

# Hubungan antara organizational learning culture perceived leader member exchange quality organizational commitment dan turnover intention pada karyawan bank studi kasus pada bank abc = The relationships between organizational learning culture perceived leader member exchange quality organizational commitment and turnover intention in bank employees case study in bank abc

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## Abstrak

Industri perbankan merupakan salah satu industri dengan turnover yang tinggi disebabkan oleh beban kerja yang tinggi. Disisi lain, perusahaan berusaha mempertahankan karyawannya agar meningkatkan kinerja dan profit perusahaan keseluruhan, termasuk juga bank. Perusahaan melakukan berbagai upaya untuk meningkatkan organizational commitment agar dapat menurunkan turnover intention, salah satunya melalui organizational learning culture dan perceived leader-member exchange quality.

Penelitian ini bertujuan untuk menganalisa hubungan antara organizational learning culture, perceived leader-member exchange quality terhadap turnover intention yang dimediasi oleh organizational commitment pada karyawan bank. Penelitian ini dilakukan dengan menggunakan sampel karyawan Bank ABC di Jakarta. dan Depok. Penelitian ini menggunakan metode Structural Equation modeling dengan software LISREL 8.51.

Hasil penelitian ini menjelaskan terdapat hubungan antara organizational learning culture dengan perceived leader-member exchange quality terhadap turnover intention yang dimediasi oleh organizational commitment. Namun, tidak terdapat hubungan positif yang signifikan antara organizational learning culture dengan organizational commitment.

.....The banking industry is one of industries with high turnover due to high workload. On the other hand, companies trying to keep their employees in order to improve overall performance and profitability, as well as banks. Bank make efforts to improve organizational commitment for decreasing turnover intention rate, one of their efforts through organizational learning culture and perceived leader-member exchange quality. This study aims to analyze the relationship between organizational learning culture, perceived leader-member exchange quality on turnover intention is mediated by organizational commitment to the bank employees. This research is conducted using a sample of employees of Bank ABC in Jakarta. and Depok. This research used a structural equation modeling with LISREL software 8.51.

The results of this study describes the relationship between organizational learning culture and perceived leader-member exchange quality with turnover intention is mediated by organizational commitment. But, there isn't significant positive relationship between organizational learning culture with the organizational commitment.