

ABSTRACT

This research is purposed to find out the influence of job satisfaction, employee engagement and organizational citizenship behaviour and its impact on turnover intention. This research carried out on PT. Iwaindo Internasional. Data collected by survey method. Questionnaires were distributed to all employees as many as 100 samples. The data analysis technique used is Multiple Regression. The results showed that job satisfaction significantly affected to turnover intention. Employee engagement significantly affected to turnover intention. Organizational Citizenship behaviour significantly affected to turnover intention. The results of F-test indicated that job satisfaction, employee engagement, and organizational citizenship behaviors together have significant effect on turnover intention at PT Iwaindo Internasional..

Keywords: Job Satisfaction, Employee Engagement, Organizational Citizenship Behaviour, Turnover Intention



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ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh kepuasan kerja, *employee engagement*, dan *organizational citizenship behavior* terhadap *turnover intention* di PT Iwaindo Internasional. Data dikumpulkan dengan metode survei. Kuesioner yang dibagikan kepada keseluruhan populasi sebanyak 100 karyawan. Teknik analisis data yang digunakan adalah Regresi Berganda Hasil penelitian menunjukkan bahwa kepuasan kerja berpengaruh signifikan terhadap *turnover intention*, *employee engagement* berpengaruh signifikan terhadap *turnover intention*, dan *organizational citizenship behavior* berpengaruh signifikan terhadap *turnover intention*. Pengujian secara simultan (uji F) menunjukkan kepuasan kerja, *employee engagement*, dan *organizational citizenship behavior* secara bersama-sama berpengaruh signifikan terhadap *turnover intention* di PT Iwaindo Internasional.

Kata kunci : Kepuasan Kerja, *Employee Engagement*, *Organizational Citizenship Behaviour*, *Turnover Intention*

