

ABSTRAK

Fitri Yanti Abd.Malik Pengaruh *Employee Engagement* dan Kepuasan Kerja Terhadap *Organizational Citizenship Behviour* di mediasi oleh *Intention To Stay* pada PT. Ternate Cemerlang (SKH Malut Post) Ketua Komisi: Marwan, Anggota Komisi: Fadhliah M.Alhadar.

Penelitian ini bertujuan untuk mengetahui: Pengaruh *Employee Engagement* dan Kepuasan Kerja Terhadap *Organizational Citizenship Behviour* di mediasi oleh *Intention To Stay*. Populasi penelitian adalah seluruh karyawan Malut Post Kota Ternate yang berjumlah 47 responden dan menggunakan teknik sampling jenuh sehingga jumlah sampel sebanyak 47 responden. Jenis data yang digunakan adalah data kuantitatif dan sumber data yang digunakan adalah data primer dengan pengumpulan data melalui kuesioner. Model analisis data dalam penelitian ini menggunakan *Structural Equation Modeling (SEM) Partial Least Squares (SmartPLS)* versi 4.0

Hasil penelitian ini menunjukkan bahwa: (1) *employee engagement* tidak berpengaruh terhadap *Organizational Citizenship Behaviour* (OCB); (2) Kepuasan Kerja berpengaruh signifikan terhadap *Organizational Citizenship Behaviour* (OCB); (3) *employee engagement* tidak berpengaruh signifikan terhadap *Intention To Stay*; (4) Kepuasan Kerja berpengaruh signifikan terhadap *Intention To Stay*; (5) *intention to stay* berpengaruh signifikan terhadap *organizational citizenship behaviour*; (6)) *employee engagement* tidak memediasi *intention to stay* terhadap OCB; (7) kepuasan kerja tidak memediasi *intention to stay* terhadap OCB.

Kata Kunci: *Employee Engagement*, Kepuasan Kerja, *Organizational Citizenship Behviour*, dan *Intention To Stay*

ABSTRACT

Fitri Yanti Abd . Malik *Influence Employee Engagement and Satisfaction Work To Organizational Citizenship Behavior was mediated by Intention To Stay at PT. Ternate Cemerlang (SKH Malut Post) . Chairman Commission : Marwan, Member Commission : Fadhliah M. Alhadar..*

This research aims to determine : Influence Employee Engagement and Job Satisfaction To Organizational Citizenship Behavior is mediated by Intention To Stay . Population study is all over Malut Post Ternate City employee amount 47 respondents and use saturated sampling technique so that amount sample as much 47 respondents . Type of data used is quantitative data and the data sources used is primary data with data collection via questionnaire . Deep data analysis models study This use Structural Equation Modeling (SEM) Partial Least Squares (SmartPLS) version 4.0

Research result This show that : (1) employee engagement has no effect on Organizational Citizenship Behavior (OCB) ; (2) Job Satisfaction influential significant on Organizational Citizenship Behavior (OCB) ; (3) employee engagement has no effect significant towards Intention To Stay ; (4) Job Satisfaction influential significant to Intention To Stay ; (5) intention to stay has a significant effect on organizational citizenship behavior ; (6)) employee engagement does not mediate intention to stay on OCB ; (7) job satisfaction does not mediate intention to stay on OCB .

Keywords : Employee Engagement , Job Satisfaction , Organizational Citizenship Behavior OCB), and Intention To Stay