

ABSTRACT

This study aims to examine the effect of training satisfaction and work engagement and its implications for turnover intention, on all employees of PT MNC Asuransi Indonesia with permanent and contract status. The instrument used in this research is a questionnaire to 185 respondents with simple random sampling technique which is then analysed descriptively and quantitatively. Descriptive analysis in this study is used to provide an overview of the characteristics of respondents and an overview of research variables, while quantitative analysis conducted with SEM - PLS (Partial Least Square) will be used to test the hypothesis in this study. Based on the results of the analysis in this study, the results show that: training satisfaction negatively affects turnover intention; training satisfaction negatively affects turnover intention for permanent employees; training satisfaction negatively affects turnover intention for contract employees; work engagement negatively affects turnover intention; work engagement negatively affects turnover intention for permanent employees; work engagement negatively affects turnover intention for contract employees; employee status (permanent or contract) cannot moderate between training satisfaction and turnover intention; employee status (permanent or contract) cannot moderate between work engagement and turnover intention. It is recommended that companies build a culture that supports employee training and development and invest in efforts to increase employee engagement.

Keywords: *Training Satisfaction, Work Engagement, Turnover Intention and Employee Status.*

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ABSTRAK

Penelitian ini bertujuan menguji pengaruh *training satisfaction* dan *work engagement* dan implikasinya terhadap *turnover intention*, pada seluruh karyawan PT. MNC Asuransi Indonesia dengan status tetap dan kontrak. Instrumen yang digunakan dalam penelitian ini berupa kuesioner terhadap 185 responden dengan teknik *simple random sampling* yang selanjutnya di analisis secara deskriptif dan kuantitatif. Analisis deskriptif dalam penelitian ini digunakan untuk memberikan gambaran mengenai karakteristik responden dan gambaran variabel penelitian, sedangkan analisis secara kuantitatif yang dilakukan dengan SEM – PLS (*Partial Least Square*) akan digunakan untuk menguji hipotesis dalam penelitian ini. Berdasarkan hasil analisis dalam penelitian ini, diperoleh hasil bahwa: *training satisfaction* berpengaruh negatif terhadap *turnover intention*; *training satisfaction* berpengaruh negatif terhadap *turnover intention* terhadap karyawan tetap; *training satisfaction* berpengaruh negatif terhadap *turnover intention* terhadap karyawan kontrak; *work engagement* berpengaruh negatif terhadap *turnover intention*; *work engagement* berpengaruh negatif terhadap *turnover intention* terhadap karyawan tetap; *work engagement* berpengaruh negatif terhadap *turnover intention* terhadap karyawan kontrak; status karyawan (tetap atau kontrak) tidak dapat memoderasi antara *training satisfaction* dan *turnover intention*; status karyawan (tetap atau kontrak) tidak dapat memoderasi antara *work engagement* dan *turover intention*. Disarankan perusahaan membangun budaya yang mendukung pelatihan dan pengembangan karyawan dan berinvestasi dalam upaya untuk meningkatkan keterlibatan karyawan.

Kata kunci: *Training Satisfaction*, *Work Engagement*, *Turnover Intention* dan Status Karyawan.

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