

The Effect of Organizational Commitment, Organizational Citizenship Behavior, and Job Satisfaction on Turnover Intention (Case Study at PT XYZ Tangerang Selatan)

By Aliyah Vistani Riboch

Abstract

This research is a quantitative study to determine the effect of organizational commitment, organizational citizenship behavior and job satisfaction on turnover intention. This study used samples from all permanent employees at the start-up company PT XYZ Tangerang Selatan. The number of samples in this study were 37 respondents from all permanent employees. The testing technique used in this study is path analysis using the Partial Least Square (PLS) method through SmartPLS 4.0 software. The results of this study obtained (1) organizational commitment has a partially significant effect on turnover intention, (2) organizational citizenship behavior has no partial significant effect on turnover intention, (3) job satisfaction has a partial significant effect on turnover intention, and (4) organizational commitment, organizational citizenship, and job satisfaction have a significant effect simultaneously or together on turnover intention.

Keywords : *organizational commitment, organizational citizenship behavior, job satisfaction and turnover intention*

Pengaruh Organizational Commitment, Organizational Citizenship Behavior, dan Kepuasan Kerja terhadap Turnover Intention (Studi Kasus pada PT XYZ Tangerang Selatan)

Oleh Aliyah Vistani Riboch

Abstrak

Penelitian ini adalah penelitian kuantitatif guna mengetahui pengaruh *organizational commitment*, *organizational citizenship behavior* dan kepuasan kerja terhadap *turnover intention*. Penelitian ini menggunakan sampel yang berasal dari seluruh karyawan tetap di perusahaan *start-up* PT XYZ Tangerang Selatan. Jumlah sampel dalam penelitian ini adalah 37 responden dari keseluruhan karyawan tetap. Teknik pengujian yang digunakan dalam penelitian ini adalah analisis jalur (*path analysis*) dengan menggunakan metode *Partial Least Square* (PLS) melalui software SmartPLS 4.0. Hasil penelitian ini memperoleh (1) *organizational commitment* berpengaruh signifikan secara parsial terhadap *turnover intention*, (2) *organizational citizenship behavior* tidak berpengaruh signifikan secara parsial terhadap *turnover intention*, (3) kepuasan kerja berpengaruh signifikan secara parsial terhadap *turnover intention*, dan (4) *organizational commitment*, *organizational citizenship*, dan kepuasan kerja berpengaruh signifikan secara simultan atau bersama-sama terhadap *turnover intention*.

Kata kunci : *organizational commitment*, *organizational citizenship behavior*, kepuasan kerja dan *turnover intention*