

ABSTRAK

Penelitian ini bertujuan untuk melihat pengaruh *trust in management* dan *trust in peers* terhadap *employee loyalty* yang dimediasi *employee satisfaction* pada karyawan PTPN XI Surabaya.

Sampel yang digunakan pada penelitian ini sebanyak 45 responden dengan metode *purposive sampling* yaitu menyebarkan kuisioner secara online kepada responden yang memenuhi kriteria tertentu. Penelitian ini menggunakan teknik analisis *strucural equation modeling* (SEM) dengan menggunakan aplikasi *smartPLS 3.0*.

Hasil penelitian menemukan bahwa *employee satisfaction* memediasi secara positif dan signifikan *trust in management* dan *trust in peers* terhadap *employee loyalty*. Akan tetapi variabel *trust in management* dan *trust in peers* berpengaruh positif namun tidak signifikan secara langsung terhadap *employee loyalty*.

Kata kunci : *trust in management*, *trust in peers*, *employee satisfaction*, *employee loyalty*

ABSTRACT

This study aims to see the effect of trust in management and trust in others on employee loyalty mediated by employee satisfaction on employees of PTPN XI Surabaya.

The sample used in this study were 45 respondents with a purposive sampling method, namely online respondents who met certain criteria. This study uses the analysis technique of Structural Equation Modeling (SEM) using the smartPLS 3.0 application.

The results of the study found that employee satisfaction positively and significantly mediates trust in management and trust in colleagues on employee loyalty. However, the variables of trust in management and trust in parties have a positive but not significant effect directly on employee loyalty.

Keywords: trust in management, trust in peers, employee satisfaction, employee loyalty