

Pengaruh job resources terhadap work engagement dan konsekuensinya terhadap job performance pada Kantor Pusat Badan Kepegawaian Negara = The effect of job resources on work engagement and consequences to job performance at the Head Office of National Civil Services Agency

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Abstrak

[Masih rendahnya kinerja PNS adalah suatu permasalahan yang dihadapi oleh bangsa Indonesia, penilaian negatif dari masyarakat, rendahnya efektivitas birokrasi menjadi sorotan dari kinerja PNS. Berbagai penelitian terdahulu baik secara akademis maupun praktis menunjukkan bahwa work engagement dapat menjadi faktor dalam meningkatkan kinerja pegawai. Penelitian ini bertujuan untuk menganalisis pengaruh job resources (organizational support, coworker support, job control) terhadap work engagement (vigour, dedication, absorption) serta konsekuensinya terhadap job performance (task performance, contextual performance) di Kantor Pusat Badan Kepegawaian Negara. Jenis penelitian adalah eksplanatory dengan pendekatan kuantitatif. Instrumen pengumpul data berupa kuesioner terhadap 165 responden. Teknik Structural Equation Modelling (SEM) digunakan dalam pengolahan data dan pengujian hipotesis. Hasil penelitian mengkonfirmasi secara empiris bahwa (1) job resources berpengaruh positif dan signifikan terhadap work engagement. (2) work engagement berpengaruh positif dan signifikan terhadap job performance. Kuat lemahnya work engagement dipengaruhi oleh job resources sebesar 26%. Sedangkan kuat

lemahnya job performance dipengaruhi work engagement sebesar 60%.

.....The low performance of civil servants is a problem faced by Indonesia, a negative assessment of the community, the low effectiveness of the bureaucracy in the spotlight of the performance of civil servants. Various previous studies both academically and practically showed that work engagement may be a factor in improving employee performance. This study aimed to analyze the effect of job resources (organizational support, coworker support, job control) to work engagement (vigor, dedication, absorption) as well as the consequences for job performance (task performance, contextual performance) at the Head Office of

National Civil Service Agency. This type of research is explanatory with quantitative approach. Instrument data collectors in the form of a questionnaire to 165 respondents. Techniques Structural Equation Modelling (SEM) was used in data processing and hypothesis testing. The results of empirical studies confirm that (1) job resources is a significant positive effect on work engagement. (2) work engagement is a significant positive effect on job performance. Weak strong work engagement is influenced by job resources by 26%. While the strength of the work engagement is affected by job performance by 60. The low performance of civil servants is a problem faced by Indonesia, a negative assessment of the community, the low effectiveness of the bureaucracy in the spotlight of the performance of civil servants. Various previous studies both academically and practically showed that work engagement may be a factor in improving employee performance. This study aimed to analyze the effect of job

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