

# Pengaruh penyusunan dan sosialisasi uraian jabatan terhadap role ambiguity untuk menurunkan intensi turnover pada executive trainee di PT EVP = The impact of job description redesign and socialization on role ambiguity to reduce intention to turnover for executive trainee at PT EVP

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## Abstrak

Penelitian ini fokus pada usaha untuk menurunkan intensi turnover pada executive trainee di PT.EVP. Tingkat turnover 61,9% diidentifikasi karena ketidakjelasan informasi yang diperoleh executive trainee terkait pekerjaan mereka sebagai sales manager. Penelitian dilakukan untuk melihat hubungan role ambiguity dan intensi turnover, dengan menggunakan Role Ambiguity Scale (Rizzo, House dan Lirtzman, 1970) dan Withdrawal Cognition (Tang, Kim & Tang, 2000). Hasil penelitian pada 33 executive trainee menunjukkan hubungan yang positif dan signifikan antara role ambiguity dengan intensi turnover ( $p < 0,01$ ). Oleh karena itu, intervensi dilakukan dengan menyusun dan menyosialisasikan uraian jabatan (job description) kepada para executive trainee. Uji perbedaan dilakukan kepada kelompok executive trainee yang diberikan sosialisasi dan tidak diberikan sosialisasi, dan hasilnya menunjukkan bahwa terdapat perbedaan skor role ambiguity dan intensi turnover yang signifikan antara kedua kelompok; kelompok intervensi memiliki skor role ambiguity dan intensi turnover yang lebih rendah. Dengan demikian, perusahaan perlu melakukan sosialisasi uraian jabatan sales manager dalam program pelatihan executive trainee.

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This study focused on the efforts to reduce turnover intention among executive trainee at PT EVP. Turnover rate 61,9% was identified because of the lack of informations related to their job as sales manager. This study measured the correlation between role ambiguity and intention to turnover using Role Ambiguity Scale (Rizzo, House dan Lirtzman,1970) and Withdrawal Cognition (Tang, Kim & Tang, 2000). The results of the study on 33 executive trainees showed a positive and significant relationship between role ambiguity and turnover intention ( $p < 0.01$ ). Therefore, intervention was held to redesign and socialize job description to the executive trainees. Researcher conducted a mean differences test on executive trainees groups who did and didn't receive socialization, and the result showed that there were score differences in role ambiguity and intention to turnover between the two groups; the group which received the intervention had lower score of role ambiguity and intention to turnover. Thus, company needs to do job description socialization for sales manager on executive training program.