

Abstrak

Penelitian ini bertujuan untuk menguji pengaruh keterlibatan karyawan dan dampaknya terhadap kinerja karyawan Bank ABC Kanwil XX Jakarta. Penelitian ini termasuk penelitian survei dengan metode analisis deskriptif dengan mengambil sampel dan menggunakan kuesioner sebagai data utama. Model tersebut diuji dengan menggunakan sampel 78 responden karyawan Bank ABC, dan survei dilakukan menggunakan metode cross-sectional. Responden dipilih dengan teknik *non-probability purposive sampling*. Hasil analisis dalam penelitian ini diuji menggunakan *Structural Equation Modeling (SEM) SmartPLS*. Hasil penelitian ini menunjukkan bahwa hanya dua dari empat hipotesis yang terbukti memiliki pengaruh sedangkan dua hipotesis lainnya tidak terbukti memiliki pengaruh dalam penelitian ini. *Work environment, Job Satisfaction*, terbukti memiliki pengaruh terhadap *employee engagement* pegawai di bank ABC.

Kata kunci: Work Environment, Job Satisfaction, Servant Leadership, Employee Engagement, Employee Performance.

Abstract

This study aims to examine the influence of employee engagement and its impact on the performance of employees of Bank ABC Regional Office XX Jakarta. This study includes survey research with a descriptive analysis method by taking samples and using questionnaires as the main data. The model was tested using a sample of 78 respondents of Bank ABC employees, and the survey was conducted using a cross-sectional method. Respondents were selected using non-probability purposive sampling technique. The results of the analysis in this study were tested using SmartPLS Structural Equation Modeling (SEM). The results of this study show that only two of the four hypotheses are proven to have an influence while the other two hypotheses are not proven to have an influence in this study. Work environment, Job Satisfaction, has been proven to have an influence on employee engagement at ABC bank.

Keywords: Work Environment, Job Satisfaction, Servant Leadership, Employee Engagement, Employee Performance.