

ABSTRACT

This research was conducted to explore the relationship between Training Satisfaction with Organizational Citizenship Behavior and Turnover Intention. It is expected that this research can contribute to the level of theory or scientific management of organizations and also has positive managerial implications on the management of profit organizations. Referring to the results of previous studies and empirical theories related to the relationship of Training Satisfaction and Moving Intentions, this study was designed by collecting data by survey method by distributing questionnaires both directly and online questionnaires. Respondents in this study were employees of PT. Polymindo Permata - Indonesia and selected using the purpose sampling method. The study was a quantitative study using the Structural Equation Model (SEM) method.

The findings of this study are the first positive influence of training satisfaction, on Organizational Citizenship Behavior. Both training satisfaction has a negative effect on Turnover Intention and Orgnaizational Citizenship Behavior has a negative effect on Turnover Intention. The managerial implications of research as an organization are first, because the satisfaction of training and Organizational Citizenship Behavior has been proven to be stronger if the company fully supports the development and training program, then managers or leaders must be able to commit. Second, managers or leaders of organizations should encourage behavior or behavior to conduct Organizational Citizenship Behavior in their teams, increase the ability to find or share knowledge with fellow workers able to provide comfort and security to employees regardless of position, status and years of service, so that all employees are motivated to provide the best for the organization.

Keywords: Training Satisfaction, Organizational Citizenship Behavior, Turnover Intention, Rattan Syntetic, Indonesia.