

Pengaruh leader-member exchange dan perceived organizational support terhadap turnover intentions karyawan melalui organizational commitment sebagai mediator (studi kasus pada perusahaan PT AWI) = The influences of leader member exchange and perceived organizational support toward employee turnover intentions mediated by organizational commitment (case study on PT AWI)

Sintia Maharani Saputri, author

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Abstrak

Penelitian ini dilakukan untuk mendapatkan gambaran persepsi hubungan antara atasan dan bawahan dalam leader-member exchange, serta persepsi karyawan terhadap dukungan organisasi atau perceived organizational support, yang merupakan faktor yang mempengaruhi turnover intentions karyawan. Peneliti menggunakan organizational commitment sebagai mediator variabel untuk melihat pengaruh langsung dan tidak langsung dari kedua independen variabel tersebut. Partisipan penelitian berjumlah 176 orang karyawan yang terdiri atas dua kelompok responden, yaitu Responden A sebagai atasan dan Responden B sebagai pelaksana/bawahan yang akan dibandingkan hasilnya.

Hasil penelitian ini menunjukkan hasil yang signifikan pada kedua responden penelitian terkait dengan pengaruh perceived organizational support terhadap turnover intentions, baik secara langsung maupun tidak langsung melalui organizational commitment sebagai mediator. Namun, menunjukkan hasil yang berbeda pada pengaruh leader-member exchange terhadap turnover intentions, baik secara langsung maupun melalui organizational commitment sebagai moderator. Pada Responden A, leader-member exchange tidak memiliki pengaruh yang signifikan terhadap turnover intentions, baik secara langsung maupun melalui organizational commitment sebagai moderator. Sedangkan, hasil pada Responden B menunjukkan hasil yang sebaliknya, yaitu terdapat pengaruh yang signifikan leader-member exchange terhadap turnover intentions, baik secara langsung maupun melalui organizational commitment sebagai moderator.

.....This research was conducted to get a whole picture of the perception toward superiors subordinates' relationship in leader member exchange, as well as employee's perceptions of organizational support in perceived organizational support, which may affect employee turnover intentions. Researcher use organizational commitment as a moderator variable to see the direct and indirect influences from those two independent variables. Survey data were collected from 176 employees, which consists of two groups of respondents, namely Respondent A as superior and Respondent B as the executor subordinate, which will be compared the result with one another.

The result of this study shows significant in both respondents related to the influence of perceived organizational support toward turnover intentions, either directly or indirectly through organizational commitment as a mediator variable. However, it shows different on the influences of leader member exchange toward turnover intentions, either directly or indirectly through organizational commitment as a moderator variable. Respondent A show that leader member exchange has no significant effect on the employee's turnover intentions, either directly or through organizational commitment as a moderator. Meanwhile, the results of Respondent B show the opposite, that there is a significant influence of leader member exchange on employee's turnover intention, either directly or through organizational commitment

as moderator.