

ABSTRAK

Sumber daya manusia yang berkualitas merupakan aspek penting yang patut diperhatikan dalam mengimplementasikan rencana kerja dalam mencapai visi dan misi perusahaan. Permasalahan yang sampai saat ini masih menjadi perhatian penting oleh setiap perusahaan adalah pengelolaan sumber daya manusia. Kesulitan dalam mencari karyawan yang tepat, mempertahankan karyawan potensial dan mengembangkan keahlian karyawan serta tingginya jumlah turnover. Lembaga Keuangan Ekspor Indonesia merupakan salah satu organisasi yang mengalami kenaikan *turnover* pegawai dalam setiap tahun.

Tujuan dari penelitian ini adalah menganalisis pengaruh *job demands* dan *work engagement* terhadap *turnover intention* dengan *perceived organizational support* sebagai variabel moderasi, menentukan variabel yang paling memengaruhi *turnover intention* dan bagaimana pengaruh *perceived organizational support* terhadap *turnover intention* sebagai variabel moderasi. Alat analisis data data yang digunakan dalam penelitian ini adalah *Moderated Regression Analysis* (MRA) dan *Path Analysis*. Penelitian ini dilakukan pada 100 sampel karyawan unit bisnis.

Hasil penelitian menunjukkan bahwa *job demands* memiliki pengaruh negatif signifikan terhadap *work engagement*, *work engagement* memiliki pengaruh negatif signifikan terhadap *turnover intention*, *perceived organizational support* mampu memoderasi hubungan antara *job demands* terhadap *work engagement* dan terdapat pengaruh antara *job demands* terhadap *turnover intention* dengan mediasi *work engagement*.

Kata kunci : *Job Demands, Work Engagement, Turnover Intention, Perceived Organizational Support*

ABSTRACT

Quality human resources are an important aspect that deserves attention in implementing work plans in achieving the company's vision and mission. The problem that until now is still an important concern for every company is the management of human resources. Difficulties in finding the right employees, maintaining potential employees and developing employee skills and high turnover. The Indonesian Export Financial Institution is one of the organizations that experiences an increase in employee turnover every year.

The purpose of this study was to analyze the effect of job demands and work engagement on turnover intention with perceived organizational support as a moderating variable, determine the variables that most influence turnover intention and how the effect of perceived organizational support on turnover intention as a moderating variable. The data analysis tool used in this study is Moderated Regression Analysis (MRA) and Path Analysis. This research was conducted on 100 samples of business unit employees.

The results show that job demands have a significant negative effect on work engagement, work engagement has a significant negative influence on turnover intention, perceived organizational support is able to moderate the relationship between job demands and work engagement and there is an influence between job demands on turnover intention and mediating work engagement.

Key Words: Job Demands, Work Engagement, Turnover Intention, Perceived Organizational Support