

ABSTRAK

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PENGARUH *EMPOWERMENT*, *PSYCHOLOGICAL CONTRACT*, DAN *EMPLOYEE ENGAGEMENT* TERHADAP *VOLUNTARY TURNOVER INTENTIONS* KARYAWAN INDUSTRI PERBANKAN JAKARTA.

(xi + 70 halaman; 7 gambar; 20 tabel; 5 lampiran)

Setiap industri di dalam dunia bisnis pasti memiliki karyawan yang merupakan aset penting dalam kemajuan perusahaan tersebut. Karena jika sebuah perusahaan tidak memiliki karyawan tentu perusahaan itu tidak dapat berjalan. Peneliti disini ingin mengetahui pengaruh *empowerment*, *psychological contract*, *employee engagement*, terhadap *turnover intention* karyawan industri perbankan Jakarta. Penelitian ini merupakan penelitian kuantitatif dengan menyebarkan kuesioner dengan pengukuran skalar likert. Dengan sampel yang dikumpulkan sebanyak 100 orang. Data yang sudah dikumpulkan, selanjutnya akan diuji menggunakan instrumen analisis program SmartPLS 3.0. Berdasarkan data yang telah diuji, hasil membuktikan bahwa *empowerment*, *psychological contract*, dan *employee engagement* berpengaruh terhadap *turnover intention*. *Empowerment* dan *psychological contract* berpengaruh positif terhadap *employee engagement*. Memberikan pengertian bahwa *engagement* karyawan akan meningkat jika karyawan merasa memiliki *empowerment* dan *psychological contract* yang baik. *Employee Engagement* berpengaruh negatif terhadap *turnover intention*. Dengan hal tersebut semakin tinggi tingkat *engagement* seorang karyawan maka akan menurunkan tingkat *turnover intention* pada karyawan.

Kata kunci: *Empowerment*, *Psychological Contract*, *Employee Engagement*, *Turnover Intention*

ABSTRACT

INFLUENCE OF EMPOWERMENT, PSYCHOLOGICAL CONTRACT AND EMPLOYEE ENGAGEMENT ON VOLUNTARY TURNOVER INTENTIONS

Every industry in the business world must have employees who are important assets in the progress of the company. Because if a company does not have employees, of course the company cannot run. The researcher here wants to know the effect of empowerment, psychological contract, employee engagement, on the turnover intention of Jakarta banking industry employees. This research is a quantitative research by distributing questionnaires with Likert scalar measurements. With samples collected as many as 100 people. The data that has been collected will then be tested using the SmartPLS 3.0 program analysis instrument. Based on the data that has been tested, the results prove that empowerment, psychological contract, and employee engagement have an effect on turnover intention. Empowerment and psychological contract have a positive effect on employee engagement. Provide an understanding that employee engagement will increase if employees feel they have good empowerment and psychological contracts. Employee Engagement has a negative effect on turnover intention. With this, the higher the level of engagement of an employee, the lower the level of employee turnover intention.

Keywords: *Empowerment, Psychological Contract, Employee Engagement, Turnover Intention*