

ABSTRAK

Nama : Khusnul Kotimah Nainggolan
Program Studi : Manajemen
Judul : Menghubungkan *Employee Voice* Pada *Employee Engagement*, *Organizational Innovation*, Dan *Organizational Performance* Di Perbankan Islam: Penilaian Terhadap Dua Model Mediasi

Penelitian ini bertujuan untuk menganalisis hubungan antara *employee voice*, *employee engagement*, *organizational innovation*, dan *organizational performance* pada perbankan Islam di Kota Lhokseumawe. Penelitian menggunakan pendekatan kuantitatif dengan teknik pengumpulan data melalui kuesioner. Populasi penelitian terdiri atas seluruh karyawan Bank Syariah Indonesia, Bank Muamalat, dan Bank Aceh Syariah di Kota Lhokseumawe dengan jumlah sampel sebanyak 245 responden menggunakan teknik sampling jenuh. Analisis data dilakukan menggunakan *Structural Equation Modeling* (SEM) berbasis *Partial Least Square* (PLS). Hasil penelitian menunjukkan bahwa *employee voice* berpengaruh negatif dan signifikan terhadap *employee engagement*, *organizational innovation*, dan *organizational performance*. *Employee engagement* berpengaruh positif namun tidak signifikan terhadap *organizational performance*, serta berpengaruh positif dan signifikan terhadap *organizational innovation*. Selain itu, *organizational innovation* berpengaruh positif dan signifikan terhadap *organizational performance*. Penelitian ini juga menemukan adanya peran mediasi *organizational innovation* dan *employee engagement* dalam model penelitian.

Kata Kunci: *Employee Engagement*, *Employee Voice*, *Organizational Innovation*, *Organizational Performance*, Perbankan Islam

ABSTRACT

Name : Khusnul Kotimah Nainggolan
Study Program : Management
Title : The Relationship Between Employee Voice, Employee Engagement, Organizational Innovation, and Organizational Performance in Islamic Banking: An Evaluation of Two Mediation Models

This study aims to analyze the relationship between employee voice, employee engagement, organizational innovation, and organizational performance in Islamic banking in the city of Lhokseumawe. The study employs a quantitative approach with data collection via questionnaires. The study population consists of all employees of Bank Syariah Indonesia, Bank Muamalat, and Bank Aceh Syariah in Lhokseumawe City, with a sample size of 245 respondents using a saturation sampling technique. Data analysis was conducted using Structural Equation Modeling (SEM) based on Partial Least Square (PLS). The results indicate that employee voice has a negative and significant effect on employee engagement, organizational innovation, and organizational performance. Employee engagement has a positive but insignificant effect on organizational performance, as well as a positive and significant effect on organizational innovation. Furthermore, organizational innovation has a positive and significant effect on organizational performance. This study also found that organizational innovation and employee engagement play a mediating role in the research model. Translated with DeepL.com (free version)

Keywords: Employee Engagement, Employee Voice, Organizational Innovation, Organizational Performance, Islamic Banking