

**AN EVALUATING JOB SATISFACTION AS MEDIATING VARIABLE TO
ENHANCE LEADERSHIP ROLE ON TURNOVER INTENTIONS AMID
COVID 19 PANDEMIC IN REGIONAL BANKING OF WEST SUMATERA**

(CASE STUDY: CENTRE OFFICE OF BANK NAGARI, PADANG)

THESIS



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PROGRAM STUDY MAGISTER OF MANAGEMENT

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PADANG

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Created as one of the requirements to achieve a Masters in Management in the Master
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ABSTRACT

This paper aims to determine and analyze the direct effect of transformational and transactional leadership on turnover intention, and indirect effect which is mediated by job satisfaction amid COVID 19 Pandemic at the banking sector. As many 153 permanent employees, including staff, supervisors, ass. manager, and division manager were participated. The results showed that transformational leadership has a positive but insignificant effect on turnover intention, while transactional leadership has a negative and significant affect turnover Intention. Furthermore, through mediating impact of job satisfaction, the effect of transformational leadership became negative and significant on turnover intention. Meanwhile, job satisfaction was significantly inline and strengthens the effect of transactional leadership on turnover intention at the banking sector amid COVID 19 Pandemic

**Keywords: Transformational Leadership,
Transactional Leadership,
Turnover Intention, Job Satisfaction**