

Analisis faktor dan pengaruh work engagement pada professional service firm = Analysis of factors and effects of work engagement on professional service firm

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Abstrak

ABSTRAK

Sektor jasa memiliki peran yang penting dalam pertumbuhan GDP di Indonesia, terutama sektor jasa industri. Namun persaingan antara sektor asing dan domestik mendorong jasa industri di Indonesia terutama Professional Service Firm (PSF) untuk meningkatkan daya saing mereka. PSF merupakan perusahaan yang berkerja secara internal bersama organisasi dan secara eksternal bersama klien. Oleh karena itu PSF membutuhkan pegawai yang memiliki komitmen yang tinggi untuk menyampaikan produk dan jasa mereka, dan juga membutuhkan tingkat engagement yang tinggi untuk menghasilkan output yang luar biasa melebihi kompetitor lainnya. Penelitian lebih dalam dilakukan untuk mengetahui faktor-faktor yang mempengaruhi work engagement yaitu psychological contract breach (PCB) dan job satisfaction. Selain itu penelitian juga melakukan analisis mengenai dampak work engagement pada employee commitment foci seperti organizational commitment, team commitment, profession commitment, dan client commitment. Hasil penelitian menyatakan bahwa terdapat hubungan yang signifikan pada faktor-faktor yang mempengaruhi work engagement dan tiga dimensi work engagement memiliki pengaruh signifikan masing-masing kepada employee commitment foci

ABSTRACT

Service sector has an important role in the growth of GDP in Indonesia, especially industrial service sector. However, competition between foreign sector and domestic sector encourages industrial service sector in Indonesia, especially Professional Service Firm (PSF) to increase their competitiveness. PSF is a company that works internally with their organization and externally with their client. Therefore, PSF needs the commitment of their employees to deliver products and service, and they also need a high engagement level on their employee to produce exceptional output to outperform their competitors. This study conducted for knowing factors that affect work engagement such as psychological contract breach (PCB) and job satisfaction. Furthermore, this study also did an analysis about work engagement's effects on employee commitment foci like organizational, team, profession and client commitment. Results find that there are significant relations between work engagement and its factors and three dimensions of work engagement have significant effect on each employee commitment foci.