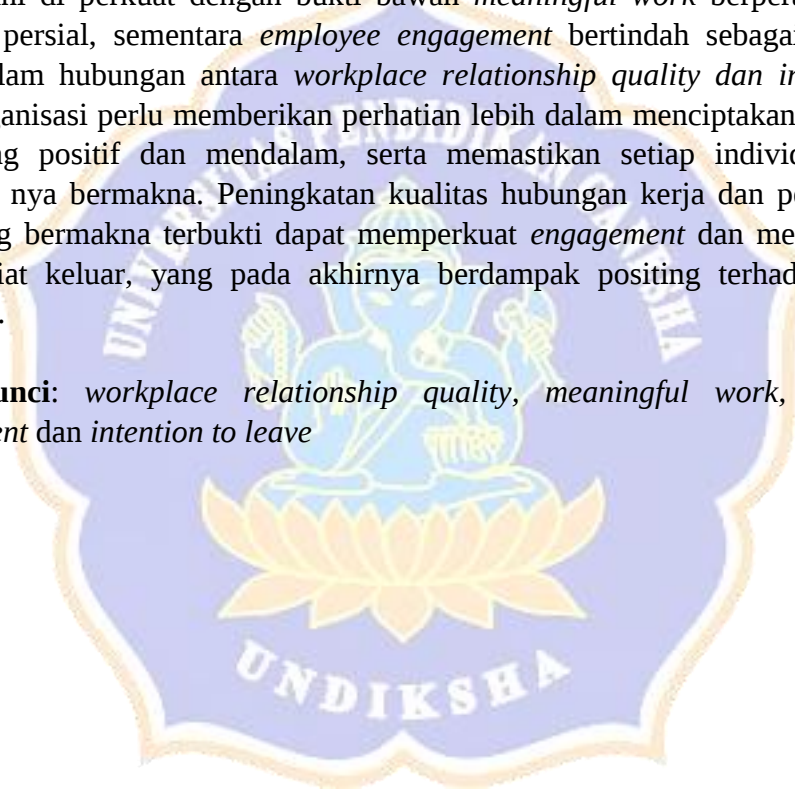


ABSTRAK

Penelitian merupakan *literatur review* yang menganalisis model peningkatan penurunan *intention to leave* melalui kerangka kerja penguatan *employee engagement*. Permasalahan dalam Penelitian ini didasarkan adanya research gap. Penelitian ini hanya dilakukan untuk karyawan BNI KC Cilegon (Persero) Tbk sejumlah 166 karyawan. Penelitian ini menggunakan analisis *Partial Least Square* (PLS), dengan menggunakan AMOS, untuk mengetahui apakah model yang digambarkan sesuai dengan realitas yang sebenarnya. Hasil penelitian ini menunjukkan bahwa kualitas hubungan di tempat kerja memiliki signifikan dalam mempengaruhi niat karyawan untuk keluar dari organisasi. Temuan ini diperkuat dengan bukti bahwa *meaningful work* berperan sebagai mediator persial, sementara *employee engagement* bertindak sebagai mediator penuh dalam hubungan antara *workplace relationship quality* dan *intention to leave*. organisasi perlu memberikan perhatian lebih dalam menciptakan hubungan kerja yang positif dan mendalam, serta memastikan setiap individu merasa pekerjaannya bermakna. Peningkatan kualitas hubungan kerja dan pengalaman kerja yang bermakna terbukti dapat memperkuat *engagement* dan menurunkan tingkat niat keluar, yang pada akhirnya berdampak positif terhadap retensi karyawan.

Kata Kunci: *workplace relationship quality, meaningful work, employee engagement* dan *intention to leave*



ABSTRACT

The study is a literature review that analyzes the model of increasing and decreasing intention to leave through the framework of strengthening employee engagement. The problem in this study is based on the existence of a research gap. This study was only conducted for BNI KC Cilegon (Persero) Tbk employees totaling 166 employees. This study uses Partial Least Square (PLS) analysis, using AMOS, to determine whether the model described is in accordance with the actual reality. The results of this study indicate that the quality of relationships in the workplace has a significant effect on employee intentions to leave the organization. This finding is reinforced by evidence that meaningful work acts as a partial mediator, while employee engagement acts as a full mediator in the relationship between workplace relationship quality and intention to leave. Organizations need to pay more attention to creating positive and deep working relationships, and ensuring that each individual feels their work is meaningful. Improving the quality of working relationships and meaningful work experiences has been shown to strengthen engagement and reduce the level of intention to leave, which ultimately has a positive impact on employee retention.

Keywords: workplace relationship quality, meaningful work, employee engagement and intention to leave

