

ABSTRAK

Pengaruh Workforce Agility Terhadap Retention Intention Karyawan melalui Employee Engagement pada PT. Sangga Lima Saudara

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Penelitian ini bertujuan untuk menganalisis pengaruh workforce agility terhadap retention intention karyawan melalui employee engagement sebagai variabel mediasi pada PT Sangga Lima Saudara, perusahaan penyedia jasa *outsourcing* di Kota Medan. Latar belakang penelitian ini didasarkan pada tingginya tingkat *turnover* karyawan, yang diduga dipengaruhi oleh rendahnya kelincahan tenaga kerja dan keterlibatan karyawan terhadap pekerjaan. Metode penelitian yang digunakan adalah pendekatan kuantitatif asosiatif dengan teknik analisis jalur (*path analysis*) menggunakan aplikasi SPSS. Jumlah sampel dalam penelitian ini sebanyak 110 responden yang dipilih secara *purposive*. Hasil analisis menunjukkan bahwa *workforce agility* berpengaruh positif dan signifikan terhadap *employee engagement* ($\beta = 0.984$; $p < 0.001$), *employee engagement* berpengaruh signifikan terhadap *retention intention* ($\beta = 0.990$; $p < 0.001$), dan *workforce agility* berpengaruh langsung terhadap *retention intention* ($\beta = 0.981$; $p < 0.001$). Selain itu, *employee engagement* juga terbukti memediasi pengaruh workforce agility terhadap retention intention (*indirect effect* $\beta = 0.974$; $p < 0.001$). Dengan demikian, penelitian ini menegaskan bahwa peningkatan kelincahan tenaga kerja akan efektif jika disertai dengan peningkatan keterlibatan karyawan, yang pada akhirnya berdampak pada intensi mereka untuk tetap bertahan di perusahaan. Temuan ini dapat menjadi dasar strategis bagi pengelolaan SDM di perusahaan outsourcing.

Kata Kunci: *Workforce Agility, Employee Engagement, Retention Intention, Outsourcing, SDM*

ABSTRACT

The Influence of Workforce Agility on Employee Retention Intention through Employee Engagement at PT. Sangga Lima Saudara

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This study aims to analyze the influence of workforce agility on employee retention intention, mediated by employee engagement, at PT Sangga Lima Saudara, an outsourcing service provider in Medan. The background of this study is based on the high level of employee turnover, which is influenced by low workforce agility and employee engagement towards work. The research method employed is an associative quantitative approach, utilizing path analysis techniques within the SPSS application. The study included 110 respondents, selected purposively. The results of the analysis show that workforce agility has a positive and significant effect on employee engagement ($\beta = 0.984$; $p < 0.001$), employee engagement has a significant effect on retention intention ($\beta = 0.990$; $p < 0.001$), and workforce agility has a direct effect on retention intention ($\beta = 0.981$; $p < 0.001$). Furthermore, employee engagement was also shown to mediate the influence of workforce agility on retention intention (indirect effect $\beta = 0.974$; $p < 0.001$). Thus, this study confirms that increasing workforce agility will be effective if accompanied by increased employee engagement, which ultimately impacts their intention to remain with the company. These findings can provide a strategic basis for HR management in outsourcing companies.

Keywords: Workforce Agility, Employee Engagement, Retention Intention, Outsourcing, SDM