

ABSTRAK

PENGARUH KEPEMIMPINAN TRANSFORMASIONAL TERHADAP *EMPLOYEE ENGAGEMENT* DENGAN *PERCEIVED ORGANIZATIONAL SUPPORT* SEBAGAI VARIABEL MEDIASI

Oleh
ADITIA JAYA SAPUTRA

Employee engagement merupakan faktor kunci keberhasilan sebuah organisasi. Salah satu instansi pemerintah yang ada di Bandar Lampung dilakukan oleh (UPTD) Pengelolaan Pendapatan Daerah Wilayah I Bandar Lampung. UPTD ini menetapkan target sebagai bagian integral dari rencana program organisasi, yang mencakup pencapaian target Pajak Kendaraan Bermotor dan Bea Balik Nama Kendaraan Bermotor. Namun, realisasinya sejak periode 2018-2022 mengalami fluktuasi. Hal ini diduga *employee engagement* yang kurang mendukung organisasi. Penelitian ini bertujuan untuk mengetahui pengaruh kepemimpinan transformasional terhadap *employee engagement*, pengaruh kepemimpinan transformasional terhadap *perceived organizational support*, *perceived organizational support* terhadap *employee engagement* serta *perceived organizational support* memediasi kepemimpinan transformasional terhadap *employee engagement*. Jumlah sampel penelitian ini, yaitu 120 responden dengan metode *simple random sampling*. Penelitian ini menggunakan alat analisis SEM-AMOS.

Temuan empiris menunjukkan bahwa penelitian ini mendukung hipotesis, yaitu kepemimpinan transformasional berpengaruh positif dan signifikan terhadap *employee engagement*, kepemimpinan transformasional berpengaruh positif dan signifikan terhadap *perceived organizational support*, *perceived organizational support* berpengaruh positif dan signifikan terhadap *employee engagement* serta *perceived organizational support* memediasi pengaruh kepemimpinan transformasional terhadap *employee engagement*. Saran yang diberikan yaitu, organisasi perlu mengimplementasikan strategi komunikasi yang lebih efektif, organisasi perlu melakukan survei karyawan dan melakukan forum diskusi terbuka, organisasi perlu menciptakan budaya kerja yang kolaboratif dan saling mendukung, melakukan evaluasi berkala serta mengadakan pelatihan kepemimpinan dan keterampilan interpersonal.

Kata Kunci : **Kepemimpinan Transformasional, *Perceived Organizational Support*, *Employee Engagement*, SEM-AMOS.**

ABSTRACT

THE EFFECT OF TRANSFORMATIONAL LEADERSHIP ON EMPLOYEE ENGAGEMENT WITH PERCEIVED ORGANIZATIONAL SUPPORT AS A MEDIATING VARIABLE

By
ADITIA JAYA SAPUTRA

Employee engagement is a key factor in an organization's success. One government agency in Bandar Lampung, specifically the Regional Revenue Management Unit of Bandar Lampung Region I, has set targets as an integral part of its organizational program plan, including targets for Motor Vehicle Tax and Motor Vehicle Title Transfer Fees. However, the realization of these targets has fluctuated from 2018 to 2022, which is suspected to be due to insufficient employee engagement supporting the organization. This study aims to determine the effect of transformational leadership on employee engagement, the effect of transformational leadership on perceived organizational support, the effect of perceived organizational support on employee engagement, and the role of perceived organizational support in mediating the impact of transformational leadership on employee engagement. The sample size for this study is 120 respondents, selected using simple random sampling. This study uses SEM-AMOS as the analysis tool.

The empirical findings indicate that this study supports the hypotheses: transformational leadership has a positive and significant effect on employee engagement, transformational leadership has a positive and significant effect on perceived organizational support, perceived organizational support has a positive and significant effect on employee engagement, and perceived organizational support mediates the effect of transformational leadership on employee engagement. Recommendations include the need for the organization to implement more effective communication strategies, conduct employee surveys and open discussion forums, foster a collaborative and supportive work culture, conduct regular evaluations, and provide leadership and interpersonal skills training.

Keywords : Transformational Leadership, Perceived Organizational Support, Employee Engagement, SEM-AMOS.