

ABSTRAK

Tujuan penelitian adalah untuk mengeksplorasi pengaruh *perceived organizational support* (POS), *job satisfaction* (JS) dan *employee engagement* (EE), yang membentuk *organizational commitment* (OC), sehingga mempengaruhi *Turnover Intention* (TI), *Employee Performance* (EP), dan *Organizational Citizenship Behavior* (OCB). Selain itu juga tentang pengaruh POS terhadap JS maupun pengaruh OCB terhadap EP. Hal ini merupakan pengembangan dari beberapa penelitian yang dilakukan sebelumnya. Survei menggunakan metode *purposive sampling* pada 203 pegawai Aparatur Sipil Negara (ASN) Puskesmas di Kabupaten Tangerang Provinsi Banten, Indonesia. Untuk analisa menggunakan analisis faktor serta pemodelan persamaan struktural (SEM) Lisrel. Temuan dari studi ini adalah dukungan organisasi, kepuasan dan keterlibatan karyawan meningkatkan komitmen organisasi sehingga mempengaruhi secara positif terhadap *Turnover Intention*, *Employee Performance*, *Organizational Citizenship Behavior*. Selain itu dukungan organisasi meningkatkan *kepuasan karyawan*. Demikian juga *Organizational Citizenship Behavior* berpengaruh positif terhadap *Employee Performance*.

Kata Kunci - *Perceived Organizational Support*, *Job Satisfaction*, dan *Employee Engagement*, *organizational commitment*, *Turnover Intention*, *Employee Performance*, *Organizational Citizenship Behavior*.

ABSTRACT

The aim of the study was to explore the influence of *Perceived organizational support* (POS), Job Satisfaction (JS) and Employee Engagement (EE), which form organizational commitment (OC), thereby influencing Turnover Intention (IT), Employee Performance (EP), and Organizational Citizenship Behavior (OCB). In addition, it is also about the influence of POS on JS as well as the influence of OCB against EP. This is a development of some of the previous research. The survey used the purposive sampling method on 203 employees of the State Civil Apparatus (ASN) Puskesmas in Tangerang Regency of Banten, Indonesia Province. For analysis using factor analysis and structural equation modeling (SEM) Lisrel. The findings of this study are that organizational support, employee satisfaction and engagement increase organizational commitment thereby positively influencing turnover intention, employee performance, organizational citizenship behavior. In addition, organizational support increases employee satisfaction. So is organizational citizenship behavior. Positive impact on employee performance.

Keywords- *Perceived Organizational Support, Job Satisfaction, dan Employee Engagement, organizational commitment, Turnover Intention, Employee Performance, Organizational Citizenship Behavior.*

