

ABSTRAK

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Program Studi : Program Magister Ilmu Manajemen
Judul : PENGARUH KEPEMIMPINAN INKLUSIF, *LEADER MEMBER EXCHANGE* TERHADAP KINERJA PEGAWAI MELALUI KETERLIBATAN KERJA PADA PUSKESMAS BANDA SAKTI KOTA LHOKSEUMAWE

Penelitian ini menjelaskan aspek kunci dalam dinamika organisasi, khususnya di Puskesmas Banda Sakti, Lhokseumawe. Isu yang diangkat melibatkan peran penting kepemimpinan inklusif, *Leader Member Exchange* (LME), keterlibatan kerja, dan kinerja pegawai dalam konteks pelayanan kesehatan. Tujuan utama penelitian ini adalah untuk mendalami pengaruh langsung kepemimpinan inklusif dan LME terhadap keterlibatan kerja pegawai, serta dampak keterlibatan kerja pada kinerja pegawai. Penelitian ini menjadi relevan mengingat kompleksitas interaksi antara pemimpin dan anggota tim dalam konteks pelayanan kesehatan yang melibatkan beragam fungsi dan tingkatan pekerjaan. Metode analisis data yang digunakan adalah *Structural Equation Modeling* (SEM) dengan memanfaatkan perangkat Smart PLS. Pengumpulan data dilakukan melalui penyebaran kuesioner kepada 182 pegawai Puskesmas Banda Sakti, mencakup responden dari berbagai tingkatan dan fungsi pekerjaan. Temuan penelitian mengindikasikan bahwa kepemimpinan inklusif dan LME memiliki pengaruh positif dan signifikan terhadap keterlibatan kerja pegawai di Puskesmas. Keterlibatan kerja juga ditemukan berkontribusi positif dan signifikan terhadap kinerja pegawai. Sementara kepemimpinan inklusif secara langsung mempengaruhi kinerja, LME tidak memiliki dampak langsung yang signifikan. Hasil penelitian menekankan urgensi kepemimpinan inklusif dan keterlibatan kerja sebagai kunci peningkatan kualitas layanan kesehatan di Puskesmas, memandu perbaikan kebijakan dan manajemen sumber daya manusia.

Kata Kunci : **Kepemimpinan Inklusif, *Leader Member Exchange*, Keterlibatan Kerja, Kinerja Pegawai**

ABSTRACT

Name : ELLYANA
Study Program : Graduate Program in Management Science
Title : THE INFLUENCE OF INCLUSIVE LEADERSHIP, LEADER MEMBER EXCHANGE ON EMPLOYEE PERFORMANCE THROUGH WORK ENGAGEMENT AT PUSKESMAS BANDA SAKTI LHOKSEUMAWE

This study delves into key aspects of organizational dynamics, particularly in Puskesmas Banda Sakti, Lhokseumawe. The addressed issues involve the crucial roles of inclusive leadership, Leader Member Exchange (LME), employee engagement, and employee performance in the context of healthcare services. The primary objective is to explore the direct influence of inclusive leadership and LME on employee engagement, as well as the impact of employee engagement on employee performance. This research is relevant considering the complexity of interactions between leaders and team members in the healthcare context, involving diverse job functions and levels. The data analysis method employed is Structural Equation Modeling (SEM), utilizing the Smart PLS tool. Data collection involved distributing questionnaires to 182 employees of Puskesmas Banda Sakti, encompassing respondents from various job levels and functions. Research findings indicate that inclusive leadership and LME have a positive and significant impact on employee engagement in Puskesmas. Employee engagement is also found to contribute positively and significantly to employee performance. While inclusive leadership directly influences performance, LME does not have a significant direct impact. The study emphasizes the urgency of inclusive leadership and employee engagement as key factors in enhancing the quality of healthcare services at Puskesmas, guiding improvements in policies and human resource management.

Keywords : *Inclusive Leadership, Leader Member Exchange, Employee Engagement, Employee Performance*