

ABSTRACT

Turnover Intention arises when employees feel like leaving their workplace. This study investigates the impact of Organizational Citizenship Behaviour, Psychological Capital and Work Engagement on Turnover Intention in employees of PT Bank Mandiri KCP Pandanaran. Research can provide valuable understanding to human resource managers and related parties in the organisation to design strategies that can reduce turnover rates, increase employee retention rates, and improve the overall welfare of the organisation and can be used as a reference for future research.

This study uses quantitative methods with a cross sectional study design. The population and sample in this study were 70 employees of PT Bank Mandiri KCP Pandanaran with saturated sampling technique. Data collection techniques in the study using the interview method using a questionnaire as a data collection tool. The variables in this study are Organizational Citizenship Behaviour (X1), Psychological Capital (X2), Work Engagement (X3), and Turnover Intention (Y). The analysis technique uses multiple linear regression analysis, t test, F test, Pearson correlation test, and determination test with the help of IBM SPSS 26 for Windows.

The results of this study indicate Organizational Citizenship Behaviour and Psychological Capital have a negative and significant effect on Turnover Intention, while Work Engagement has no significant effect on Turnover Intention.

Keywords: Organizational Citizenship Behaviour, Psychological Capital, Work Engagement, Turnover Intention.