

RINGKASAN

Penelitian ini dilakukan dengan survei pada karyawan PT Bank Syariah Indonesia KC Padang Imam Bonjol. Penelitian ini mengambil judul "Peran *Employee Engagement* sebagai Mediasi pada pengaruh *Work Stress* dan *Work-life Balance* terhadap *Turnover Intention* pada PT.Bank Syariah Indonesia KC Padang Imam Bonjol".

Tujuan dari penelitian ini adalah untuk mengetahui pengaruh dari *work stress* dan *work-life balance* terhadap *turnover intention* yang di mediasi *employee engagement*.

Populasi dalam penelitian ini adalah semua karyawan dengan jumlah 58 responden. Pengumpulan data dilakukan dengan membagikan kuesioner secara langsung kepada responden. Dengan *Purposive sampling method* digunakan dalam penentuan responden.

Berdasarkan hasil penelitian dan analisis data sepenuhnya dengan menggunakan bantuan program software smart PLS versi 4.0 dengan SEM (*Structural Equation Modelling*) menunjukkan bahwa : (1) *work stress* berpengaruh negatif terhadap *turnover intention*, (2) *work-life balance* berpengaruh positif terhadap *turnover intention*, (3) *work stress* berpengaruh positif terhadap *employee engagement*, (4) *work-life balance* berpengaruh negatif terhadap *employee engagement*, (5) *employee engagement* berpengaruh positif terhadap *turnover intention*, (6) *employee engagement* mampu memediasi pengaruh *work stress* terhadap *turnover intention*, (7) *work-life balance* berpengaruh negatif terhadap *turnover intention* yang di mediasi *employee engagement*.

Implikasi dari kesimpulan di atas yaitu upaya karyawan dalam meningkatkan *employee engagement* (keterikatan kerja) terhadap perusahaan, *work stress* (stress kerja) yang dialami para karyawan tidak berpengaruh terhadap *turnover intention* (keinginan untuk berhenti/ keluar) hal ini karena adanya tingkat pencapaian karir yang diberikan perusahaan, sehingga *employee engagement* (keterikatan kerja) mampu memediasi *work stress* terhadap *turnover intention*. Begitupun pada *work-life balance* (keseimbangan kehidupan kerja) pada karyawan berpengaruh terhadap *turnover intention* hal ini karena karyawan merasa belum mampu menyeimbangkan antara pekerjaan dengan kehidupan pribadi sehingga timbul adanya rasa keinginan untuk keluar dari perusahaan.

SUMMARY

This research was conducted by surveying employees of PT Bank Syariah Indonesia KC Padang Imam Bonjol. This research is entitled "The Role of Employee Engagement as a Mediator on the Influence of Work Stress and Work-Life Balance on Turnover Intention at PT Bank Syariah Indonesia KC Padang Imam Bonjol".

The aim of this research is to determine the effect of work stress and work-life balance on turnover intention which is mediated by employee engagement.

The population in this study were all employees with a total of 58 respondents. Data collection was carried out by distributing questionnaires directly to respondents. Purposive sampling method was used to determine respondents.

Based on the results of research and complete data analysis using the smart PLS version 4.0 software program with SEM (Structural Equation Modeling), it shows that: (1) work stress has a negative effect on turnover intention, (2) work-life balance has a positive effect on turnover intention, (3) work stress has a positive effect on employee engagement, (4) work-life balance has a negative effect on employee engagement, (5) employee engagement has a positive effect on turnover intention, (6) employee engagement is able to mediate the effect of work stress on turnover intention, (7) work-life balance has a negative effect on turnover intention which is mediated by employee engagement.

The implication of the conclusion above is that employees' efforts to increase employee engagement towards the company, work stress experienced by employees has no effect on turnover intention , this is because of the given level of career achievement. company, so that employee engagement is able to mediate work stress on turnover intention. Likewise, employee work-life balance influences turnover intention, this is because employees feel unable to balance work and personal life, resulting in a desire to leave the company. Efforts are made to balance work and personal life so that there is no desire to leave the company.