

## ABSTRACT

The aim of this study is to examine the concept of harmonious career dialogue and develop a theoretical model of the relationship between servant leadership and turnover intention. Testing the concept of career dialogue as an intervention variable was carried out through an empirical research model involving servant leadership and supportive culture as independent variables and turnover intention and satisfaction as dependent variables.

Data was collected using a survey method on employees of 17 newspaper companies in the Media Fajar Group network in Eastern Indonesia with a total of 197 respondents. The data collected was then analyzed using Structural Equation Modeling (SEM) to test the fitness of measurement model and structural model as well as to test hypotheses.

The results of the analysis show that of the 6 (six) hypotheses tested, 5 (five) hypotheses are declared accepted and 1 (one) hypothesis is rejected. This study proves that servant leadership and supportive culture have a positive effect on harmonious career dialogue. Likewise, career dialogue has a positive effect on career satisfaction and has a negative effect on turnover intention. Harmonious career dialogue has also been shown to play a significant role in mediating the relationship between servant leadership and turnover intention. The influence of career satisfaction on turnover intensity is not significant.

Keywords: servant leadership, supportive culture, harmonious career dialogue, career satisfaction, turnover intention

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