

ABSTRACT

Fakultas Ekonomi

Program Studi Manajemen S-1

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The Effect of Perceived Organizational Support on Turnover Intention with Organizational Citizenship Behaviour as a Mediator Factor on Employees at PT. Telkom Indonesia Tbk. Witel Jakarta Utara and Review from Islamic Perspectives.

Abstract Description

The purpose of this study was to determine the effect of perceived organizational support on turnover intention with organizational citizenship behavior as a mediator factor. The population of this study is the permanent employees of PT. Telkom Indonesia Tbk. Witel Jakarta Utara. The sampling technique of this study is purposive sampling and the number of respondents are 70 employees. Data were collected through questionnaires technique and analyzed by doing hypothesis testing used SPSS with path analysis. The result of this study showed that perceived organizational support have a direct negative effect but not significant on turnover intention. Perceived organizational support have a direct positive effect but not significant on organizational citizenship behavior. Organizational citizenship behavior have a direct positive effect and significantly on turnover intention. This shows that organizational citizenship behavior can not be a mediator factor for both of the variabel. Islamic perspective of perceived organizational support on turnover intention with organizational citizenship behaviour as a mediator factor explained that if employee got what they want from the company they will stay and pleasure to help achieving the company goals .

Keyword: *perceived organizational support, turnover intention, organizational citizenship behavior, path analysis.*

ABSTRAK

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Pengaruh *Perceived Organizational Support* terhadap *Turnover Intention* dengan *Organizational Citizenship Behaviour* sebagai Faktor Mediator pada Karyawan PT. Telkom Indonesia Tbk. Witel Jakarta Utara.

Uraian Abstrak

Penelitian ini dilakukan untuk mengetahui pengaruh *perceived organizational support* terhadap *turnover intention* dengan *organizational citizenship behavior* sebagai faktor mediator pada karyawan PT. Telkom Indonesia Tbk. Witel Jakarta Utara. Teknik pengambilan *sample* yang digunakan adalah *purposive sampling* dan jumlah dari responden sebanyak 70 orang. Data dikumpulkan dengan instrument kuesioner dan dianalisis menggunakan SPSS dengan *path analysis*. Hasil penelitian menunjukkan bahwa *perceived organizational support* berpengaruh negatif yang tidak signifikan terhadap *turnover intention*. *perceived organizational support* memiliki pengaruh yang positif tapi tidak signifikan terhadap *organizational citizenship behavior*. *Organizational citizenship behavior* memiliki pengaruh positif yang signifikan terhadap *turnover intention*. Hal ini juga menunjukkan bahwa variabel *organizational citizenship behavior* tidak bisa memediasi pengaruh *perceived organizational support* terhadap *turnover intention*. Tinjauan islam mengenai *perceived organizational support* terhadap *turnover intention* dengan *organizational citizenship behavior* sebagai faktor mediator menjelaskan bahwa jika karyawan mendapatkan apa yang dia inginkan dari perusahaan maka dengan senang hati mereka akan tetap berada diperusahaan dan akan membantu perusahaan dalam mencapai tujuan perusahaan.

Kata kunci: *perceived organizational support, turnover intention, organizational citizenship behavior, path analysis.*