

ABSTRACT

This research proposes to finding antecedents and consequences of employee engagement. Employee engagement is a hot topic among consultant and business press. Employee engagement can predicts employee outcomes, organizational success, and financial performance. Good performance of PT. Telekomunikasi Indonesia Tbk. Reg-4 indicate high engagement level.

This research held in costumers service unit of PT. Telekomunikasi Indonesia Tbk. Semarang. Data collected through distribution of questionnaires and it is implemented to costumers service unit PT. Telkom Indonesia Semarang with 57 employees. Little population cause this research uses a census method and data test technique is used within the research includes validity test by factor analysis, reliability test with Cronbach. Classic assumption test and double linear regression analysis, to verify and to prove the research hypothesis.

Analysis result showed that job characteristic, perceived supervisor support, and rewards and recognition have a positive influences employee engagement. Result also showed that employee engagement have a positive influences to job satisfaction and organizational commitment

Keywords: employee engagement, job characteristics, perceived organizational support, perceived supervisor support, rewards and recognition, job satisfactio, organizational commitment intention to quit