

ABSTRAK

Ananda Widya Sariputri (01011180401)

PENGARUH *LEADER MEMBER EXCHANGE*, *HRM PRACTICES* DAN *PSYCHOLOGICAL EMPOWERMENT* TERHADAP *EXTRA ROLE PERFORMANCE* DENGAN PERAN MEDIASI *ORGANIZATIONAL COMMITMENT* DI RESTORAN DAN KAFE WILAYAH TANGERANG SELATAN

Terjadinya COVID-19 menyebabkan banyak perubahan dalam situasi kerja karyawan dari seluruh industri. Salah satu industri yang terkena dampak adalah industri makanan dan minuman. Perubahan situasi kerja yang disebabkan COVID-19 membuat karyawan terpuruk dan menyebabkan penghambatan yang membuat karyawan tidak ingin menunjukkan *extra role performance*. Tujuan dari skripsi ini adalah untuk menguji hubungan variabel *leader member exchange*, *human resource management practices*, dan *psychological empowerment* terhadap variabel *extra role performance* dengan variabel mediasi *organizational commitment*. Penelitian ini merupakan penelitian kuantitatif dengan populasi karyawan tetap yang bekerja di restoran yang terletak di wilayah Tangerang Selatan. Sampel yang diambil dalam penelitian ini merupakan *non-probability sampling* dengan teknik *purposive sampling*. Data yang didapatkan dari penelitian ini berasal dari 186 responden yang diolah menggunakan metode SEM-PLS. Hasil dari penelitian ini mengindikasikan bahwa *organizational commitment*, *leader member exchange*, *human resource management practices* dan *psychological empowerment* memiliki pengaruh positif dan signifikan terhadap *extra role performance* serta *organizational commitment* dibuktikan memiliki peran dalam memediasi pengaruh *leader member exchange*, *human resource management practices*, dan *psychological empowerment* terhadap *extra role performance*.

Keywords: *Leader member exchange*, *Human resource management practices*, *Psychological empowerment*, *Organizational Commitment*, *Extra role performance*

Referensi: 75 (1980-2021)

ABSTRACT

Ananda Widya Sariputri (01011180401)

PENGARUH LEADER MEMBER EXCHANGE, HRM PRACTICES DAN PSYCHOLOGICAL EMPOWERMENT TERHADAP EXTRA ROLE PERFORMANCE DENGAN PERAN MEDIASI ORGANIZATIONAL COMMITMENT DI RESTORAN DAN KAFE WILAYAH TANGERANG SELATAN

The occurrence of COVID-19 caused many changes in the work situation of employees from all industries. One of which is the F&B industry. These changes caused by COVID-19 affects employees negatively behavioral-wise and makes them reluctant to show extra role performance. The purpose of this thesis is to test the influence of leader member exchange, human resource management practice, and psychological empowerment on extra role performance with organizational commitment as the mediator. This research is a quantitative research with the population of employees from restaurants that is located in South Tangerang. The sample that is used in this researched is non-probability sampling with purposive sampling technique. The data that is obtained from this research is stemmed from 186 respondents that has been processed using PLS-SEM method. The result of this research indicates that organizational commitment, leader member exchange, human resource management practices, and psychological empowerment has a positive impact on extra role performance, as well as organizational commitment is proven to have a role in mediating the impact of leader member exchange, human resource management practices, and psychological empowerment on extra role performance.

Keywords: *Leader member exchange, Human resource management practices, Psychological empowerment, Organizational Commitment, Extra role performance*

Reference: 75 (1980-2021)