

Pengaruh perceived supervisor support terhadap work engagement dengan mediasi perceived organizational support dan moderasi learning opportunity di kantor pusat PT Jasa Marga, Persero (Tbk) = The effect of perceived supervisor support on work engagement mediated with perceived organizational support and moderated by learning opportunity at PT Jasa Marga, Persero (Tbk) headquarter

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Abstrak

ABSTRAK

Supervisor dan manajer adalah orang yang paling berpengaruh terhadap diri karyawan. Work Engagement merupakan aspek penting yang harus ada di diri setiap karyawan agar karyawan dapat menjalankan pekerjaannya dengan maksimal. Skripsi ini menganalisis pengaruh Perceived Supervisor Support terhadap Work Engagement karyawan kantor pusat PT Jasa Marga Persero Tbk. Pengaruh Perceived Supervisor Support terhadap Work Engagement dimediasi oleh Perceived Organizational Support, dan pengaruh Perceived Supervisor Support terhadap Perceived Organizational Support dimoderasi oleh Learning Opportunity. Penelitian ini dilakukan di kantor pusat PT Jasa Marga Persero Tbk dengan jumlah responden sebanyak 250 orang dengan menggunakan kuesioner berskala Likert 1-5. Penelitian ini menggunakan analisis regresi sederhana, dan analisis mediasi dan moderasi Baron dan Kenny dengan bantuan SPSS versi 16.0. Hasil penelitian membuktikan bahwa Perceived Supervisor Support berpengaruh positif terhadap Work Engagement. Perceived Supervisor Support berpengaruh positif terhadap Perceived Organizational Support. Perceived Organizational Support terhadap Work Engagement. Perceived Organizational Support memediasi pengaruh Perceived Supervisor Support terhadap Work Engagement secara parsial. Learning Opportunity memoderasi dan memperkuat pengaruh Perceived Supervisor Support terhadap Perceived Organizational Support.

ABSTRACT

Supervisors and managers are the most influential people to the employees. Work Engagement is an important aspect that must be in every employee so that employees can run their work maximally. This thesis analyzes the influence of Perceived Supervisor Support to Work Engagement of PT Jasa Marga Persero Tbk head office employees. The influence of Perceived Supervisor Support on Work Engagement is mediated by Perceived Organizational Support, and Perceived Supervisor Support's influence on Perceived Organizational Support is moderated by Learning Opportunity. This research was conducted at head office of PT Jasa Marga Persero Tbk with the number of respondents as many as 250 people using a Likert scale questionnaire 1-5. This study uses simple regression analysis, and Baron and Kenny mediation and moderation analysis with the help of SPSS version 16.0. The results show that Perceived Supervisor Support has a positive effect on Work Engagement. Perceived Supervisor Support positively affects Perceived Organizational Support. Perceived Organizational Support to Work Engagement. Perceived Organizational Support mediates the effect of Perceived Supervisor Support on Work Engagement partially. Learning Opportunity moderate and strengthen the influence of Perceived Supervisor Support on Perceived

Organizational Support.