

# Pengaruh job demand, job resource, job satisfaction terhadap work engagement operator SPBU = The effect of job demand job resource job satisfaction to work engagement in SPBU operator / Bianca Syailendra

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## Abstrak

**ABSTRAK**

Tujuan dari penelitian ini adalah untuk mengetahui pengaruh dari Job Demand, Job Resource, Job Satisfaction terhadap Work Engagement pada operator SPBU di DKI Jakarta. Manfaatnya adalah sebagai kontribusi job demand, job resource, job satisfaction, dan work engagement karyawan terhadap organisasi bidang ilmu manajemen, khususnya manajemen sumber daya manusia MSDM . Memberi masukan bagi peneliti lain yang berminat untuk melakukan penelitian lanjutan mengenai job demand, job resource, job satisfaction dan work engagement karyawan pada organisasi, juga mendorong dikembangkannya penelitian yang berhubungan dengan hal tersebut. Bagi perusahaan memberikan informasi kepada pengawas SPBU, untuk mempertimbangkan juga job demand dalam perekrutan, seleksi, training dan konseling operator SPBU agar lebih optimal dalam memberikan program. Memberikan informasi kepada pihak outsourcing SPBU dan pengawas SPBU mengenai hal-hal yang mempengaruhi work engagement karyawan terhadap organisasi pada operator SPBU. Pengolahan data menggunakan Lisrel, dengan hasil job demand berpengaruh positif terhadap job satisfaction, job satisfaction juga berpengaruh positif terhadap work engagement, job resource memberikan pengaruh positif terhadap work engagement, job demand berpengaruh positif terhadap work engagement, dan job resource berpengaruh negatif terhadap job satisfaction. Hasil penelitian mayoritas berbeda dengan penemuan penelitian sebelumnya. Kesimpulan beberapa faktor dan responden penelitian adalah operator SPBU sehingga memberikan penemuan penelitian yang berbeda dari penelitian sebelumnya. Penelitian sebelumnya tentang job demand, job resource, job satisfaction, dan work engagement di Indonesia belum ada yang menggunakan operator SPBU sehingga ini salah satu hal baru.

**ABSTRACT**

The purpose of this study was to determine the effect of Job Demand, Job Resource, Job Satisfaction to Work Engagement at gas stations operator in Jakarta. The benefit is a contribution of job demand, job resources, job satisfaction, employee engagement and work towards the organization of management sciences, in particular human resource management HRM . Provide input for other researchers who are interested in doing further research on job demand, job resources, job satisfaction and work engagement of the employee on the organization, also led to the development of research related to it. For the company to provide information to the gas stations supervisor, to consider also the job demand in recruitment, selection, training and counseling in order to optimize the gas station operator in delivering the program. Provide information to the outsourcing of retail outlets and petrol stations supervisors on matters which affect the work engagement of employees of the organization at the gas station operator. Data processing using lisrel, with the results of job demand positive effect on job satisfaction, job satisfaction is also a positive influence on work engagement, job resource a positive influence on work engagement, job demand positive effect on work engagement, and job resource negative effect on job satisfaction. The majority of research results differ from previous research findings. Conclusions multiple factors and survey respondents are operators of

gas stations that provide different research findings from previous studies. Previous research on job demand, job resources, job satisfaction, and work engagement in Indonesia that use no gas station operators so that this one new research.