

ABSTRACT

The relationship between superiors and subordinates can be called as Leader Member Exchange (LMX) is very important in a company or an organization therefore researchers want to know the influence of Leader Member Exchange (LMX), self efficacy, and workload against work engagement in PT Aeon Credit Service Indonesia branch of surabaya. Sampling is done by saturated sampling method with a numbers of 80 respondents. The questionnaire is the method used. This reasources used validity and reliability test, classic assumption test, and t test also f test. Self efficacy and work load can be positively affect by work engagement in silmutan and partial.

Keywords : Leader Member Exchange (LMX), self efficacy, Workload, Work Engagement

ABSTRAK

Hubungan antara atasan dan bawahan bisa disebut dengan *Leader Member Exchange* (LMX) sangatlah penting didalam suatu organisasi oleh karena itu peneliti ingin mengetahui pengaruh *Leader Member Exchange* (LMX), Keyakinan Diri dan Beban Kerja Terhadap Keterikatan Kerja di PT Aeon Credit Service Indonesia Cabang Surabaya. Populasi dalam penelitian ini adalah karyawan di PT ACSI Cabang Surabaya. Pengambilan sampel dilakukan dengan metode sampling jenuh dengan sejumlah 80 responden. Kuisisioner adalah metode yang digunakan. Penelitian ini menggunakan uji validitas dan reliabilitas, uji asumsi klasik, uji t dan uji F. Keyakinan diri dan beban kerja dapat mempengaruhi secara positif terhadap keterikatan kerja secara simultan dan parsial.

Kata kunci : *Leader Member Exchange* (LMX), Keyakinan Diri, Beban Kerja, Keterikatan Kerja