

ABSTRAKSI

Penelitian ini bertujuan untuk menguji pengaruh *leader-member exchange* terhadap *job performance* dan *turnover intention* dengan *work engagement* sebagai pemediasi. Penelitian ini bersifat kuantitatif dan dilakukan menggunakan metode survey, dengan instrumen penelitian menggunakan kuesioner. Sampel diambil menggunakan metode *non-probability sampling* dengan teknik *purposive sampling*. Sampel dalam penelitian ini berjumlah 145 orang yang merupakan pegawai tetap PT. Bank Tabungan Negara Kantor Cabang Depok yang telah bekerja minimal 1 tahun. Metode analisis data dalam penelitian ini menggunakan metode regresi linear berganda dan metode regresi linear sederhana untuk menguji seluruh hipotesis.

Berdasarkan hasil pengujian data penelitian, bisa disimpulkan bahwa seluruh hipotesis terbukti. *Leader-member exchange* secara signifikan berpengaruh positif terhadap *job performance* dan secara signifikan berpengaruh negatif terhadap *turnover intention*. Lalu, *work engagement* terbukti memediasi hubungan antara *leader-member exchange* dan *job performance*. *Work engagement* juga terbukti memediasi hubungan antara *leader-member exchange* dan *turnover intention*.

Kata Kunci: *Leader-Member Exchange*, *Work Engagement*, *Job Performance*, *Turnover Intention*.

ABSTRACT

This study aims to test the influence of leader-member exchange towards job performance and turnover intention, with work engagement as the mediator. This study is a quantitative research that used survey method and questionnaire as the instrument to collect data. Sample was collected by using non-probability sampling method with purposive sampling technique. Sample in this study were 145 permanent employees of PT. Bank Tabungan Negara on Depok City branch who worked in this company for at least 1 year. This study used simple regression and multiple regression method as analysis data method to test the hypothesis.

The result of this study indicates that leader-member exchange significantly has positive impact toward job performance and significantly has negative impact toward turnover intention. Then, work engagement proved to mediate the relationship between leader-member exchange and job performance. Work engagement also proved to mediate the relationship between leader-member exchange and turnover intention.

Keywords: Leader-Member Exchange, Work Engagement, Job Performance, Turnover Intention.