

HUBUNGAN ANTARA PERSEPSI DUKUNGAN ORGANISASI DAN TURNOVER INTENTION PADA KARYAWAN NON ORGANIK DI PT TELKOM INDONESIA WITEL JAMBI

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ABSTRAK

LATAR BELAKANG: Niat untuk berpindah dari perusahaan sudah dirasakan oleh karyawan di PT Telkom Indonesia Witel Jambi. Karyawan berpikir untuk meninggalkan perusahaan dan menunjukkan indikasi perilaku untuk meninggalkan perusahaan yang disebut *turnover intention*. *Turnover intention* yang dialami karyawan non organik di PT Telkom Indonesia Witel Jambi disebabkan oleh persepsi karyawan terhadap dukungan yang diberikan perusahaan yang disebut dengan persepsi dukungan organisasi. Dukungan tersebut dapat berupa promosi jabatan, peningkatan gaji, *coaching*, bantuan perusahaan kepada karyawan yang diartikan sebagai tanda *respect* dan kepedulian perusahaan terhadap karyawan.

TUJUAN: Melihat hubungan persepsi dukungan organisasi dan *turnover intention* pada karyawan non organik di PT Telkom Indonesia Witel Jambi.

METODE: Penelitian ini menggunakan metode kuantitatif jenis korelasional dengan melibatkan 58 responden dari populasi penelitian yakni karyawan non organik di PT Telkom Indonesia Witel Jambi. Teknik pengambilan sampel pada penelitian ini menggunakan jenis *purposive sampling* dengan instrumen pengukuran skala persepsi dukungan organisasi dan skala *turnover intention* yang dianalisis menggunakan *Pearson's Product Moment*.

HASIL: Hasil penelitian ini membuktikan bahwa persepsi dukungan organisasi memiliki hubungan negatif signifikan terhadap *turnover intention* karena memiliki nilai signifikansi $0.003 < 0.05$.

KESIMPULAN: Gambaran persepsi dukungan organisasi karyawan non organik PT Telkom Indonesia Witel Jambi berada pada kategori sedang dengan jumlah rata-rata 27 responden atau 46.6% dan *turnover intention* berada pada kategori sedang dengan jumlah rata-rata jumlah 25 responden atau 43.1% dari total sampel penelitian sebanyak 58 responden. Terdapat hubungan negatif signifikan persepsi dukungan organisasi dan *turnover intention* pada karyawan non organik di PT Telkom Indonesia Witel Jambi.

Kata Kunci: Persepsi Dukungan Organisasi, *Turnover Intention*.

THE CORRELATION BETWEEN PERCEIVED ORGANIZATIONAL SUPPORT AND TURNOVER INTENTION ON NON-ORGANIC EMPLOYEE AT PT TELKOM INDONESIA WITEL JAMBI

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ABSTRACT

BACKGROUND: The intention to move from a company has been felt by the employees at PT Telkom Indonesia Witel Jambi. They think to leave the company and show behavior indication to leave the company which is called as turnover intention. Turnover intention experienced by non-organic employee at PT Telkom Indonesia Witel Jambi was caused by the employee perception towards the support given by the company with the perception of organization support. The support can be in the form of position promotion, salary increase, coaching, the company assistance to the employees defined as a respect and care from the company for the employees.

PURPOSE: To see the correlation between the perception of organization support and turnover intention on non-organic employees at PT Telkom Indoensia Witel Jambi.

METHOD: This research employed quantitative method correlational type by involving 58 respondents from the research population namely non-organic employees at PT Telkom Indonesia Witel Jambi. The technique of sample selection in this research was by using purposive sampling with the measurement instrument of the perceived organizational support scale and turnover intention scale that were analyzed by using Pearson's Product Moment.

RESULT: The result of this research proved that the perceived organizational support has a significant and negative correlation towards turnover intention because it has significance value $0.003 < 0.05$.

CONCLUSION: The description of organization support description of non-organic employees at PT Telkom Indonesia Witel Jambi was in medium category amounted the average of 27 respondents or 46.6% and the turnover intention was at medium category with average amounted 25 respondents or 43.1% from total research samples amounted 58 respondents. There was negatively significant correlation between the perceived organizational support and turnover intention on non-organic employees at PT Telkom Indoensia Witel Jambi.

Keywords: *Perceived Organizational Support, Turnover Intention*