

ABSTRAK

Nur Hidayatulloh, Ansor. 2020. Peranan Faktor Stress Positif Terhadap *Turnover Intention* Pada Karyawan Barbershop “The Boots”. Skripsi, Program Studi Manajemen Sekolah Tinggi Ilmu Ekonomi Mahardhika Surabaya. Pembimbing I: Dr. H.Pompong B. Setiadi, MM., Pembimbing II: Wulandari Harjanti, SE., MM.

Penelitian ini bertujuan untuk (1) Mengetahui *turnover intention* pada karyawan Barbershop “The Boots”; (2) Mengetahui peranan faktor stres positif terhadap *turnover intention* pada karyawan barbershop “The Boots”. Jenis penelitian deskriptif dengan pendekatan kualitatif. Penelitian dilaksanakan mulai bulan Desember 2018 – Maret 2019 di Barbershop “The Boots” yang terletak di jalan Deltasari Indah Blk. AL No.7 Kureksari, Kecamatan Waru,. Teknik pengumpulan data adalah metode wawancara dan observasi dengan obyek penelitian pemilik, manajer, karyawan Barbershop “The Boots”. Teknik sampling *purposive sampling*. Teknik analisis data mengacu pada model *Interactive Model* yang dilakukan dengan cara mengumpulkan data tentang peningkatan kerja yang dilakukan oleh karyawan Barbershop “The Boots”. Hasil penelitian menunjukkan bahwa stress positif karyawan Barbershop “The Boots” cukup baik dalam mengelola stres positifnya dikaitkan dengan komitmen, impian, dan kejelasan tujuan karyawan. Hasil tersebut menunjukkan bahwa *turnover* karyawan Barbershop “The Boots” ditinjau dari faktor-faktor ketidak tepatan tugas kerja, kompleksitas kerja dan keinginan perusahaan terhadap karyawan. Hasil penelitian ini mempengaruhi kesejahteraan, komitmen, *engagement*, serta *performance*.

Kata kunci : Barbershop “The Boots”; karyawan; *turnover intention*.

ABSTRACT

Nur Hidayatulloh, Ansor. 2020. The Role of Positive Stress Factors on Turnover Intention in Barbershop Employees "The Boots". Thesis, Management Study Program of Mahardhika School of Economics, Surabaya. Advisor I: Dr. H. Pompong B. Setiadi, MM., Advisor II: Wulandari Harjanti, SE., MM.

This study aims to (1) determine the turnover intention of "The Boots" Barbershop employees; (2) Knowing the role of positive stress factors on *turnover intention* of "The Boots" barbershop employees. This type of research is descriptive with a qualitative approach. The research was conducted from December 2018 - March 2019 at Barbershop "The Boots" which is located on Jalan Deltasari Indah Blk. AL No.7 Kureksari, District Waru ,. The data collection technique is the method of interview and observation with the research object of the owner, manager, Barbershop employees "The Boots". Sampling technique *purposive sampling*. The data analysis technique refers to the Interactive Model model which is done by collecting data about the work improvement performed by the Barbershop "The Boots" employees. The results showed that the positive stress of Barbershop "The Boots" employees was good enough in managing the positive stress associated with commitment, dreams, and clarity of employee goals. These results indicate that the turnover of "The Boots" Barbershop employees is seen from the factors of inaccurate work tasks, work complexity and the company's desire for employees. The results of this study affect welfare, commitment, engagement, and performance.

Keywords: Barbershop "The Boots"; employees; *turnover intention*.