

Program Coaching Effective Communication untuk menurunkan intensi Turnover Engineer pada Site Asam-asam PT AI = Coaching effective communication program to decrease Turnover Intention of Engineer Employee on Asam-asam Site PT. AI

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Abstrak

Penelitian ini dilakukan untuk melihat efektivitas program coaching effective communication untuk meningkatkan job satisfaction dan menurunkan intensi turnover pada engineer di PT. AI. Penelitian ini menggunakan tipe penelitian action research dengan jumlah partisipan penelitian sebanyak 30 engineer di site Asam-asam dan Satui. Alat ukur yang digunakan dalam penelitian ini adalah adaptasi alat ukur job satisfaction (Spector, 1997) dengan nilai koefisien alpha () sebesar 0.938 dan alat ukur intensi turnover (Mobley, Horner, & Hollingsworth, 1978) dengan nilai koefisien alpha () sebesar 0.952. Peneliti menggunakan uji korelasi Pearson untuk mengetahui hubungan antara kedua variabel tersebut dan uji Wilcoxon Signed-Rank Test untuk melihat perbedaan signifikansi dari skor pre test dan post test materi intervensi yang diberikan.

Hasil menunjukkan bahwa terdapat hubungan negatif yang signifikan antara job satisfaction dengan intensi turnover dengan nilai korelasi sebesar -0,730 dan signifikansi 0,000 ($p < 0,01$). Hal tersebut menunjukkan bahwa dengan semakin meningkatnya kepuasan kerja para engineer maka intensi turnover mereka akan semakin rendah. Selain itu juga terdapat perbedaan skor pre test dan post test materi intervensi yang signifikan ($p = 0.012 < 0.05$) sebelum dan sesudah intervensi coaching effective communication. Hasil analisa tersebut menunjukkan bahwa coaching effective communication dapat meningkatkan pemahaman para engineer terhadap materi intervensi effective communication.

.....The study was conducted to see the effectiveness of coaching effective communication programs to enhance job satisfaction and reduce turnover intentions of engineer employee at PT. AI. This study used action research studies with 30 engineers on Asam-asam and Satui site as the participants. The research that was used job satisfaction survey (Spector, 1997) with coefficient alpha score () 0.938 and turnover intentions survey (Mobley, Horner, and Hollingsworth, 1978) with coefficient alpha score () 0.952. The Pearson correlation technique was used to determine the relationship between two variables and the Wilcoxon Signed-Rank Test was used to see the significance differences from pre and post test scores of the given intervention materials.

The results showed a significant and negative relationship between job satisfaction and turnover intentions with a correlation value of -0.730 and significance of 0.000 ($p < 0.01$). It showed that with increasing job satisfaction so engineer's intention turnover will be decrease. In addition, there were significant differences from pre and post test scores ($p = 0.012 < 0.05$) of interventions material before and after the intervention of coaching effective communication. The analysis results showed that effective communication coaching can enhance the understanding of the engineer of the intervention effective communication materials.