

Pelatihan komunikasi efektif pada senior engineer sebagai sarana menurunkan turnover intention di divisi EPC PT. XYZ : berdasarkan hasil analisis kepuasan kerja dan komitmen organisasi pada junior engineer = Reducing turnover intention at EPC division PT. XYZ through effective communication training on senior engineer based on the analysis of job satisfaction and organizational commitment on junior engineer

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Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh kepuasan kerja dan komitmen organisasi terhadap turnover intention. Berdasarkan hasil uji regresi berganda pada 32 Junior Engineer dengan menggunakan Job Satisfaction Survey (JSS), Organizational Commitment Instrument, dan Turnover Intention Questionnaire menunjukkan adanya pengaruh signifikan dari kepuasan kerja dan komitmen organisasi terhadap turnover intention ($r^2 = 0,651^{**}$, $p < 0,01$). Peneliti merancang intervensi untuk meningkatkan kepuasan kerja dan komitmen organisasi pada aspek komunikasi, karakteristik pekerjaan dan komponen afektif yang memberikan sumbangan terbesar dengan tujuan untuk menurunkan turnover intention. Ketiga aspek tersebut dipersepsikan rendah karena adanya hambatan komunikasi dengan atasan. Oleh karena itu, intervensi komunikasi efektif diberikan kepada Senior Engineer untuk meningkatkan persepsi komunikasi, karakteristik pekerjaan dan komponen afektif Junior Engineer yang diharapkan akan meningkatkan perilaku kepuasan kerja dan komitmen organisasi sehingga menurunkan turnover intention Junior Engineer. Hasil uji signifikansi perbedaan pre-test dan post-test menunjukkan intervensi signifikan meningkatkan kepuasan kerja dan komitmen organisasi dan menurunkan turnover intention ($t = 4,493^*$, $p < 0,05$). Hasil ini menunjukkan bahwa penting untuk melakukan pelatihan komunikasi efektif pada Senior Engineer agar turnover intention Junior Engineer menurun.

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This study is aimed to determine the effect of job satisfaction and organizational commitment on turnover intention. Based on multiple regression test of the 32 Junior Engineer using Job Satisfaction Survey (JSS), Organizational Commitment Instrument, dan Turnover Intention Questionnaire showed a significant effect of job satisfaction and organizational commitment on turnover intention ($r^2 = 0.651^{**}$, $p < 0.01$). The researchers design interventions to increase job satisfaction and organizational commitment on aspects of communication, job characteristics and affective components that contributed most to the objective to reducing turnover intention. These three aspect are low perceived due to the barriers of communication with superiors. Therefore, effective communication training interventions given to the Senior Engineer to improve the perception of communication, job characteristics and affective components on Junior Engineer that is expected to improve the job satisfaction and organizational commitment then reduce their turnover intention. The result of the significance test on the difference between pre-test and post-test show that the given intervention can improve the dimension of job satisfaction, organizational commitment and reducing turnover intention ($t = 4.493^*$, $p < 0,05$). This result implies that it is important to conduct effective communication training for Senior Engineer in order to reduce Junior Engineer turnover intention.