

DAFTAR ISI

| | |
|---|------|
| HALAMAN PENGESAHAN | iii |
| HALAMAN PERNYATAAN | iv |
| KATA PENGANTAR | v |
| ABSTRAK | vii |
| ABSTRACT | viii |
| DAFTAR ISI | ix |
| DAFTAR TABEL | xiv |
| DAFTAR GAMBAR | xv |
| BAB I | 1 |
| PENDAHULUAN | 1 |
| 1.1 Gambaran Umum Objek Penelitian | 1 |
| 1.1.1 Sejarah Singkat Perusahaan | 1 |
| 1.1.2 Visi dan Misi Perusahaan | 2 |
| 1.1.2.1 Visi | 2 |
| 1.1.2.2 Misi..... | 3 |
| 1.2 Latar Belakang Penelitian | 3 |
| 1.3 Perumusan Masalah | 11 |
| 1.4 Pertanyaan Penelitian | 11 |
| 1.5 Tujuan Penelitian | 12 |
| 1.6 Kegunaan Penelitian | 12 |
| 1.6.1 Aspek Teoritis | 12 |
| 1.6.2 Aspek Praktis | 13 |
| 1.7 Ruang Lingkup Penelitian | 13 |
| 1.7.1 Variabel Penelitian | 13 |
| 1.7.2 Lokasi dan Objek Penelitian | 13 |
| 1.7.3 Periode Penelitian | 13 |
| 1.8 Sistematika Penulisan | 13 |
| BAB II | 15 |

| | |
|---|-----------|
| TINJAUAN PUSTAKA DAN LINGKUP PENELITIAN..... | 15 |
| 2.1 Tinjauan Pustaka Penelitian | 15 |
| 2.1.1 Manajemen Sumberdaya Manusia..... | 15 |
| 2.1.2 Turnover | 16 |
| 2.1.2.1 Pengertian Turnover | 16 |
| 2.1.3 Turnover Intentions | 16 |
| 2.1.3.1 Pengertian Turnover Intentions | 16 |
| 2.1.3.2 Faktor-Faktor Yang Mempengaruhi Turnover Intentions | 17 |
| 2.1.3.3 Tanda-Tanda Terjadinya Turnover Intentions..... | 18 |
| 2.1.3.4 Dampak Terjadinya Turnover Intentions | 18 |
| 2.1.3.5 Dimensi Turnover Intentions..... | 18 |
| 2.1.4 Pengembangan | 19 |
| 2.1.4.1 Pengertian Pengembangan | 19 |
| 2.1.5 Pelatihan | 20 |
| 2.1.5.1 Pengertian Pelatihan | 20 |
| 2.1.5.2 Tujuan Pelatihan..... | 21 |
| 2.1.5.3 Jenis-Jenis Pelatihan..... | 23 |
| 2.1.5.4 Manfaat Pelatihan..... | 24 |
| 2.1.5.5 Metode Pelatihan | 25 |
| 2.1.5.6 Dimensi Pelatihan..... | 26 |
| 2.2 Penelitian Terdahulu..... | 28 |
| 2.2.1 Jurnal Nasional..... | 28 |
| 2.2.2 Jurnal Internasional | 32 |
| 2.3 Kerangka Pemikiran | 45 |
| 2.4 Hipotesis Penelitian | 47 |
| BAB III..... | 49 |
| METODELOGI PENELITIAN..... | 49 |
| 3.1 Karakteristik Penelitian..... | 49 |
| 3.2 Alat Pengumpulan Data..... | 50 |
| 3.2.1 Kuesioner | 50 |
| 3.2.2 Jenis Variabel | 50 |

