

**PENGARUH GAYA KEPEMIMPINAN TERHADAP TURNOVER
INTENTION DIMEDIASI OLEH STRESS KERJA, KINERJA
KARYAWAN, DAN LINGKUNGAN KERJA KARYAWAN PADA
GERAI MATAHARI DEPARTEMENT STORE LIPPO PLAZA
YOGYAKARTA**

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui : (1) pengaruh gaya kepemimpinan transaksional terhadap stress kerja karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (2) pengaruh gaya kepemimpinan transformasional terhadap stress kerja karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (3) pengaruh stress kerja terhadap turnover intention karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (4) pengaruh gaya kepemimpinan transaksional terhadap *turnover intention* karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (5) pengaruh gaya kepemimpinan transformasional terhadap *turnover intention* karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (6) pengaruh gaya kepemimpinan transaksional terhadap lingkungan kerja karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (7) pengaruh gaya kepemimpinan transformasional terhadap lingkungan kerja karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (8) pengaruh lingkungan kerja terhadap *turnover intention* karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (9) pengaruh lingkungan kerja terhadap stress kerja karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (10) pengaruh gaya kepemimpinan transaksional terhadap kinerja karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (11) pengaruh gaya kepemimpinan transformasional terhadap kinerja karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (12) pengaruh *turnover intention* terhadap kinerja karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (13) pengaruh stress kerja terhadap kinerja karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (13) pengaruh stress kerja terhadap kinerja karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta (14) pengaruh lingkungan kerja terhadap kinerja karyawan Gerai Matahari Department Store Lippo Plaza Yogyakarta.

Penelitian ini menggunakan metode penelitian kuantitatif yang dilakukan dengan cara pengumpulan data menggunakan instrumen penelitian, analisis data bersifat kuantitatif/statistik dengan tujuan untuk menguji hipotesis yang telah ditetapkan dilakukan dengan menggunakan menyebarkan kuisioner kepada responden penelitian populasi dari penelitian ini adalah karyawan Gerai Matahari Departement Store Lippo Plaza Yogyakarta sebanyak 120 karyawan. Sampel pada penelitian ini adalah 95 karyawan Gerai Matahari Departement Store Lippo Plaza Yogyakarta. Kuisioner yang disebar kepada responden sebanyak 95 kuisioner, kuisioner yang kembali kepeneliti sebanyak 83 kuisioner, dan data yang dikumpulkan dengan kuisioner yang telah diuji validitas dan realibilitasnya sebanyak 30 kuisioner. Teknik analisis data yang digunakan adalah *Structural Equation Model* (SEM) AMOS.

Hasil penelitian menunjukkan bahwa (1) pengaruh gaya kepemimpinan transaksional terhadap stress kerja karyawan Gerai Matahari Departement Store Lippo Plaza Yogyakarta dibuktikan dengan koefisien regresi CR sebesar 1,405 dengan p -value (0,160 >0,05) (2) pengaruh gaya kepemimpinan transformasional terhadap stress kerja karyawan Gerai Matahari Departement Store Lippo Plaza Yogyakarta dibuktikan dengan koefisien regresi CR sebesar -1,911 dengan p -value (0,056 >0,05) (3) pengaruh gaya kepemimpinan transaksional terhadap lingkungan kerja karyawan Gerai Matahari Departement Store Lippo Plaza Yogyakarta dibuktikan dengan koefisien regresi CR sebesar 3,300 dengan p -value (0,000 <0,05) (4) pengaruh gaya kepemimpinan transformasional terhadap lingkungan kerja karyawan Gerai Matahari Departement Store Lippo Plaza Yogyakarta dibuktikan dengan koefisien regresi CR sebesar -2,616 dengan p -value (0,009 <0,05) (5) pengaruh lingkungan kerja terhadap stress kerja karyawan Gerai Matahari Departement Store Lippo Plaza Yogyakarta dibuktikan dengan koefisien regresi CR sebesar -1,167 dengan p -value (0,243 >0,05). (6) *turnover intention* dan kinerja karyawan tidak dipengaruhi oleh gaya kepemimpinan transaksional maupun gaya kepemimpinan transformasional, stress kerja dan lingkungan kerja.

