of n= 30. So it is found that all items measuring organizational culture are valid.

Table 3 Work Environment Validity

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	22.23	5,082	,587	,861
X3.2	22.37	5,068	,680	,843
X3.3	22.47	5,361	,581	,859
X3.4	22.40	5,283	,591	,858
X3.5	22.33	4,713	,843	,813
X3.6	22.20	4,993	,723	,835

Based on table 3 above, Corrected Item-Total Correlation is above r table (0.3061) with a significance level of 0.05 with a sample size of n= 30. So it is found that all work environment measurement items are valid.

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Table 4 Validity of Turn Over Intention

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	27.33	84,920	,763	,949
Y2	27.37	84,930	,878	,944
Y3	27.37	83,275	,888	,943
Y4	27.20	74,234	,964	,938
Y5	27.27	82,754	,755	,949
Y6	27.40	84,593	,746	,949
Y7	27.50	95,293	,609	,957
Y8	27.37	81,413	,891	,942
Y9	27.07	75,995	,871	,944

Based on table 4.11 above, the Corrected Item-Total Correlation is above the r table (0.3061) with a significance level of 0.05 with a sample size of n= 30. So it is found that all work environment measurement items are valid.

a. **Reliability Test**
Reliability testing is aimed at testing the extent to which a measurement is relatively consistent if the measurement is repeated two or more times. So reliability is an index that shows the extent to which a measuring instrument can be trusted, if the measuring instrument is used twice or more to measure the same phenomenon, then the measurement results obtained are relatively consistent. A variable is said to be reliable if it gets a Cronbach alpha value > 0.60.(Sudaryono, 2017).

Table 5 Reliability of Career Opportunities

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	21.00	87,379	,783	,945
X1.2	21.00	88,414	,883	,941
X1.3	21.03	86,861	,907	,939
X1.4	21.27	79,995	,873	,940
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X1.6	20.97	88,516	,736	,947
X1.7	20.80	99,821	,548	,955
X1.8	21.00	85,310	,875	,940
X1.9	21.23	78,530	,878	,941

Based on table 5 above, the results show that all Crocbach's alpha values if item deleted are > 0.60. So all items measuring career opportunities are reliable.

Table 6 Reliability of Organizational Culture

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	20.50	96,397	,809	,955
X2.2	20.43	98,323	,887	,952
X2.3	20.47	97.154	,893	.951
X2.4	20.50	87,086	,959	,947
X2.5	20.43	96,944	,773	,956
X2.6	20.27	96,340	,793	,955

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.7	20.27	107,926	,637	,962
X2.8	20.40	94,800	,877	.951
X2.9	20.73	88,202	,903	.951

Based on table 6 above, the results show that all Crocbach's alpha values if item deleted are > 0.60. So all items measuring organizational culture are reliable.

Table 7 Work Environment Reliability

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	22.23	5,082	,587	,861
X3.2	22.37	5,068	,680	,843
X3.3	22.47	5,361	,581	,859
X3.4	22.40	5,283	,591	,858
X3.5	22.33	4,713	,843	,813
X3.6	22.20	4,993	,723	,835

Based on table 7 above, the results show that all Crocbach's alpha values if item deleted are > 0.60. So all work environment measurement items are reliable.

Table 8 Reliability Turn over Intention

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	27.33	84,920	,763	,949
Y2	27.37	84,930	,878	,944
Y3	27.37	83,275	,888	,943
Y4	27.20	74,234	,964	,938
Y5	27.27	82,754	,755	,949
Y6	27.40	84,593	,746	,949
Y7	27.50	95,293	,609	,957
Y8	27.37	81,413	,891	,942
Y9	27.07	75,995	,871	,944

Based on table 8 above, the results show that all Crocbach's alpha values if item deleted are > 0.60. So all work environment measurement items are reliable.

4.2 Data Analysis Techniques

Data analysis in this research is divided into three stages. First, data quality testing, assumption testing, hypothesis testing.

