

**Peran transformational leadership, compensation & benefit, job stress, dan job embeddedness terhadap employee retention: Studi kasus pada Hotel Gamma dan Betaomega Jakarta = The role of transformational leadership, compensation & benefit, job stress, and job embeddedness towards employee retention: Case study of Gamma and Betaomega Hotel in Jakarta**

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**Abstrak**

Penelitian ini bertujuan untuk menguji pengaruh transformational leadership, compensation and benefit, dan job stress terhadap employee retention yang dimediasi oleh job embeddedness pada konteks industri perhotelan dan keramahtamahan di Jakarta, Indonesia. Penelitian dilakukan pada karyawan hotel Gamma dan Betaomega Jakarta dengan jumlah responden yang didapatkan adalah sebanyak 157. Data penelitian diperoleh melalui metode survei dengan menggunakan self-administer questionnaire. Pengolahan data menggunakan metode SEM-PLS dengan bantuan perangkat lunak SmartPLS.

Hasil pengolahan data menunjukkan pengaruh positif dari transformational leadership dan compensation and benefit serta pengaruh negatif dari job stress secara langsung terhadap employee retention. Job embeddedness terbukti memiliki peran mediasi secara parsial dari transformational leadership dan compensation and benefit terhadap employee retention dan tidak memiliki peran mediasi dari hubungan job stress terhadap employee retention. Penelitian ini memiliki kontribusi teoritis yang mengkonfirmasi sebagian hasil dari penelitian sebelumnya di negara dan industri yang berbeda. Secara praktis, penelitian ini memberikan insight kepada manajemen hotel yang dapat digunakan untuk meningkatkan efektivitas retensi karyawan di industri perhotelan dan keramahtamahan, yaitu pentingnya pengembangan transformational leadership, pengelolaan compensation and benefit dan job stress yang baik sehingga terbentuklah job embeddedness dan employee retention yang tinggi.

.....This study aims to test the effects of transformational leadership, compensation and benefit, and job stress towards employee retention mediated by job embeddedness in hospitality industry. The data used in this study are gathered from the employees of Gamma and Betaomega hotel through amounted for 157 respondents. The method to gather the data is through survei with self-administer questionnaire. The data that were gathered then further processed utilizing SEM-PLS method with the aid of SmartPLS software. The results shown in this study are transformational leadership and compensation and benefit have significant and positive effects while job stress has significant and negative effect toward employee retention. Job embeddedness is shown to have partial mediating role in the relationship among transformational leadership and compensation and benefit towards employee retention while in the relationship between job stress towards employee retention, job embeddedness is shown to have no mediating role. In theoretical term, the contribution of this study is partially confirming the result of older study in another country. In practical term, this study gives insight towards the company about how to increase the effectivity of employee retention through the development of transformational leadership, appropriate compensation and benefit, and reducing job stress which resulted in the increase of job embeddedness and employee retention.