

# Pengaruh Leader-Member Exchange Quality Terhadap Turnover Intention: Peran Mediasi Job Embeddedness dan Organizational Identification Studi Kasus Pada Knowledge Workers Dari Generasi Milenial Indonesia = The Effects of Leader-Member Exchange Quality on Turnover Intention: The Mediating Role of Organizational Identification Study Case on Indonesian Millennial Knowledge Workers

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## Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh leader-member exchange quality, job embeddedness, dan organizational identification terhadap turnover intention pada knowledge workers dari generasi milenial Indonesia. Penelitian ini merupakan penelitian kuantitatif yang menggunakan cross-sectional design dan metode purposive sampling dalam proses pengumpulan data primer. Sampel penelitian ini diperoleh dari 206 orang knowledge worker generasi milenial Indonesia (lahir antara 1982-2000) yang memiliki atasan dan pengolahan data dilakukan dengan menggunakan metode Structural Equation Modelling (SEM). Hasil penelitian menunjukkan bahwa leader-member exchange quality memiliki pengaruh positif terhadap job embeddedness, job embeddedness memengaruhi organizational identification secara positif dan turnover intention secara negatif, job embeddedness memediasi hubungan antara leader-member exchange quality dengan organizational identification serta leader-member exchange quality dengan turnover intention, dan organizational identification tidak memengaruhi turnover intention dan tidak memediasi hubungan negatif antara job embeddedness dan turnover intention.

Penelitian ini memiliki kontribusi teoritis berupa pengaruh leader-member exchange quality, job embeddedness, dan organizational identification terhadap turnover intention, serta kontribusi praktis berupa bahan pertimbangan untuk pengelolaan turnover intention dari knowledge workers generasi milenial di Indonesia.

.....This research aims to discover the effects of leader-member exchange quality, job embeddedness, and organizational identification on Indonesian millennial knowledge workers' turnover intention. This research is a quantitative research that utilizes cross-sectional design and purposive sampling method in primary data collection process.

Research sample was obtained from 206 Indonesian millennial knowledge workers (born between 1982 and 2000) who have direct supervisors at work and the data analysis process is conducted by using Structural Equation Modelling (SEM) method. Results from this research indicate that leader-member exchange quality affects job embeddedness positively, job embeddedness affects organizational identification positively and turnover intention negatively, job embeddedness mediates the relationship between both leader-member exchange quality and organizational identification alongside leader-member exchange quality and turnover intention, and organizational identification does not affect turnover intention nor mediate the negative relationship between job embeddedness and turnover intention. The theoretical contributions of this study include insights regarding the effects of leader-member exchange quality, job

embeddedness, and organizational identification on turnover intention, while the practical contribution is provision of considerable factors in managing turnover intention of Indonesian millennial knowledge workers.