

ABSTRACT

Based on the findings obtained from the preliminary survey results, it is known that the number of frontliner personnel of PT. Bank Negara Indonesia (Persero) Tbk. The Semarang office which made a turnover during the 2013-2015 period experienced an increasing trend every year. What's interesting about this topic as a reason for conducting research is the existence of findings based on the results of previous studies that differ in the results of the analysis of the effect of employee engagement on turnover intention. The purpose of this study was to determine the effect of Organizational Justice, Perceived Organizational Support and Organizational-Based Self Esteem on Employee Engagement and Its Impact on Turnover Intention on Frontliner Employees at PT. Bank Negara Indonesia (Persero) Tbk. Semarang Branch Office. The population selected in this study were 132 Frontliner Employees at PT. Bank Negara Indonesia (Persero) Tbk. Semarang Branch Office. The sampling technique in this study is an accidental sampling method. The data collection method is using a questionnaire. The data analysis method used is Structural Equation Modeling. Based on research, perceptions of product quality and prices positive affect the perception of organizational justice and organizational-based self esteem have a positive effect on employee engagement, while the perception of organizational support has no effect on employee engagement. Perceptions of organizational support, organizational-based self esteem and employee engagement negatively influence resignation. Organizational justice does not affect the desire to resign.

Keywords: Organizational Support, Organizational Based Self Esteem, Employee Engagement, Turnover Intention.