

# Pemberian Pelatihan Coaching Pada Supervisor Untuk Meningkatkan Perceived Organizational Support dan Menurunkan Intensi Turnover Pada Karyawan PT AI. = Coaching Training on Supervisor to Increase Perceived Organizational Support and Reduce Turnover Intention of Employees at AI Company

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## Abstrak

Tujuan dilakukannya penelitian ini adalah untuk menurunkan Intensi Turnover pada karyawan PT AI. Berdasarkan penggalian data awal melalui wawancara dengan salah seorang staf HRD, diketahui bahwa tingkat turnover perusahaan tahun 2012 meningkat dua kali lipat dari tahun sebelumnya, ditambah lagi ada beberapa karyawan yang sudah mengajukan surat pengunduran diri. Salah satu penyebab tingginya intensi turnover adalah rendahnya perceived organizational support yang dimiliki oleh karyawan. Untuk mengetahui apakah terdapat hubungan antara kedua hal tersebut, peneliti mengukur korelasi antara perceived organizational support dengan intensi turnover karyawan.

Hasil yang diperoleh menunjukkan bahwa ada hubungan negatif yang signifikan antara perceived organizational support dengan intensi turnover karyawan sebesar -0,782. Bentuk intervensi yang diajukan oleh peneliti untuk meningkatkan perceived organizational support dan menurunkan intensi turnover adalah pelatihan coaching pada supervisor. Ketrampilan coaching yang diperoleh diharapkan dapat diterapkan pada bawahan, sehingga para karyawan dapat menyampaikan keluhan atau hambatan yang terkait dengan pekerjaan mereka pada supervisor. Dengan diadakannya coaching, diharapkan perceived organizational support karyawan akan meningkat dan intensi turnover karyawan akan menurun.

.....The purpose of this research is to reduce turnover intention on employee in PT AI. Based on exploring the initial data by intervieweing one of employee in HR departement, researcher found out that the level of turnover in PT AI increase significantly in the last two year. Based on the literature study, one of the causes of turnover is perceived organizational support. To know whether there is a correlation between perceived organizational support and turnover intention, the researcher measures the correlation between perceived organizational support and turnover intention.

The results show that there are significant relationship between perceived organizational support and turnover intention. The coefficient of correlation is -0.782 with the score of signification is 0,000 ( $p < 0,01$ ). To increase perceived organizational support on employee, researches suggest an intervention. Researche gives a training to supervisor about how to do coaching. After the training, all supervisor have to do coaching to their subordinate. With doing coaching, employee can talk to their supervisor about obstacle in work and their complaint to organization, employee can also talk about their career development with their supervisor so they can feel more satisfied with their job and organization. With this intervention, perceived organizational support of employee can increase and turnover intention can reduced.