1. Multiple linear regression analysis.

Multiple linear regression analysis aims to test whether there is an influence of the independent variable on the dependent variable.

In this study, to determine whether or not there is an influence of the independent (independent) variables, namely career opportunities (X1), organizational culture (X2) and work environment (X3) on the dependent variable (dependent) turnover intention (Y).

a. Normality test

This test is carried out to see whether the data is normal or not. Data is said to be normal if the Kolmogorov Smirlov sig > 0.05, and the data is said to be abnormal if the Kolmogorov Smirlov sig < 0.05.

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Table 9 Normality test

		Unstandardized Residuals
N		65
Normal Parametersa	Mean	.0000000
	Std. Deviation	4.05394980
Most Extreme Differences	absolute	,149
	Positive	,069
	Negative	-.149
Kolmogorov-Smirnov Z		1,203
Asymp. Sig. (2-tailed)		.111

Based on table 9 above, the results of the normality test using the Kolmogorov Smirnov test obtained a sig value of 0.111 which is greater than 0.05, so the research data is normally distributed.

Figure 1 Graphic Analysis

Based on the graph above, the data spreads following the direction of the diagonal line of the histogram graph, which shows that the resulting distribution pattern is normal.

b. Heteroscedasticity Test.

Heteroscedasticity occurs due to changes in situations that are not reflected in the specification of the regression model. In this model the Glejser test is used. The Glejser test is carried out by regressing the independent variables with their residual absolute values (ABS_RES). If the significance value between the independent variable and the absolute residual is more than 0.05 then there is no heteroscedasticity problem.

Table 10 Glejser test
Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Betas	t	Sig.
1	(Constant)	-7,306	1810		-4,037	,000
	CAREER OPPORTUNITIES	,181	,032	,505	5,677	,000
	ORGANIZATIONAL CULTURE	.134	.024	.493	5,560	,000
	WORK ENVIRONMENT	,147	,060	,217	2,424	.018

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Betas		
1	(Constant)	-7,306	1810		-4,037	,000
	CAREER OPPORTUNITIES	,181	,032	,505	5,677	,000
	ORGANIZATIONAL CULTURE	.134	.024	.493	5,560	,000
	WORK ENVIRONMENT	,147	,060	,217	2,424	.018

a. Dependent Variable: ABS_RES

Based on table 10 above, we can see the coefficient output table with the Abs_RES variable acting as an independent variable. Based on this table, it is known that the significant value (sig.) for the career opportunity variable is 0.000. The significant value (sig.) of the organizational culture variable is 0.00 and the significant value of the work environment variable is 0.018. The significant value of the three variables above is less than 0.05, so in accordance with the basis for decision making in the Glejser test it can be concluded that there are symptoms of heteroscedasticity in the regression model.

To overcome the symptoms of heteroscedasticity in the regression model, you can use the heteroscedasticity test with a scatterplot.
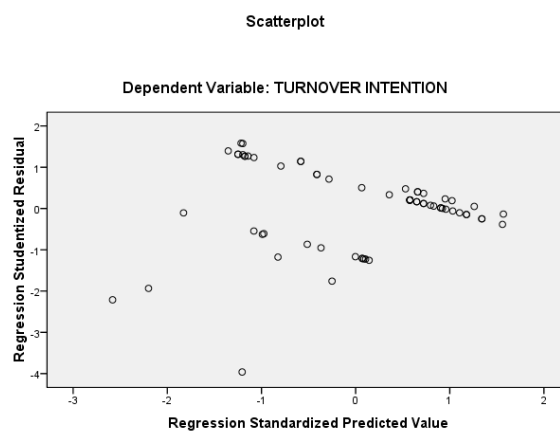

Figure 2 Scatter Plot

Based on Figure 2 above, the test results show that the data points do not form a particular pattern and the data spreads above and below zero on the Y axis. So it can be concluded that there is no disturbance to the heteroscedasticity assumption, meaning the regression model is good.

c. Multi Collinearity Test

The multicollinearity test aims to test whether a correlation is found in the regression model between the independent (independent) variables. A good regression model should not have any correlation between the independent variables.

