

# Pengaruh Perceived Organizational Support terhadap Job Satisfaction dan Employee Engagement Y University Group di PT Bank X (Persero) Tbk. = Relationship between Perceived Organizational Support with Job Satisfaction and Employee Engagement Y University Group at PT Bank X (Persero) Tbk.

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## Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh perceived organizational support terhadap job satisfaction dan employee engagement. Perceived organizational support diukur menggunakan teori Eisenberger (2002) yang meliputi 3 (tiga) indikator berupa keadilan, dukungan atasan langsung, serta penghargaan dan kondisi kerja. Job satisfaction diukur menggunakan instrumen dari Michigan Organizational Assessment Questionnaire (MOAQ) (Cammann et al. dalam Nathan dan Gregory D., 2008). Sedangkan pengukuran employee engagement dalam penelitian ini menggunakan alat ukur UWES (Utrecht Work Engagement Scale) dengan 3 (tiga) indikator berupa vigor, dedication, dan absorption (Schaufeli, 2002). Penelitian kuantitatif ini memperoleh data melalui survei yang dilakukan kepada 88 orang responden, yang merupakan pegawai tetap Y University Group di PT Bank X (Persero) Tbk. dengan menggunakan teknik simple random sampling. Data tersebut kemudian dianalisis menggunakan analisis deskriptif dan analisis inferensial. Hasil yang diperoleh mengindikasikan bahwa perceived organizational support mempengaruhi job satisfaction dan employee engagement secara signifikan.

.....This research aims to examine the effect of perceived organizational support on job satisfaction and employee engagement. Theory of Eisenberger (2002) which includes 3 (three) indicators, such as fairness, support from the Manager, rewards and work condition were used in order to measure the perceived organizational support. The instruments of Michigan Organizational Assessment Questionnaire (MOAQ) (Cammann et al. on Nathan and Gregory D., 2008) were used to measure job satisfaction, while to measure employee engagement, this research used UWES (Utrecht Work Engagement Scale) with 3 (three) indicators include vigor, dedication, and absorption (Schaufeli, 2002). This quantitative research collected data through a survey which was conducted on 88 permanent employees of Y University Group at PT Bank X (Persero) Tbk. by simple random sampling method. Data was analyzed using descriptive analysis and inferential analysis. This research found that perceived organizational support was significantly related with job satisfaction and employee engagement.