

**Pengaruh Work-Life Balance, Burnout, dan Kepuasan Kerja Terhadap
Organizational Citizenship Behavior pada PT Bank Tabungan Negara
(Persero) Tbk KC Ciputat**

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ABSTRAK

Penelitian kuantitatif ini memiliki tujuan dan mengetahui “Pengaruh Work-Life Balance, Burnout, dan Kepuasan Kerja Terhadap Organizational Citizenship Behavior pada PT Bank Tabungan Negara (Persero) Tbk KC Ciputat”. Responden yang digunakan dalam penelitian berjumlah 68 responden yang merupakan karyawan PT Bank Tabungan Negara (Persero) Tbk KC Ciputat. Teknik analisis dalam penelitian yaitu Uji Koefisien Determinasi, Uji T (Parsial) dan Uji F (Simultan) dan menggunakan software Smart PLS 4.0. Didapatkan hasil dalam pengujian yaitu (1) Work-life balance tidak berpengaruh signifikan terhadap OCB karyawan PT Bank Tabungan Negara (Persero) Tbk KC Ciputat (2) burnout tidak berpengaruh signifikan terhadap OCB karyawan PT Bank Tabungan Negara (Persero) Tbk KC Ciputat (3) Kepuasan Kerja berpengaruh signifikan terhadap turnover intention karyawan PT Bank Tabungan Negara (Persero) Tbk KC Ciputat(4) Pengaruh Work-Life Balance, Burnout, dan Kepuasan Kerja berdampak signifikan secara bersama-sama terhadap OCB karyawan PT Bank Tabungan Negara (Persero) Tbk KC Ciputat.

Kata Kunci: Work-Life Balance, Burnout, Kepuasan Kerja, dan Organizational Citizenship Behavior

***The Influence of Work-Life Balance, Burnout, and Job Satisfaction on
Organizational Citizenship Behavior at PT Bank Tabungan Negara (Persero)
TBK KC Ciputat***

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ABSTRACT

This quantitative research aims to understand "The Influence of Work-Life Balance, Burnout, and Job Satisfaction on Organizational Citizenship Behavior at PT Bank Tabungan Negara (Persero) Tbk KC Ciputat." The respondents used in the study totaled 68 employees of PT Bank Tabungan Negara (Persero) Tbk KC Ciputat. The analysis techniques employed in this research include the Determination Coefficient Test, T-Test (Partial), and F-Test (Simultaneous), using the Smart PLS 4.0 software. The results of the tests indicated that: (1) Work-life balance does not have a significant influence on the OCB of employees at PT Bank Tabungan Negara (Persero) Tbk KC Ciputat; (2) Burnout does not have a significant influence on the OCB of employees at PT Bank Tabungan Negara (Persero) Tbk KC Ciputat; (3) Job Satisfaction has a significant influence on the turnover intention of employees at PT Bank Tabungan Negara (Persero) Tbk KC Ciputat; (4) The influence of Work-Life Balance, Burnout, and Job Satisfaction together has a significant impact on the OCB of employees at PT Bank Tabungan Negara (Persero) Tbk KC Ciputat.

Keywords: *Work-Life Balance, Burnout, Job Satisfaction, and Organizational Citizenship Behavior*