

**HUBUNGAN *PERCEIVED ORGANIZATIONAL SUPPORT* DENGAN
TURNOVER INTENTION KARYAWAN BANK DIVISI MARKETING**

Fakultas Psikologi Universitas Gadjah Mada

INTISARI

Penelitian ini bertujuan untuk mengetahui hubungan antara *Perceived Organizational Support* (POS) dan *turnover intention*. *Turnover intention* adalah niatan atau keinginan untuk meninggalkan organisasi. POS merupakan persepsi atau pandangan karyawan mengenai sejauh mana organisasi memberi dukungan terhadap karyawan, baik dalam bentuk materi maupun dalam bentuk non materi. Metode penelitian ini menggunakan metode kuantitatif dengan pengambilan sample menggunakan *purposive sampling*. Penelitian ini merupakan penelitian survei yang menunjukkan terdapat hubungan negatif antara POS dengan *turnover intention*. Semakin positif POS maka semakin rendah tingkat *turnover intention*. Sebaliknya, semakin negatif tingkat POS maka semakin tinggi tingkat *turnover intention*. Variabel dependen dalam penelitian ini adalah *turnover intention* yang diukur dengan skala *turnover intention* dan variabel independennya adalah POS yang diukur dengan skala POS.

Data penelitian diperoleh dari 50 orang karyawan divisi marketing PT. Bank Bukopin Cabang Surakarta. Data dianalisis dengan menggunakan metode korelasi *product moment Pearson*. Hasil yang didapat menunjukkan bahwa terdapat hubungan negatif yang sangat signifikan antara POS dengan *turnover intention* ($r = -0,432; p < 0,01$), sehingga hipotesis dapat diterima. Sumbangan efektif POS terhadap *turnover intention* sebesar 18,7%.

Kata kunci : *perceived organizational support, turnover intention*

The Relation Between Perceived Organization Support and Turnover Intention of Bank Officers in Marketing Division

Faculty of Psychology Universitas Gadjah Mada

ABSTRACT

This research is aimed at finding the relation between Perceived Organizational Support (POS) and Turnover Intention (TI). Turnover Intention is an intention or a desire to leave his organization. POS is an employee's perception or insight regarding how far organization (employer) gives support to its employees, including material or non material aspects. The Quantitative methods on this research with purposive sampling was used in this research on this method. This research was a survey which revealed that there is a negative relation between POS and turnover intention. The higher the value POS, the lower the level of turnover intention. Meanwhile, the lower the value of POS, the higher the level of turnover intention

Vice versa, if the POS level more negative, then turnover intention level is higher. Dependent variable in this research is turnover intention *was* measured by turnover intention scale and the independent variable is POS was measured by POS scale.

The research data from this research were gained collected from 50 employee working in marketing division (Sales Division, which are funding and lending staff) PT.Bank Bukopin, Tbk. The data were analyzed through Pearson product moment correlation method. The result of this research showed that show there is significant negative relation between POS and turnover intention ($r=0,432; p<0,01$), the hypothesis is accepted. An effective contribution of POS to turnover intention is 18,7%.

Key words : POS and turnover intention.