

Pengaruh leader member exchange dan masa kerja pada work engagement pegawai Dinas XYZ: peran intervensi pelatihan coaching pada atasan = The effect of leader exchange member and tenure on work engagement in Dinas XYZ: the role of coaching training for supervisor

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Abstrak

Penelitian ini bertujuan untuk mengetahui hubungan antara leader-member exchange (LMX) dengan work engagement serta melihat pengaruh masa kerja sebagai moderator terhadap hubungan kedua variabel tersebut. Selain itu, penelitian ini juga bertujuan untuk mengukur efektivitas intervensi pelatihan coaching dalam meningkatkan LMX dan work engagement. Sampel yang digunakan dalam penelitian ini yaitu Pegawai Negeri Sipil (PNS) pada Dinas XYZ sebanyak 194 partisipan. Pengolahan data dilakukan dengan menggunakan teknik analisis moderasi Hayes process pada SPSS. Berdasarkan hasil analisis data, ditemukan bahwa LMX berhubungan positif serta memprediksi work engagement secara signifikan, namun peran masa kerja sebagai moderator tidak terbukti. Intervensi yang dilakukan untuk dapat meningkatkan LMX dan work engagement adalah pelatihan coaching kepada atasan. Evaluasi terhadap intervensi dilakukan dalam waktu 2 minggu dengan melihat skor pretest dan posttest menggunakan wilcoxon signed rank test. Hasil analisis menunjukkan bahwa pengetahuan dan perilaku para atasan tentang coaching terbukti mengalami peningkatan secara signifikan.

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This study aims to determine the relationship between leader-member exchange (LMX) and work engagement and measure the effect of tenure as a moderator on the relationship between the two variables. In addition, this study also focused to measure the effectiveness of coaching training in improving LMX and work engagement. The sample used in this study is Civil Servants (PNS) at Dinas XYZ. The data collected were 194 participants, which processed using the Hayes process moderation analysis technique in SPSS. Based on the results of data analysis, it was found that LMX is positively related and predicts work engagement significantly, meanwhile the role of tenure as a moderator is not proven. The intervention carried out to be able to improve LMX and work engagement is coaching training for superiors. Evaluation of the intervention was held within 2 weeks using the Wilcoxon signed rank test. The results of the analysis showed that the supervisor`s learning and behavior changing about coaching proved to be significantly improved after the intervention.