| | | |
|-----------------------------|--|----|
| 3.2.2.1 | Variabel Dependen | 50 |
| 3.2.2.2 | Variabel Independen..... | 51 |
| 3.2.3 | Variabel Operasional | 51 |
| 3.2.4 | Skala Pengukuran | 58 |
| 3.3 | Tahapan Penelitian | 59 |
| 3.4 | Populasi dan Sampel | 59 |
| 3.4.1 | Populasi | 59 |
| 3.4.2 | Sampel | 59 |
| 3.4.3 | Teknik Sampling | 60 |
| 3.5 | Uji Validitas dan Realibilitas | 61 |
| 3.5.1 | Uji Validitas | 61 |
| 3.5.2 | Uji Realibilitas | 63 |
| 3.6 | Teknik Analisis Data dan Pengumpulan Hipotesis | 64 |
| 3.6.1 | Analisis Statistik Deskriptif | 64 |
| 3.6.2 | Analisis Regresi Linier Berganda | 66 |
| 3.6.3 | <i>Method Succesive Interval (MSI)</i> | 67 |
| 3.6.4 | Uji Asumsi Klasik | 67 |
| 3.6.4.1 | Uji Multi Kolinearitas | 67 |
| 3.6.4.2 | Uji Heterokedasitas | 68 |
| 3.6.4.3 | Uji Normalitas | 68 |
| 3.6.5 | Koefisien Determinasi | 69 |
| 3.6.6 | Uji Hipotesis | 69 |
| BAB 4 | | 73 |
| HASIL DAN PEMBAHASAN | | 73 |
| 4.1 | Karakteristik Responden | 73 |
| 4.1.1 | Karakteristik Responden Berdasarkan Jenis Kelamin | 73 |
| 4.1.2 | Karakteristik Responden Berdasarkan Pendidikan | 74 |
| 4.1.3 | Karakteristik Responden Berdasarkan Masa Kerja | 74 |
| 4.2 | Hasil Penelitian | 75 |
| 4.2.1 | Analisis Deskriptif | 75 |

| | | |
|-----------------------------|--|-----|
| 4.2.1.1 | Tanggapan Responden Terhadap Effective Training Program (X_1) | 75 |
| 4.2.1.2 | Tanggapan Responden Terhadap Coworker Support For Training (X_2) | 79 |
| 4.2.1.3 | Tanggapan Responden Terhadap Turnover Intentions (Y) | 81 |
| 4.2.2 | Uji Asumsi Klasik | 84 |
| 4.2.2.1 | Uji Normalitas | 84 |
| 4.2.2.2 | Uji Multi Kolinearitas | 85 |
| 4.2.2.3 | Uji Heteroskedastisitas | 85 |
| 4.2.3 | Analisis Regresi Linier Berganda | 86 |
| 4.2.4 | Pengujian Hipotesis | 87 |
| 4.2.4.1 | Pengujian Secara Parsial (Uji T) | 87 |
| 4.2.4.2 | Pengujian Secara Simultan (Uji F) | 88 |
| 4.2.5 | Koefisien Determinasi | 89 |
| 4.3 | Pembahasan Penelitian | 90 |
| BAB 5 | | 95 |
| KESIMPULAN DAN SARAN | | 95 |
| 5.1 | Kesimpulan | 95 |
| 5.2 | Saran | 96 |
| 5.2.1 | Saran Untuk PT INTI (Persero) | 96 |
| 5.2.2 | Saran Untuk Penelitian Selanjutnya | 97 |
| DAFTAR PUSTAKA | | 99 |
| LAMPIRAN | | 103 |
| I. | Surat Balasan Penelitian PT INTI (Persero) | 103 |
| II. | Kuesioner Penelitian | 104 |
| III. | Kuesioner Penelitian Jehanzeb <i>et al</i> (2015) | 110 |
| IV. | Hasil Uji Validitas | 113 |
| 1. | Variabel <i>Effective Training Program</i> (X_1) | 113 |
| 2. | Variabel <i>Coworker Support for Training</i> (X_2) | 119 |
| 3. | Variabel <i>Turnover Intentions</i> (Y) | 121 |
| V. | Hasil Uji Reabilitas | 123 |

| | | |
|--------------|---|-----|
| 1. | Variabel <i>Effective Training Program</i> (X_1)..... | 123 |
| 2. | Variabel <i>Coworker Training for Support</i> (X_2)..... | 125 |
| 3. | Variabel <i>Turnover Intentions</i> (Y)..... | 126 |
| VI. | Data Responden | 127 |
| VII. | Hasil Tabulasi Data Ordinal | 140 |
| VIII. | Hasil Tabulasi Data MSI | 149 |
| IX. | Hasil Uji Asumsi Klasik IBM SPSS Versi 25.0 | 175 |
| 1. | Uji Normalitas Kolmogrov-Smirnov..... | 175 |
| 2. | Uji Multikolinearitas | 176 |
| 3. | Uji Heteroskedasitas (Uji Glajser)..... | 177 |
| 4. | Hasil Uji Regresi Berganda, Uji T, Uji F dan Koefisien Determinasi | |
| | IBM SPSS Versi 25.0 | 178 |
| 1. | Uji Regresi Linier Berganda..... | 178 |
| 2. | Uji T | 179 |
| 3. | Uji F..... | 180 |
| 4. | Koefisien Determinasi | 181 |