

The Influence of Leader-Member Exchange on Career Satisfaction and Work Engagement among Female Employees in Jakarta's Financial Services Industry: A Mediation Analysis of the Glass Ceiling = Pengaruh Pertukaran Pemimpin-Anggota terhadap Kepuasan Karir dan Keterlibatan Kerja pada Karyawan Wanita di Industri Jasa Keuangan Jakarta: Analisis Mediasi Glass Ceiling

Mahkota Gadis, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=9999920574172&lokasi=lokal>

Abstrak

Kemampuan perempuan untuk mencapai kepuasan karier dan keterlibatan kerja kerap terhambat oleh hambatan struktural seperti glass ceiling. Dalam keadaan ketimpangan gender dan berbagai hambatan tidak kasat mata yang terus membentuk pengalaman perempuan di dunia kerja saat ini, penelitian ini bertujuan untuk memahami bagaimana hubungan atasan-bawahan yang suportif dapat mengurangi persepsi terhadap glass ceiling dan meningkatkan berbagai hasil kerja. Penelitian ini menggunakan pendekatan kuantitatif eksplanatori dengan melibatkan 132 karyawan perempuan di industri jasa keuangan di Jakarta sebagai responden. Instrumen penelitian disebarakan melalui survei daring, dan data dianalisis menggunakan metode Structural Equation Modeling (SEM) dengan bantuan perangkat lunak SmartPLS 4.0. Hasil penelitian menunjukkan adanya pengaruh negatif antara kualitas hubungan atasan-bawahan (leader-member exchange) terhadap persepsi glass ceiling, serta pengaruh negatif glass ceiling terhadap kepuasan karier dan keterlibatan kerja. Selain itu, glass ceiling terbukti menjadi variabel mediasi dalam hubungan antara leader-member exchange dan kedua variabel hasil tersebut. Penelitian ini memberikan implikasi manajerial terkait pentingnya kepemimpinan yang inklusif dan penghapusan hambatan struktural berbasis gender, guna meningkatkan kepuasan dan keterlibatan kerja karyawan. Penelitian ini juga berkontribusi dalam pengembangan diskursus akademik mengenai isu gender, kepemimpinan, dan perilaku organisasi dalam sektor jasa keuangan di Jakarta.

.....Women's ability to achieve career satisfaction and work engagement is often constrained by structural barriers such as the glass ceiling. As gender inequality and invisible barriers continue to shape women's workplace experiences, this research aims to understand how supportive leader-member relationships can reduce perceptions of the glass ceiling and improve work-related outcomes. The study employs an explanatory quantitative approach, with 132 female employees from Jakarta's financial services industry as respondents. The research instrument was distributed via an online survey and the data were analyzed using Structural Equation Modeling (SEM) with SmartPLS 4.0. The results show a negative effect of leader-member exchange on the glass ceiling, as well as a negative impact of the glass ceiling on both career satisfaction and work engagement. Furthermore, the glass ceiling was found to mediate the relationship between leader-member exchange and the two outcome variables. This research offers managerial insights into the importance of inclusive leadership and the elimination of structural gender barriers, aiming to enhance employee satisfaction and engagement. It also contributes to the academic discourse on gender, leadership, and organizational behavior within the financial sector in Jakarta.