

ABSTRACT

The creation of job satisfaction will certainly be able to increase PT Telkom Regional 4th Division's employee engagement in Central Java. In the research that has been done is to analyze the factors that influence employee engagement at PT Telkom Regional 4th Division in Central Java, namely organizational culture variables, psychological empowerment and job satisfaction variables as intervening. The sample of this study was 198 respondents distributed by researchers. However, there will be 165 questionnaires returned, and then there will be 10 data questionnaires that cannot be used. So, this research produced 155 respondents as final respondents. Sample determination is done by census method, where the entire available population used as a research sample. Respondents in this study were employees of PT Telkom Regional 4th Division in Central Java. The tools used to analyze data is AMOS 22 with Structural Equation Modeling (SEM) method.

The results of this research indicate that there is 1 hypothesis was rejected and 6 hypotheses were accepted from 7 hypotheses in the research. The factors that influence significantly the result – process-oriented culture (X1), employee – work oriented culture (X2), psychological empowerment (X3) on job satisfaction (Y1) and factors that directly influence significantly on employee engagement (Y2) ie result – process oriented culture and employee – work oriented culture. Psychological empowerment does not significantly influence employee engagement.

Keywords: *Results – process-oriented culture, employee – work oriented culture, psychological empowerment, job satisfaction, and employee engagement.*