Kata kunci : gaya kepemimpinan transaksional, gaya kepemimpinan transformasional, *turnover intention*, stress kerja, kinerja karyawan, lingkungan kerja

**THE INFLUENCE OF LEADERSHIP STYLE ON TURNOVER INTENTION
EDUCED BY WORK STRESS, EMPLOYEE PERFORMANCE, AND
EMPLOYEE WORK ENVIRONMENT IN GERAI MATAHARI DEPARTMENT
STORE LIPPO PLAZA YOGYAKARTA**

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ABSTRACT

This study aims to determine: (1) the influence of transactional leadership style on the work stress of Gerai Matahari Department Store employees at Lippo Plaza Yogyakarta (2) the influence of transformational leadership style on work stress on employees of Gerai Matahari Department Store Lippo Plaza Yogyakarta (3) the influence of work stress on turnover the intention of employees of Gerai Matahari Department Store Lippo Plaza Yogyakarta (4) the influence of transactional leadership style on the turnover intention of employees of Gerai Matahari Department Store Lippo Plaza Yogyakarta (5) the influence of transformational leadership style on employee turnover intention of Gerai Matahari Department Store Lippo Plaza Yogyakarta (6) the influence transactional leadership of the work environment of Gerai Matahari Department Store Lippo Plaza Yogyakarta (7) the influence of transformational leadership style on the work environment of Gerai Matahari Department Store Lippo Plaza Yogyakarta (8) the influence of the work environment on the employee turnover intention of Gerai Matahari Department Store Lippo Plaza Yogyakarta (9) the influence of the work environment on the work stress of Gerai Matahari Department Store Lippo Plaza Yogyakarta (10) the influence of transactional leadership style on employee performance at Gerai Matahari Department Store Lippo Plaza Yogyakarta (11) the influence of transformational leadership on the performance of Gerai Matahari Department Store Lippo Plaza Yogyakarta (12) the influence of turnover intention on the performance of employees of Gerai Matahari Department Store Lippo Plaza Yogyakarta (13) the influence of work stress on employee performance Gerai Matahari Department Store Lippo Plaza Yogyakarta (13) the influence of work stress on the performance of employees of Gerai Matahari Department Store Lippo Plaza Yogyakarta (14) the influence of the work environment on the performance of employees of Gerai Matahari Department Store Lippo Plaza Yogyakarta.

This research uses quantitative research methods conducted by collecting data using research instruments, quantitative / statistical data analysis with the aim of testing predetermined hypotheses by using questionnaires to respond to the research population of this study are employees of Gerai Matahari Department Store Lippo Plaza Yogyakarta as many as 120 employees. The sample in this study were 95 employees of the Gerai Matahari Department Store Lippo Plaza Yogyakarta. Questionnaires distributed to respondents were 95 questionnaires, questionnaires were returned to research as many as 83 questionnaires, and data were collected by questionnaires that had been tested for validity and reliability by 30 questionnaires. The data analysis technique used is the AMOS Structural Equation Model (SEM)

The results showed that (1) the influence of transactional leadership style on the work stress of employees of Matahari Store Department Store Lippo Plaza Yogyakarta was evidenced by the CR regression coefficient of 1.405 with p-value ($0.160 > 0.05$) (2) influencing transformational leadership style towards work stress employees of Gerai Matahari Department Store Lippo Plaza Yogyakarta proved by a regression coefficient of CR of -1.911 with p-value ($0.056 > 0.05$) (3) the influence of transactional leadership style on the work environment of Gerai Matahari Department Store Lippo Plaza Yogyakarta as evidenced by the CR regression coefficient amounting to 3,300 with p-value ($0,000 < 0,05$) (4) the influence of transformational leadership style on the work environment of Gerai Matahari Department Store Lippo Plaza Yogyakarta proved by a CR regression coefficient of -2,616 with p-value ($0,009 < 0,05$) (5) the influence of the work environment on the work stress of employees of Gerai Matahari Department Store Lippo Plaza Yogyakarta Department Store is proven by a CR regression coefficient of -1.167 with p-value ($0.243 > 0.05$). (6) Turnover intention and employee performance are not influenced by transactional leadership style and transformational leadership style, work stress and work environment.

Keywords: transactional leadership style, transformational leadership style, turnover intention, work stress, employee performance, work environment