

The Effect of Job Satisfaction, Work Motivation, and Employee Engagement on Employees Performance of Pt Inixindo Persada Rekayasa Komputer

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Abstract:- In dealing with competitors that more strictly company should have human resources with a good performance to be able to stay in competition and be able to achieve the company's objectives. This study aim to identify and analyze the effect of job satisfaction, work motivation and employee engagement on employee performance either partiality or simultaneously. This research was conducted at PT Inixindo Persada Rekayasa Komputer, with respondents 56 employees or the entire population of employees of PT Inixindo Persada Rekayasa Komputer. This study uses research instrument such as questionnaires distributed to employee of PT Inixindo Persada Rekayasa Komputer. The analytical method used is multiple linear regression analysis. Data is processed using Statistical Package for Social Sciences (SPSS) Version 23. The result showed that Partial test (test T) job satisfaction variables has influenced positive and significant on employee performance PT Inixindo Persada Rekayasa Komputer. Motivation variables has influenced positive and significant on employee performance PT Inixindo Persada Rekayasa Komputer. Employee engagement variables has influenced positive and significant on employee performance PT Inixindo Persada Rekayasa Komputer. The result showed that simultaneously (test F) job satisfaction, work motivation, and Employee Engagement influence has positive and significant on employee performance.

Keywords:- Job Satisfaction, Work Motivation, Employee Engagement, Employee Performance.

I. INTRODUCTION

At this time the development of the globalization era raises intense competition between companies engaged in similar business fields. In order to compete in business competition, companies are required to obtain, develop and maintain quality human resources. Reliable and professional human resources in general can get the job done well and on time so that employee performance is high and the company can achieve the stated goals. The success of a company is very dependent on the performance of employees and the results of the performance of the employees themselves. Attention to human resources applies to all companies or organizations, including the company PT Inixindo Persada Rekayasa Komputer. PT Inixindo Persada Rekayasa Komputer realizes the importance of human resources for the success of the

company. The company wants its employees to work optimally and to have high performance so that they can win the competition and the company's goals are also achieved. In the midst of efforts to continue to win the competition, there is a phenomenon of organizational performance decline that is from sales achievement data that has not been able to achieve the sales targets set by the company.

Decline in company performance is directly proportional to employee performance. This indicates that the performance of PT Inixindo Persada Rekayasa Komputer employees has not been maximized which has an impact on the overall decline in company performance. Based on secondary employee absenteeism data it can be seen that the average number of employee delays and the number of PT Inixindo employee turnover rates are still quite high.

Seeing this data, the researcher tried to conduct a research study by distributing questionnaires containing questions related to factors that affect employee performance to 15 employees of PT Inixindo Persada Rekayasa Komputer. This survey was conducted to look at 3 factors that showed the decline in employee performance at PT Inixindo Persada Rekayasa Komputer. The following table is Pre Research Research as follows:

No.	Factors that affect performance employee	Mean
1	Internal communications	20%
2	Work environment	43,5%
3	Work discipline	30%
4	Job satisfaction	63%
5	Work motivation	56,5%
6	Work motivation	33,5%
7	Competence	16,5%
8	Organizational culture	36,5%
9	Organizational commitment	30%
10	Leadership	20%
11	Employee Engagement	53%

Table 1:- Recapitulation of Pre-survey Results

Source: Primary Data pre-research, 2019

Based on the results of the survey it is known that there are a number of factors that are considered by respondents to be the reason that employees have not provided maximum performance. This can be seen from the respondents' disagreeing answers to all the positive questions given, these factors include job satisfaction, work motivation and employee engagement and from the results of this survey also shows that some employees feel that their performance is still not optimal. Therefore, the authors are interested in conducting research with the title "The Effect Of Job Satisfaction, