

# Abusive Supervision, Leader-Member Exchange, dan Psychological Entitlement: Model Moderasi Mediasi dari Akuntabilitas Karyawan = Abusive Supervision, Leader-Member Exchange, and Psychological Entitlement : Mediation Moderation Model of Employee Accountability

Karina Aisyah Hariyanti Putri, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20525038&lokasi=lokal>

---

## Abstrak

Penelitian ini bertujuan untuk mengeksplorasi faktor internal dan eksternal akuntabilitas karyawan dengan menguji efek moderasi dari psychological entitlement pada hubungan abusive supervision dengan akuntabilitas karyawan yang dimediasi oleh LMX. Penelitian ini menggunakan survei self-report online yang dibagikan kepada 287 karyawan di sebuah perusahaan yang bergerak di bidang pembangunan dan peningkatan infrastruktur jaringan di Indonesia dan menggunakan teknik analisis moderated mediation model Hayes 14. Hasil penelitian melalui perspektif conservation of resource theory (COR) menunjukkan bahwa (1) abusive supervision secara tidak langsung mempengaruhi akuntabilitas karyawan, (2) abusive supervision secara negatif mempengaruhi LMX, (3) LMX secara positif mempengaruhi akuntabilitas karyawan, (4) LMX secara signifikan memediasi hubungan antara abusive supervision dan akuntabilitas, (5) yang diperkuat oleh tingkat psychological entitlement yang tinggi. Dari pada peran pemimpin, kualitas LMX memainkan peran yang lebih penting dalam membangun akuntabilitas karyawan.

.....This study aims to explore internal and external factors of employee accountability by investigating the moderating effect of psychological entitlement on the relationship of abusive supervision with employee accountability mediated by LMX. The study used an online self-report survey distributed to 287 employees in a company engaged in the construction and improvement of network infrastructure in Indonesia and analysed using moderated mediation analysis Hayes model 14. The results of the study through the perspective of conservation of resources (COR) theory shows that (1) abusive supervision indirectly affects employee accountability, (2) abusive supervision negatively affects LMX, (3) LMX positively affect employee accountability, (4) LMX significantly mediated the relationship between abusive supervision and accountability, (5) which is strengthened by a high level of psychological entitlement. Rather than the leader role, quality of LMX plays a more important role in establishing employee accountability.