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Table 11 Multi Collinearity Test

Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.	Collinearity Statistics	
		B	Std. Error	Betas			tolerance	VIF
1	(Constant)	48,302	3,823		12,636	,000		
	CAREER OPPORTUNITIES	-.197	,067	-.327	-2,934	005	.979	1,022
	ORGANIZATIONAL CULTURE	-.174	,051	-.380	-3,418	001	,986	1014
	WORK ENVIRONMENT	-.152	.128	-.134	-1,191	,238	.968	1,033

Based on the results of table 11 above, it is known that the VIF value of the Career Opportunity, organizational culture and work environment variables is smaller than 10 and the tolerance value is greater than 0.01, so it can be concluded that there is no multi-collinearity disturbance.

4.3   Test the hypothesis

The influence of the independent variable on the dependent variable is tested with a confidence level of 95% or $\alpha = 5\%$. Hypothesis testing is based on statistical tests as follows:

1. Partial test (t test)

If the hypothesis is accepted then it is continued with a partial test which is better known as the t test (t-test). The t test is used to determine whether the influence of each independent variable on the dependent variable is significant or not. The t test is used to test whether the hypothesis used is accepted or rejected.

To find the calculated t value, the SPSS program is used, while to determine whether the value is significant, look at the sig value or by comparing the calculated t value with the t table with a significant degree of 0.05.

Hypothesis testing criteria for partial tests are as follows:

- The influence of career opportunities on turnover intention
  H01   : Career opportunities have no effect on turnover intent
  H1   :There is a negative and significant influence between career opportunities and turnover intention

- The influence of organizational culture on turnover intention
  H02   : Organizational culture has no effect on turnover intent
  H2   : There is a negative and significant influence between organizational culture on turnover intention

- The influence of the work environment on turnover intention
  H03   : The work environment has no effect on turnover intent
  H3   :There is a negative and significant influence between work environment opportunities on turnover intention
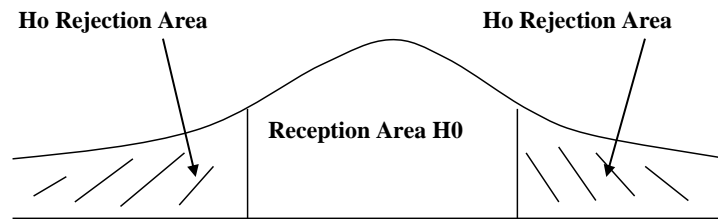
Figure 3 Hypothesis testing criteria (t test)

Table 12 t test

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Betas		
1 (Constant)	48,302	3,823		12,636	,000
CAREER OPPORTUNITIES	-.197	,067	-.327	-2,934	005
ORGANIZATIONAL CULTURE	-.174	,051	-.380	-3,418	001
WORK ENVIRONMENT	-.152	.128	-.134	-1,191	,238

a. Dependent Variable: TURNOVER INTENTION

Based on table 12 above, the career opportunity sig value is 0.005<0.05 and the calculated t value (-2.780) is greater than the t table value of 1.66864, so H1 is accepted and H01 is rejected. It can be concluded that the career opportunity variable contributes to the turnover intention variable. Next, the organizational culture variable obtained a sig value of 0.001 <0.05 and the calculated t value (-3.418) was greater than the t table value of 1.66864, so H2 was accepted and H02 was rejected. It can be concluded that the organizational culture variable contributes to the turnover intention variable. Then for the work environment variable, a sig value of 0.238 > 0.05 was obtained and the calculated t value (-1.191) was smaller than the t table value of 1.66864, so H3 was accepted and H03 was rejected. It can be concluded that the work environment variable does not contribute to the turnover intention variable.

