

**PENGARUH KEPUASAN KERJA DAN STRES KERJA
TERHADAP *TURNOVER INTENTION* PADA KARYAWAN
BAGIAN PRODUKSI PT GARUDA MAS SEMESTA
(GAMATEX) CIMAHI**

SKRIPSI

**Diajukan untuk Memenuhi Salah Satu Syarat
Menempuh Ujian Sidang Sarjana Pendidikan
Program Studi Pendidikan Bisnis**



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2019**

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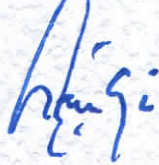
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LEMBAR PENGESAHAN

PENGARUH KEPUASAN KERJA DAN STRES KERJA TERHADAP TURNOVER INTENTION PADA KARYAWAN BAGIAN PRODUKSI PT GARUDA MAS SEMESTA (GAMATEX) CIMAHI

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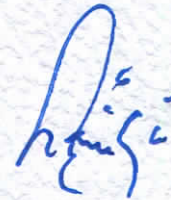
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ABSTRAK

Rizal Dwiki Ramadhan (1401339), “**Pengaruh Kepuasan Kerja dan Stres Kerja terhadap *Turnover Intention* pada karyawan bagian produksi di PT Garuda Mas Semesta (GAMATEX) Cimahi**”. Di bawah bimbingan Dr. H. Hari Mulyadi, M.Si dan Drs. H. Eded Tarmedy, MA

Turnover intention menjadi isu penting dan salah satu tantangan paling kuat yang dihadapi organisasi. Tingginya tingkat *turnover intention* karyawan akan merugikan perusahaan. Karyawan yang memiliki niat untuk keluar atau sebelum secara resmi berhenti dari pekerjaannya cenderung akan mempengaruhi kinerja karyawan. Sebuah perusahaan tidak akan berjalan dengan baik apabila karyawan yang bekerja memiliki *turnover intention* yang tinggi, seperti yang dialami oleh karyawan bagian produksi PT. Garuda Mas Semesta (GAMATEX) Cimahi. Salah satu upaya yang dilakukan dengan memperbaiki kepuasan kerja dan stres kerja dimana faktor tersebut dapat menurunkan tingkat *turnover intention* yang dialami oleh karyawan di perusahaan. Penelitian ini bertujuan untuk (1) mengetahui tingkat kepuasan kerja, (2) mengetahui tingkat stres kerja, (3) mengetahui tingkat *turnover intention*, (4) mengetahui pengaruh kepuasan kerja terhadap *turnover intention*, (5) mengetahui pengaruh stres kerja terhadap *turnover intention* dan (6) mengetahui pengaruh kepuasan kerja dan stres kerja terhadap *turnover intention*. Objek yang menjadi unit analisis dalam penelitian ini adalah karyawan bagian produksi PT Garuda Mas Semesta (GAMATEX) Cimahi. Variabel (X_1) dalam penelitian ini adalah kepuasan kerja, variabel (X_2) stres kerja, dan variabel (Y) adalah *turnover intention*. Jenis penelitian yang digunakan adalah deskriptif dan verifikatif. Metode yang digunakan adalah *explanatory survey* dengan jumlah sampel 107 responden. Teknik analisa data yang digunakan adalah regresi berganda dengan alat bantu *software* komputer *Statistical Product for Service Solutions* (SPSS) 24.0 *for windows*. Hasil temuan dalam penelitian ini menunjukkan bahwa tingkat kepuasan kerja dalam kategori cukup tinggi, tingkat stres kerja dalam kategori tinggi, tingkat *turnover intention* dalam kategori cukup tinggi. Kepuasan kerja berpengaruh terhadap *turnover intention* sebesar 45,5% (sedang), stres kerja berpengaruh terhadap *turnover intention* sebesar 53,5% (sedang), serta kepuasan kerja dan stres kerja terhadap *turnover intention* sebesar 57,1 (sedang). Berdasarkan hasil penelitian ini, disarankan kepuasan kerja perusahaan lebih di tingkatkan lagi dalam aspek pengawasan dengan meningkatkan kualitas pengawasan dengan cara mengadakan pelatihan atau upgrading terhadap karyawan. Dalam segi stres kerja di perusahaan dapat memperbaiki beban kerja dengan menyesuaikan pembagian beban kerja dengan cara memberikan pekerjaan sesuai dengan kompetensi yang dimiliki oleh karyawan, serta memberikan gaji tambahan kepada karyawan yang bekerja lembur. Sehingga diharapkan kepuasan kerja dan stres kerja perlu diperhatikan lebih lanjut oleh perusahaan dalam menunjang penurunan tingkat *turnover intention* karyawan yang berdampak pada *turnover*, kepuasan kerja, dan kinerja

Kata kunci: Kepuasan Kerja, Stres Kerja, *Turnover Intention*

ABSTRACT

Rizal Dwiki Ramadhan (1401339), “The Effect of Job Satisfaction and Job Stress on Turnover Intention among the production department employees at PT Garuda Mas Semesta (GAMATEX) in Cimahi”. This study is conducted under the guidance of Dr. H. Hari Mulyadi, M.Si and Drs. H. Eded Tarmedi, MA

Turnover intention is an important issue and one of the most powerful challenges facing organizations. The high turnover rate of employees will harm the company. Employees who have the intention to leave or before officially quitting their jobs tend to affect employee performance. A company will not run well if employees who work have a high turnover intention, as experienced by production employees of PT. Garuda Mas Universe (GAMATEX) Cimahi. One of the efforts made by improving job satisfaction and work stress where these factors can reduce the turnover intention experienced by employees in the company. This study aims to (1) determine the level of job satisfaction, (2) determine the level of work stress, (3) determine the turnover rate of intention, (4) determine the effect of job satisfaction on turnover intention, (5) determine the effect of work stress on turnover intention and (6) knowing the effect of job satisfaction and work stress on turnover intention. The object that becomes the unit of analysis in this study is the employee of the production section of PT Garuda Mas Semesta (GAMATEX) Cimahi. Variable (X1) in this study is job satisfaction, variable (X2) work stress, and variable (Y) is turnover intention. The type of research used is descriptive and verification. The method used is explanatory survey with a sample of 107 respondents. The data analysis technique used is multiple regression with Statistical Product for Service Solutions (SPSS) 24.0 for Windows software. The findings in this study indicate that the level of job satisfaction in the category is quite high, the level of work stress in the category is high, the turnover rate in the category is quite high. Job satisfaction has an effect on intention turnover of 45.5% (moderate), work stress has an effect on turnover intention of 53.5% (moderate), and job satisfaction and work stress on turnover intention is 57.1 (moderate). Based on the results of this study, it is suggested that corporate job satisfaction be further increased in the supervision aspect by improving the quality of supervision by conducting training or upgrading of employees. In terms of work stress in the company can improve workload by adjusting the division of workload by providing work in accordance with the competencies possessed by employees, and providing additional salary to employees who work overtime. So that it is expected that job satisfaction and work stress need to be considered further by the company in supporting the decrease in employee turnover rates that have an impact on turnover, job satisfaction, and performance

Keywords: Job Satisfaction, Job Stress, Turnover Intention

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