

# Hubungan antara job satisfaction dan turnover intention rancangan intervensi training effective communication pada supervisor di PT XYZ = The relationship between job satisfaction and turnover intention design intervention training effective communication for supervisor level in PT XYZ

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## Abstrak

Tujuan dari penelitian ini adalah mengetahui faset job satisfaction yang paling memengaruhi turnover intention karyawan level staf dan lower staf di PT XYZ, dan mendesain rancangan intervensi untuk mengatasi temuan tersebut. Penelitian ini menggunakan pendekatan kuantitatif. Hasil uji regresi menunjukkan job satisfaction terbukti signifikan memengaruhi turnover intention ( $R^2=.475^*$ ,  $p<.05$ ). Artinya, peningkatan job satisfaction dapat mendorong penurunan turnover intention. Lebih jauh, penelitian menunjukkan bahwa faset communication memiliki pengaruh paling besar terhadap turnover intention, dan item yang paling berkontribusi adalah mengenai masalah dalam pemberian tugas-tugas. Hal ini menunjukkan bahwa karyawan merasa tugas-tugasnya tidak dijelaskan sepenuhnya oleh atasan. Kemampuan atasan dalam mengkomunikasikan tugas dengan baik ke bawahan dapat dibentuk dengan memberikan training kepada atasan langsung. Oleh karena itu, intervensi yang diusulkan adalah pemberian training effective communication bagi supervisor untuk meningkatkan job satisfaction dan menurunkan turnover intention karyawan level staf dan lower staf di PT XYZ.

.....The purpose of this study is to determine facets of job satisfaction that most influence turnover intention on staff and lower staff level in PT XYZ, and to design interventions to resolve problems encountered. This study use a quantitative approach. Result of regression analysis indicated that there is a significant effect job satisfaction to turnover intention on staff and lower staff level at PT XYZ ( $R^2=.475$ ,  $p<.05$ ). Those results showed that the enhancement of job satisfaction will decrease employee's turnover intention. Further, research shows that the facet of communication has the most influence the turnover intention, and the item has the most contribute is the problems in the assignments. This shows that employees feel their duties are not fully explained by the superiors. Superior ability to communicate well to subordinate task can be formed by providing training directly to superior. Therefore, the proposed intervention is provide training effective communication for supervisor level to increase job satisfaction and reduce turnover intention on staff and lower staff level in PT XYZ.