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ANALYSIS OF RELATIONSHIP BETWEEN TRAINING SATISFACTION, PERCEIVED SUPERVISOR LISTENING, OCB, AND TURNOVER INTENTION OF EMPLOYEES IN THREE STAR HOTELS IN BATAM CITY

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ABSTRACT

The research has a function to analyze the relationship between variables of training satisfaction, perceptions of supervisors who listen, organizational citizenship behavior, and intention to move to employees who work in three-star hotels in Batam. The reason for the research is to make it easier for companies to analyze factors that influence the level of turnover intention to employees.

The object of the research is the Three Star Hotels in Batam which are listed in the top 50 TripAdvisor rankings which are the largest tourist websites in the world with approximately 600 million traveler reviews from overseas and are included in the Batam City BPS data. The research was conducted by distributing questionnaires to 330 respondents.

The results of the study emphasize the importance of paying attention to factors that influence employee intention to move from the company. Where as we know that the intention of employees to move from the company will affect the performance of employees in the company.

Keywords: training satisfaction, perceived supervisor listening, organizational citizenship behavior, turnover intention, and employee performance.