ANALISA FAKTOR – FAKTOR YANG MEMPENGARUHI WAJIB PAJAK ( KLIEN )PINDAH KONSULTAN PADA KANTOR KONSULTAN PAJAK

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ABSTRACT

The purpose of this research was to investigate the factors of consult turnover intentions at consult tax firms. This research aimed to determinan the effect of these factors, there was leadership style, role conflict, pay satisfaction, organizational commitment and job satisfaction to consult turnover intention from consult tax firms population of the research was all of consults who have been working at consult tax firms in central java. Whereas the sample were 134 respondents who have been working as consults at consult tax firms, spread in central java there are jepara, kudus, semarang, magelang, surakarta and purwokerto. The hypothesis test was done by regression analysis using multivariate techniques structural equation modeling ( SEM ) from software Amos 16.0 based on the results of hypothesis test, then the conclusions are consults turnover intention from consults tax firms heavily influenced by factors such as leadership style, role conflict, role ambiguity, pay satisfaction, through intermediaries organizational commitment and job satisfaction.

keywords: leadership style, role conflict, role ambiguity, pay satisfaction, organizational Commitment and turnover intentions