

ABSTRAK

PENGARUH EMPLOYEE ENGAGEMENT DAN KEPUASAN KERJA TERHADAP KINERJA ORGANISASI BPJS KETENAGAKERJAAN KOTA BANDAR LAMPUNG

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Sumber daya manusia memiliki peranan yang sangat besar dan menjadi investasi utama dalam setiap organisasi. Oleh karena itu dibutuhkan pengelolaan yang baik dari organisasi agar sumber daya manusia yang dimilikinya memiliki kualitas dan kompetensi yang dapat menunjang kinerja organisasi agar mampu mencapai tujuan dan sasarannya. Ada banyak faktor yang dapat mempengaruhi kinerja organisasi, diantaranya adalah kepuasan kerja dan employee engagement. Penelitian ini bertujuan untuk menganalisis pengaruh kepuasan kerja dan employee engagement terhadap peningkatan kinerja organisasi dengan studi kasus pada Badan Penyelenggara Jaminan Sosial (BPJS) Ketenagakerjaan Kota Bandar Lampung. Penelitian ini menggunakan pendekatan kuantitatif dengan metode analisis PLS-SEM. Sampel yang digunakan dalam penelitian ini adalah seluruh pegawai BPJS Ketenagakerjaan Kota Bandar Lampung yang berjumlah 31 orang. Hasil penelitian menunjukkan bahwa employee engagement berpengaruh signifikan terhadap kinerja organisasi BPJS Ketenagakerjaan Kota Bandar Lampung. Kepuasan kerja berpengaruh signifikan terhadap kinerja organisasi BPJS Ketenagakerjaan Kota Bandar Lampung. Secara simultan employee engagement Kepuasan kerja berpengaruh signifikan terhadap kinerja organisasi BPJS Ketenagakerjaan Kota Bandar Lampung.

Kata Kunci: Kinerja Organisasi, Employee Engagement, dan Kepuasan Kerja

ABSTRACT

THE INFLUENCE OF EMPLOYEE ENGAGEMENT AND JOB SATISFACTION ON THE ORGANIZATIONAL PERFORMANCE OF BPJS KETENAGAKERJAAN AT BANDAR LAMPUNG CITY

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Human resources have a very big role and become the main investment in every organization. Therefore, good management is needed from the organization so that the human resources it has have the quality and competence that can support the organization's performance in order to be able to achieve its goals and objectives. There are many factors that can affect organizational performance, including job satisfaction and employee engagement. This study aims to analyze the effect of job satisfaction and employee engagement on improving organizational performance with a case study of the Social Security Administration Agency (BPJS Ketenagakerjaan of Bandar Lampung City). This study uses a quantitative approach with the PLS-SEM analysis method. The data in this study were obtained through questionnaires which were distributed to 31 respondents who were all employees of the Employment BPJS in Bandar Lampung City. The data obtained were analyzed using SmartPLS 3.9.9 software. The results showed that employees had a significant positive influence on the organizational performance of the Employment BPJS in Bandar Lampung City. Job satisfaction has a significant positive effect on the organizational performance of the Employment BPJS in Bandar Lampung City. Simultaneously employee engagement and job satisfaction have a significant positive influence on the organizational performance of the Employment BPJS in Bandar Lampung City.

Keyword: organizational performance, employee engagement, job satisfaction