

**PENGARUH BUDAYA ORGANISASI, KOMPENSASI, DAN KETERIKATAN
KARYAWAN TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR*
SERTA IMPLIKASINYA PADA *TURNOVER INTENTION* KARYAWAN
INTERNAL MATAHARI DEPARTMENT STORE**

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ABSTRAK

Bentuk perilaku karyawan yang dapat berdampak buruk pada perusahaan adalah keinginan untuk pergi atau meninggalkan perusahaannya saat ini. *Turnover Intention* yaitu bentuk perilaku karyawan yang berujung pada keputusan karyawan untuk keluar atau meninggalkan pekerjaanya. Bentuk tindakan *turnover intention* dapat berupa pengunduran diri karyawan dari perusahaan saat ini mereka bekerja. Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh budaya organisasi, kompensasi, dan keterikatan karyawan terhadap *organizational citizenship behavior* serta implikasinya pada *turnover intention* karyawan internal matahari department store. Teknik pengambilan sampel yang digunakan peneliti adalah *proportional random sampling*. Pada penelitian ini jumlah karyawan internal matahari department store yang dijadikan sampel berjumlah 250 responden dari 714 karyawan internal matahari department store. Prosedur yang digunakan dalam pengujian, pengolahan data dan pengembangan model adalah model persamaan structural (*Structural Equation Modelling*). Data dianalisis dengan menggunakan alat bantu perangkat lunak statistik LISREL 8.8. Penelitian ini menghasilkan temuan-temuan bahwa budaya organisasi berpengaruh langsung positif terhadap *organizational citizenship behavior*. Budaya organisasi berpengaruh langsung negatif terhadap *turnover intention*. Kompenasi berpengaruh langsung positif terhadap *organizational citizenship behavior*. Kompenasi berpengaruh langsung negatif terhadap *turnover intention*. Keterikatan karyawan berpengaruh langsung positif terhadap *organizational citizenship behavior*. Keterikatan karyawan berpengaruh langsung negatif terhadap *turnover intention*. *Organizational citizenship behavior* berpengaruh langsung negatif terhadap *turnover intention*. Budaya organisasi berpengaruh tidak langsung negatif terhadap *turnover intention* melalui *organizational citizenship behavior*. Kompensasi berpengaruh tidak langsung negatif terhadap *turnover intention* melalui *organizational citizenship behavior*.

Kata Kunci: Budaya Organisasi, Kompensasi, Keterikatan Karyawan, *Organizational Citizenship Behavior*, *Turnover Intention*.

**THE INFLUENCE OF ORGANIZATIONAL CULTURE, COMPENSATION,
AND EMPLOYEE ENGAGEMENT ON ORGANIZATIONAL CITIZENSHIP
BEHAVIOR AND ITS IMPLICATIONS FOR TURNOVER INTENTION ON
MATAHARI DEPARTMENT STORE EMPLOYEES**

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ABSTRAK

A behavior of employees that obviously give bad impact to the company is his/her intention to leave the job at his/her current company. *Turnover Intention* is a form of employee behavior that intends to leave his/her work which results in resignation. The objective of this research was to find out the influence of organizational culture and compensation toward *Organizational Citizenship Behavior* and its implications on *Turnover Intention* of the internal employees of Matahari Department Store. In this research, the samples were taken by using proportional random sampling. The sampling technique used by researchers was proportional random sampling. The study of the number of employees internal of matahari department store. The sample store amounted to 250 respondents from 714 employees internal of matahari department store. The procedure used in testing, data collection and model development is a structural equation model. Data were analyzed using LISREL 8.8 statistical software tools. The research produced findings that organizational culture has a positive direct effect on organizational citizenship behavior. Organizational culture has a direct negative effect on turnover intention. Compensation has a positive direct effect on organizational citizenship behavior. Compensation has a direct negative effect on turnover intention. Employee engagement has a positive direct effect on organizational citizenship behavior. Employee engagement has a direct negative effect on turnover intention. Organizational citizenship behavior has a direct negative effect on turnover intention. Organizational culture has a negative indirect effect on turnover intention through organizational citizenship behavior. Compensation has a negative indirect effect on turnover intention through organizational citizenship behavior.

Keywords: Organizational Culture, Compensation, Employee Engagement, Organizational Citizenship Behavior, Turnover Intention.