

**ABSTRAK**

Tujuan dari penelitian ini adalah untuk menguji pengaruh *issue importance* terhadap *voice tactic* dengan *perceived managerial openness* dan *managers' positive mood* sebagai variabel moderasi untuk mendapatkan hasil *success of voice* dari karyawan. Karyawan seringkali mengurungkan niatnya untuk menyampaikan isu penting yang dimilikinya dikarenakan harus menilai kualitas *leader-member exchange* dan pemilihan *voice tactic* yang tepat agar suara yang disampaikan berhasil didengarkan atau ditanggapi. Pemilihan *voice tactics* yang tepat pada saat menyampaikan isu dipengaruhi juga oleh penilaian karyawan terhadap *perceived managerial openness* dan *managers' positive mood*. Penelitian ini menambahkan variabel *leader-member exchange*. Penelitian ini dilakukan di Lembaga Pemasyarakatan Perempuan (LPP) Kelas IIA Bandung dengan total responden sebanyak 75 orang. Penelitian ini menggunakan teknik analisis dari PLS (*Partial Least Square*) dan menggunakan skala penilaian *Likert*.

Penelitian ini menunjukkan bahwa *issue importance* memiliki pengaruh yang positif dan signifikan terhadap *leader-member exchange* yang dialami oleh karyawan di lingkungan pekerjaannya. Selanjutnya, *leader-member exchange* memiliki pengaruh yang positif dan signifikan terhadap *voice tactics* yang dipilih oleh karyawan di lingkungan pekerjaannya. Selanjutnya, *issue importance* memiliki pengaruh yang positif dan signifikan terhadap *voice tactics* yang dipilih oleh karyawan di lingkungan pekerjaannya. Selanjutnya, *voice tactics* memiliki pengaruh yang positif dan signifikan terhadap *success of voice* yang dialami oleh karyawan di lingkungan pekerjaannya. Sedangkan, peran moderasi dari *perceived managerial openness* dan *managers' positive mood* menunjukkan hasil yang menarik. Hasil analisis menemukan bahwa *perceived managerial openness* memiliki pengaruh moderasi tetapi tidak signifikan dan *managers' positive mood* memiliki pengaruh tidak memoderasi dan tidak signifikan. Penyebab perbedaan hasil didasari oleh perbedaan pengambilan sumber data dengan penelitian yang sebelumnya.

**Kata Kunci :** *Issue Importance, Leader-Member Exchange, Perceived Managerial Openness, Managers' Positive Mood, Voice Tactic, Success of Voice*

**ABSTRACT**

*The purpose of this study was to examine the effect of issue importance on voice tactic with perceived managerial openness and managers' positive mood as a moderating variable to obtain the success of voice from employees. Employees often discourage themselves from conveying important issues they have because they have to assess the quality of the exchange leaders and choose the right voice tactic so that the voices conveyed are successfully heard or responded to. The choice of the right voice tactics when raising the issue is also influenced by employees assessment of perceived managerial openness and managers' positive mood. This study adds a leader-member exchange variable. This research was conducted at the Women's Correctional Institution (LPP) Class IIA Bandung with a total of 75 respondents. This study uses analytical techniques from PLS (Partial Least Square) and uses a Likert rating scale.*

*This study shows that issue importance has a positive and significant influence on leader-member exchanges experienced by employees in their work environment. Furthermore, leader-member exchanges have a positive and significant influence on the voice tactics chosen by employees in their work environment. Furthermore, issue importance has a positive and significant influence on the voice tactics chosen by employees in their work environment. Furthermore, voice tactics have a positive and significant influence on the success of voice experienced by employees in their work environment. Meanwhile, the moderating role of perceived managerial openness and managers' positive mood shows interesting results. The results of the analysis found that perceived managerial openness had a moderating effect but it was not significant and managers' positive mood had a non-moderate and insignificant effect. The cause of the difference in results is based on differences in data source retrieval with previous studies.*

***Keyword : Issue Importance, Leader-Member Exchange, Perceived Managerial Openness, Managers' Positive Mood, Voice Tactic, Success of Voice***