2. F Test (Simultaneous Test)

The F test is carried out to determine whether the independent variables together have a significant influence on the dependent variable. In this case, the calculated F is compared with the F table with the following conditions:
1) F count < F table then Ho is accepted which means it is not significant
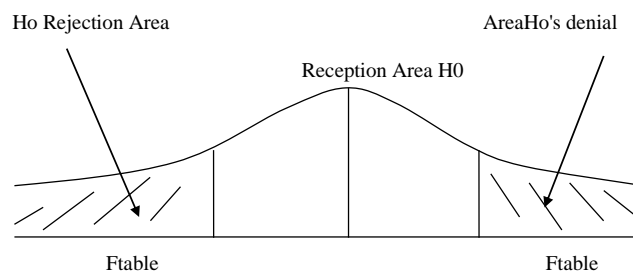2) F count > F table then Ho is rejected and Ha is accepted. which means significant

Figure 3 Hypothesis testing criteria (F Test)

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Table 13 Simultaneous Test (F)

Model		Sum of Squares	Df	MeanSquare	F	Sig.
1	Regression	365,176	3	121,725	7,060	,000a
	residual	1051.809	61	17,243		
	Total	1416.985	64			

Based on table 13 above, it is known that the calculated F value of 7.060 is greater than F table 2.76. So F count > F table, the career opportunity variable, organizational culture and work environment simultaneously influence the turnover intention variable.

3. Coefficient of Determination R²

The coefficient of determination (R²) is essentially used to measure how accurate a model is that includes X1 and X2 together compared to Y, with the following formula:

Formula $$:R^2 = \frac{\Sigma\,(-2)^2}{\Sigma\,(-n)^2}$$

Information:
a. If $R^2 \leq$ zero means the independent variable has absolutely no effect on the dependent variable.
b. If $R^2 \geq$ zero or close to one, it means that the independent variable has an effect on the dependent variable and the model is more accurate.

Table 14 R Square

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.508a	,258	,221	4.152

a. Predictors: (Constant), WORK ENVIRONMENT, ORGANIZATIONAL CULTURE, CAREER OPPORTUNITIES

Based on table 14, the R square value of 0.258 is greater than 0 (zero). It can be concluded that the variables of career opportunity, organizational culture and work environment influence turnover intention. The ability of the independent variables in explaining the dependent variable is good or strong.

5. DISCUSSION
5.1 Career Opportunities

Based on the results of the research conducted, results were obtained showing that career opportunities can influence the turnover intention of employees from PT. Railink Medan. The relationship between career opportunities and turnover intention is explained by(Mobley, 2011)that lack of career opportunities was stated as the main reason for resignation. Knowing a person's career aspirations and promotional opportunities will become career expectations that can interact with satisfaction in influencing employee turnover. Career opportunities are very necessary for employees when working at a company. The higher the potential career opportunities of an employee within the company, the higher the level of employee job satisfaction. The results of this research are in line with research conducted by(Hafiz, Parizade, & Hanafi, 2016) that career opportunities have a negative or inversely proportional influence on turnover intention. If the career opportunities of employees in a company are good, the likelihood that employees will quit or leave the company will decrease.

Career opportunities are a process of increasing individual abilities that are achieved in order to achieve the desired career. The aim of all career opportunity programs is to resolve the needs and goals of employees with the career opportunities available in the company now and in the

future(Rivai, 2006). Career opportunities for an employee need to be made because an employee working in a company or company not only gets what he has today, but also expects changes, progress, and agreements given to him to advance to a higher and better level.(Kadarisman, 2012). Everyone will feel bored working in the same place, he always hopes for change and guarantees that he will continue to develop.

