

RINGKASAN

Tujuan penelitian ini adalah untuk mengetahui pengaruh *perceived organizational support*, *employee engagement* dan perilaku proaktif terhadap *turnover intention*. Responden dalam penelitian ini adalah karyawan Bank BJB Cabang Tasikmalaya. Jumlah responden dalam penelitian ini ditentukan berdasarkan metode Slovin, dan ditentukan sejumlah 111 responden.

Berdasarkan hasil penelitian dan analisis data dengan menggunakan regresi berganda dapat disimpulkan bahwa : (1) *Perceived organizational support* berpengaruh negatif terhadap *turnover intention* karyawan. (2) *Employee engagement* berpengaruh negative terhadap *turnover intention* karyawan.(3) *Perceived organizational support* berpengaruh positif terhadap perilaku proaktif. (4) *Employee engagement* berpengaruh positif terhadap perilaku proaktif. (5) Perilaku proaktif memediasi hubungan antara *perceived organizational support* terhadap *turnover intention* karyawan. (6) Perilaku proaktif memediasi *employee engagement* terhadap *turnover intention* karyawan. (7) Perilaku proaktif berpengaruh negatif terhadap *turnover intention*.

Berdasarkan hasil dari penelitian ini, implikasinya adalah, perlu adanya dukungan dari organisasi untuk memunculkan *perceived organizational support* yang

baik dibenak karyawan yang akan menurunkan *turnover intention* selain itu *employee engagement* dimana karyawan mendedikasikan dirinya dan loyal kepada organisasi, atasan, pekerjaan dan rekan kerjanya. Hal tersebut akan menurunkan *turnover intention*. Karyawan yang berperilaku proaktif terhadap pekerjaannya dan memiliki inisitif yang tinggi untuk melakukan perubahan yang lebih baik bagi perusahaan akan menciptakan lingkungan kerja yang baik dan menurunkan *turnover intention* karyawan Bank BJB Cabang Tasikmalaya

Kata Kunci :*Perceived Organizational Support, Employee Engagement, Perilaku Proaktif, Turnover Intention.*

SUMMARY

The aim of this research is to determine the effect of perceived organizational support, employee engagement and proactive behavior toward turnover intention. The respondents in this research are employees of BJB Bank Tasikmalaya Branch. The number of the respondents in this research is determined based on Slovin method, and determined amount of 111 respondents.

Based on the results of research and data analysis using regression multiple can be concluded that: (1) Perceived organizational support negatively affects towards employee turnover intention. (2) Employee engagement negatively affects towards employee turnover intention. (3) Perceived organizational support positively affects toward proactive behavior. (4) Employee engagement positively affects toward proactive behavior. (5) Proactive behavior mediates the relationship between perceived organizational support for employee turnover intention. (6) Proactive behavior mediates employee engagement for employee turnover intention. (7) Proactive behavior negatively affects turnover intention.

Implication based on result of this study was the organization needs to create a good perceived organizational support in the minds of employees who will reduce