

ABSTRAKSI

Penelitian ini berfokus pada konsep *work engagement*. *Work engagement* adalah kondisi psikologis pegawai dimana dia menggunakan seluruh potensi yang dimiliki untuk mencapai hasil pekerjaan terbaik. *Work engagement* sudah lama diduga dapat mempengaruhi kinerja serta perilaku pegawai, antara lain *organizational commitment*, *intention to quit*, *absenteism*, dan lain-lain.

Dalam penelitian ini, penulis akan memaparkan faktor-faktor yang diduga berpengaruh (*antecedent*) terhadap *work engagement*. Faktor-faktor tersebut adalah *perceived organization support* (POS) dan *percieved supervisory support* (PSS).

Selain meneliti faktor-faktor yang mempengaruhi *work engagement*, penulis juga akan meneliti apa yang menjadi akibat (*consequences*) dari adanya *work engagement*. Disini penulis berpendapat bahwa *work engagement* akan mengakibatkan naiknya *organizational commitment* dan turunnya *intention to quit* dari pegawai.

Dalam melakukan penelitian ini, penulis mengambil satu objek penelitian yaitu sebuah bank yang beroperasi di Indonesia bernama Bank XYZ. Untuk meneliti hubungan antar variabel, penulis akan menggunakan metode *Structural Equation Modeling* (SEM). Data sampel akan diambil dari pegawai Bank XYZ sebanyak 133 sampel dengan menggunakan metode *convenience sampling* dan dengan media kuesioner.

Setelah dilakukan analisis, penelitian ini mendapatkan hasil bahwa POS dan PSS berpengaruh positif signifikan pada *work engagement*. *Work engagement* juga didapati berpengaruh signifikan positif pada *organizational commitment*. Akan tetapi *work engagement* dan *organizational commitment* didapati tidak berpengaruh signifikan pada *intention to quit*.

Hasil penelitian ini akan memberikan penjelasan lebih jauh tentang hal-hal yang dapat membentuk *work engagement* serta bagaimana *work engagement* mempengaruhi sikap pegawai kepada perusahaan.

ABSTRACT

This research focuses on the concept of work engagement. Work engagement is an employee's psychological condition where he uses all of his potential to achieve the best work results. Work engagement has long been suspected to influence employee performance and behavior, including organizational commitment, intention to quit, absenteeism.

In this study, the author will explain the antecedents of work engagement. These antecedents are perceived organizational support (POS) and perceived supervisory support (PSS).

In addition to examining the antecedents of work engagement, the writer will also examine the consequences of work engagement. Here the authors argue that work engagement will result in increased organizational commitment and decreased intention to quit from employees.

In conducting this research, the authors take one research object, which is a bank operating in Indonesia named Bank XYZ. To examine the relationship between variables (antecedents and consequences), the writer will use the Structural Equation Modeling (SEM) method. Sample data will be taken from 133 XYZ Bank employees using convenience sampling method and using questionnaire as media. After analysis, this study found that POS and PSS had a significant positive effect on work engagement. Work engagement was also found to have a significant positive effect on organizational commitment. However, work engagement and organizational commitment were found to have no significant effect on intention to quit.

The results of this study will provide further explanation about the things that can shape work engagement as well as how work engagement affects employee attitudes to the company.