5.2   Organizational Culture

Based on the results of the research conducted, results were obtained showing that organizational culture can influence employee turnover intention at PT. Railink Medan. A strong organizational culture has a significant influence on employee behavior and directly reduces turnover(Robbins SP, 2006).In a strong culture, the main values of an organization are firmly held and embedded in all its employees. The more employees who accept these values and the greater the commitment to them, the stronger the organizational culture. This strong culture will form cohesiveness, loyalty and commitment to the organization in its employees, which will reduce employees' desire to leave the organization. The results of this research are in line with research conducted by(Wiadayati & Yunia, 2016)that organizational culture has a negative and significant influence on turnover intention. If a company's organizational culture is good, the likelihood that employees will quit or leave the company will decrease. Organizational culture plays a very important role in supporting the creation of an effective organization or company. More specifically, organizational culture can play a role and provide guidelines for work behavior for members of the organization. Every company is required to be able to create an organizational culture that can foster beliefs, values, norms, habits, attitudes and behavior of members in an organization which becomes a common guideline in carrying out organizational interactions to solve internal and external problems, as well as being a differentiator between one organization and another. This is because organizational culture can shape the behavior and actions of members in carrying out their activities.

5.3   Work Environment

Based on the results of the research conducted, results were obtained which showed that the work environment had no effect on the turnover intention of employees from PT. Railink Medan. The work environment is everything around the employee that can influence the employee in carrying out the tasks assigned by the company. However, in general, the definition of the work environment is the conditions and atmosphere in which the employees carry out their duties and work optimally. The relationship between the work environment and turnover intention is explained by(Mobley, 2011)that the work environment felt by employees is less comfortable, which gives rise to the intention to leave the company. However, if the work environment felt by employees is pleasant, it will have a positive impact on employees, so that it will create a feeling of feeling at home working at the company. Work environment can include the physical and social environment. The physical environment includes conditions of temperature, weather, construction, buildings and work locations. Meanwhile, the social environment includes the social culture of the work environment, the size of the workload, the compensation received, work-professional relationships, and the quality of work life. The work environment can influence the rate of employee turnover.

The results of this research are different from research conducted by(Meilano & Nugraheni, 2017)that job satisfaction has a negative influence on the turnover intention variable. This means that if a company has a good work environment then the likelihood of employees wanting to leave the company will decrease. However, if a company does not have a good work environment that is able to support employee performance, then the level the possibility of employees leaving the company will increase.

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Annisa Maharani, Nazaruddin, Yeni Absah

5.4   Company Strategy to Minimize Turnover Intention

An employee turnover rate that is too high is a problem, both for the HR team and for the company. There are many reasons why this is detrimental. For example, if a lot of employees from a company resign, then the company needs to carry out a re-recruitment process to get new employees. This of course will waste time and money. Apart from that, there are also negative effects that companies have to bear, ranging from decreased work productivity to a bad image of the company. Therefore, to overcome this condition, companies need to analyze the factors that cause turnover intention.

The following are factors that tend to increase turnover intention at PT. Railink Medan:

1.   Career opportunities

In the career opportunity variable, 56.8% of employees responded that they did not agree that career opportunities were open to all employees. This means that the company does not provide openness and equal opportunities for all employees to obtain career opportunities for them. This situation causes many employees to feel that if they stay and work for the company their careers will not develop. Therefore, companies need to analyze the situation by improving work relations by providing fair opportunities in obtaining career opportunities for all employees, providing clear information on the procedures that employees must undergo or fulfill so that they can obtain better career opportunities, and provide training to improve employee abilities, so that employee enthusiasm and loyalty to continue working at the company increase and turnover intention can be minimized.

2.   Organizational culture

In the organizational culture variable, the problem that really influences turnover intention is fulfilling customer satisfaction. In this case, 64.2% of employees do not pay attention to and prioritize customer satisfaction. This happens because of the lack of service training received by employees, so that as a service company they do not care that customer satisfaction is something that must be prioritized. Failure to fulfill customer satisfaction can result in customers protesting against actions taken by employees. Conflict between employees and customers will give bad marks to the company and social sanctions for employees. Employees who receive social sanctions will tend to resign from companies or companies that provide policies to dismiss these employees and there will be an increase in turnover intention. Therefore, companies need to provide service training to employees so that customer service satisfaction is met and prevent conflicts between employees and customers.

6. CONCLUSION

1.   Career opportunities have a negative and significant effect on turnover intention
2.   Organizational culture has a negative and significant effect on turnover intention
3.   The work environment has no effect on turnover intention

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