

## **ABSTRACT**

*The logistics industry in Indonesia continues to grow along with the increasing activities of trade, distribution, and supply chain services. However, amid this development, logistics companies also face challenges in retaining employees, particularly due to high work demands, operational pressure, and dynamic working conditions that may influence employee satisfaction and their intention to remain in the organization. PT Mitsui-Soko Indonesia, as one of the companies engaged in the logistics sector, needs to pay attention to human resource management practices that focus not only on productivity but also on employee welfare and satisfaction. In this context, Internal Corporate Social Responsibility is considered an important factor in shaping positive work experiences for employees. However, previous studies have shown inconsistent findings regarding the effect of Internal CSR on Turnover Intention, indicating the need for further research by considering Job Satisfaction as a mediating mechanism.*

*This study aims to examine and analyze the effect of Internal Corporate Social Responsibility on Turnover Intention with Job Satisfaction as a mediating variable among employees of PT Mitsui-Soko Indonesia. This study uses a quantitative approach with a survey method through the distribution of questionnaires to respondents. The collected data were analyzed using the Partial Least Squares Structural Equation Modeling method, or PLS-SEM, with the assistance of SmartPLS software.*

*Based on the research findings, Internal Corporate Social Responsibility was found to have a negative and significant effect on Turnover Intention. In addition, Internal Corporate Social Responsibility had a positive and significant effect on Job Satisfaction. Furthermore, Job Satisfaction had a negative and significant effect on Turnover Intention. The results also indicate that Job Satisfaction is able to mediate the relationship between Internal Corporate Social Responsibility and Turnover Intention. These findings suggest that the proper implementation of Internal CSR can contribute to enhancing employee job satisfaction, which in turn may reduce employees' intention to leave the company.*

**Keywords:** *Internal Corporate Social Responsibility, Job Satisfaction, Turnover Intention, PLS-SEM, Social Identity Theory.*