

ABSTRACT

This study aims to analyze the influence of Training Satisfaction and Organizational Citizenship Behavior (OCB) on Turnover Intention among employees of PT Bank Sulselbar. The background of this research stems from the growing concern of organizations regarding employee retention and the need to reduce turnover rates. In this context, satisfaction with training programs and the presence of voluntary work behaviors (Organizational Citizenship Behavior) are believed to play a crucial role in influencing employee loyalty and long-term commitment to the organization.

This quantitative research employed the Structural Equation Modeling (SEM) method using SmartPLS 3.2.9. The sample consisted of 100 respondents selected from a total population of 1,465 employees at PT Bank Sulselbar, using probability sampling with Slovin's formula. Data was collected through an online questionnaire (Google Form). The results show that: (1) Training Satisfaction has a significant negative effect on Turnover Intention, (2) Training Satisfaction has a significant positive effect on Organizational Citizenship Behavior, (3) Organizational Citizenship Behavior has a significant negative effect on Turnover Intention, and (4) Training Satisfaction indirectly affects Turnover Intention through the mediation of Organizational Citizenship Behavior.

Based on these findings, it can be concluded that employee satisfaction with training programs not only directly reduces their intention to leave the organization but also enhances positive voluntary behaviors (Organizational Citizenship Behavior), which further contributes to lower turnover intention. Therefore, it is recommended that companies continuously improve the quality of their training programs and foster a supportive work environment that encourages employees to go beyond their formal responsibilities. These efforts can strengthen employee retention and promote long-term organizational sustainability.

Keywords: Training Satisfaction, Organizational Citizenship Behavior, Turnover Intention, SEM, Bank Sulselbar