

The Effect of Job Satisfaction, Organizational Citizenship Behavior, and Workload on The Turnover Intention of Generation Z Employees Domiciled in RW 05, Kuningan Barat Village, Mampang Prapatan District

By Emi Hidayah

Abstract

This study aims to determine whether there is an influence between job satisfaction, organizational citizenship behavior, and workload on the turnover intention of generation z employees who live in RW 05, Kuningan Barat Village, Mampang Prapatan District. This study is a quantitative study with a sample of 45 employees of Generation Z who live in RW 05, Kuningan Barat Village, Mampang Prapatan District. The sampling technique used was saturated sampling technique. analysis technique uses descriptive analysis and inferential analysis with the help of SmartPLS 3.0. Hypothesis testing obtains that job satisfaction has a positive and significant effect on turnover intention of generation z employees RW 05, organizational citizenship behavior has a positive and insignificant effect on turnover intention of generation z employees RW 05, workload has a positive and insignificant effect on turnover intention of generation z employees RW 05, and the variables of job satisfaction, organizational citizenship behavior, and workload simultaneously affect turnover intention in Generation Z employees RW 05.

Kata Kunci: *Job Satisfaction, Organizational Citizenship Behavior, Workload, and Turnover Intention.*

Pengaruh Kepuasan Kerja, *Organizational Citizenship Behavior*, dan Beban Kerja Terhadap *Turnover Intention* Karyawan Generasi Z yang Berdomisili di RW 05 Kelurahan Kuningan Barat, Kecamatan Mampang Prapatan

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Abstrak

Penelitian ini bertujuan untuk mengetahui apakah terdapat pengaruh antara kepuasan kerja, *organizational citizenship behavior*, dan beban kerja terhadap *turnover intention* karyawan generasi z yang berdomisili di RW 05 Kelurahan Kuningan Barat, Kecamatan Mampang Prapatan. Penelitian ini merupakan penelitian kuantitatif dengan sampel sebanyak 45 karyawan generasi z yang berdomisili di RW 05 Kelurahan Kuningan Barat, Kecamatan Mampang Prapatan dengan teknik pengambilan sampel menggunakan teknik sampling jenuh. Teknik analisis menggunakan analisis deskriptif dan analisis inferensial dengan bantuan *SmartPLS* 3.0. Pengujian hipotesis memperoleh hasil kepuasan kerja berpengaruh positif dan signifikan terhadap *turnover intention* karyawan generasi z RW 05, *organizational citizenship behavior* berpengaruh positif dan tidak signifikan terhadap *turnover intention* karyawan generasi z RW 05, beban kerja berpengaruh positif dan tidak signifikan terhadap *turnover intention* karyawan generasi z RW 05, dan variabel kepuasan kerja, *organizational citizenship behavior*, dan beban kerja secara simultan berpengaruh terhadap *turnover intention* pada karyawan generasi Z RW 05.

Kata Kunci: *Turnover Intention*, Kepuasan Kerja, *Organizational Citizenship Behavior*, dan Beban Kerja.