

ABSTRACT

Job security or clarity of work status is important for workers. However, even though there is no appointment of outsourcing employees at PT. Telkomsel, the behavior of outsourcing employees shows the existence of OCB and the tendency of employees to extend the contract period or in other words, the outsourcing employee turnover rate is low. Therefore, this study aims to determine the causes of the low intention to quit of outsourcing employees at PT. Telkomsel. The respondents of this research were 124 outsourcing employees of PT. Telkomsel Regional Central Java and DIY. Data collection was carried out by means of questionnaires, interviews, and observations. The data obtained were processed by SEM (Structural Equation Modeling). From hypothesis testing with AMOS 22 software, the results obtained: 1) organizational support has a significant positive effect on OCB, 2) affective commitment has a significant positive effect on OCB, 3) organizational support is not proven to have a significant effect on intention to quit, 4) affective commitment has a significant negative effect on intention to quit, and 5) OCB has a significant negative effect on intention to quit. Managerial implications that can be done by PT. Telkomsel is to improve the welfare of outsourcing employees and provide opportunities for outsourced employees to become permanent employees.

Keywords: *intention to quit, organizational support, affective commitment, OCB, outsourcing employees.*