

## ABSTRAK

Peningkatan kualitas karyawan menjadi hal yang terpenting bagi setiap perusahaan. Kualitas karyawan sangat menentukan tercapai dan berjalannya suatu perusahaan. *Leader Member Exchange* menjadi variabel yang terkait dengan *Job Performance*. *Job Performance* dapat meningkat apabila *Leader Member Exchange* dilaksanakan dengan baik dengan dimediasi oleh tingginya *Work Engagement* yang menjadi bagian dari perusahaan,

Penelitian ini dilakukan pada lingkungan kerja Golden Tulip Holland Resort Batu. Penelitian ini bertujuan untuk mengetahui bahwa *Leader Member Exchange* mempunyai pengaruh terhadap *Job Performance* karyawan melalui *Work Engagement*. Pendekatan dalam penelitian ini menggunakan pendekatan kuantitatif. Sampel pada penelitian ini sebanyak 100 orang. Pada penelitian ini, *Leader Member Exchange* merupakan variabel independent, *Job Performance* sebagai variabel dependen, dan *Work Engagement* sebagai variabel mediasi. Teknik analisis yang digunakan dalam penelitian ini adalah *Partial Least Square* (PLS).

Hasil pada penelitian ini membuktikan bahwa *Leader Member Exchange* mempunyai pengaruh terhadap *Job Performance* dan *Work Engagement* terbukti memediasi hubungan antara *Leader Member Exchange* dengan *Job Performance* pada lingkungan kerja Golden Tulip Holland Resort Batu.

**Kata Kunci :** *Job Performance, Leader Member Exchange, dan Work Engagement*

## ABSTRACT

Improving employee quality is important for every company. The quality of employees determines the achievement and operation of a company. Leader Member Exchange is a variable related to Job Performance. Job Performance can be increased if Leader Member Exchange has been implemented properly, mediated by the high Work Engagement that is part of the company.

This research was conducted on the work environment of Golden Tulip Holland Resort Batu. This study aims to determine that Leader Member Exchange has an influence on Golden Tulip Holland Resort Batu's employee Job Performance through Work Engagement. This study uses a quantitative approach. The sample in this study was 100 people. In this study, Leader Member Exchange is the independent variable, Job Performance as the dependent variable, and Work Engagement as a mediation variable. The analysis technique used in this study is Partial Least Square (PLS).

The results of this study prove that Leader Member Exchange has an influence on Job Performance and Work Engagement is proven to mediate the relationship between Leader Member Exchange and Job Performance on the work environment of Golden Tulip Holland Resort Batu.

**Keywords : Job Performance, Leader Member Exchange, and Work Engagement**