

Analisis pengaruh job characteristic dan perceived organizational support terhadap employee engagement: studi kasus di Kantor Pusat Perum Perhutani = Analysis on the influence of job characteristic and perceived organizational support on employee engagement: case study at Kantor Pusat Perum Perhutani

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Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh dari job characteristic dan perceived organizational support terhadap employee engagement. Pengumpulan data dilakukan dengan metode survei kuesioner. Penelitian ini dilakukan terhadap karyawan kantor pusat Perum Perhutani yang berjumlah 186 orang. Analisis data menggunakan regresi linier berganda dan aplikasi SPSS 22. Alat ukur yang digunakan pada penelitian ini adalah menggunakan job diagnostic survey (JDS) yang dibuat oleh Hackman & Oldham (1975), Survey of Perceived Organizational Support (SPOS) yang dibuat oleh Lynch, Eisenberger & Armeli (1999), Utrecht Work Engagement Scale 9 (UWES-9) yang dikembangkan oleh Schaufeli & Bakker (2003).

Hasil penelitian menunjukkan bahwa job characteristic dan perceived organizational support berpengaruh secara signifikan terhadap employee engagement sebesar 25,4%. Hal ini menunjukkan karakteristik pekerjaan dan dukungan organisasi dapat meningkatkan keterikatan karyawan. Kemunculan karakteristik pekerjaan dirasakan melalui tingginya persepsi karyawan atas variasi pekerjaan, identitas pekerjaan, signifikansi pekerjaan, otonomi, dan umpan balik yang berdampak pada peningkatan keterikatan karyawan. Selain itu, karyawan merasakan dukungan organisasi yang tinggi melalui perhatian perusahaan kepada kesejahteraan karyawan dan melalui pemberian bantuan. Namun, kepedulian organisasi kepada tujuan dan nilai-nilai pribadi karyawan serta perhatian perusahaan kepada pendapat karyawan masih dirasa sedang.

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This study is to analyze the effect of job characteristic and perceived organizational support on employee engagement. The data were collected using questionnaire from 186 respondents. Data analysis was conducted using multiple regression with SPSS 22. The instruments used in the questionnaire are Job Diagnostic Survey (JDS) by Hackman and Oldham (1975), Survey of Perceived Organizational Support (SPOS) by Lynch, Eisenberger & Armeli (1999) and Utrecht Work Engagement Scale (UWES-9) by Schaufeli and Bakker (2003).

The result showed that job characteristic and perceived organizational support had significant impact on employee engagement in the amount of 25,4%. This finding shows that the characteristics of the work and support from the organizations will improve employee engagement. It shows job characteristic and organizational support can increase employee engagement. The emergence of job characteristics can be perceived through high employee perception on the variation of work, job identity, job significance, autonomy, and feedback impact on improving employee engagement. Besides, through the company's attention to the welfare of employees and through the provision of assistance, employees sense that organizational support is high. However, organizational concern to goals and personal values of employees and also the company's attention to the opinion of employees are still considered moderate.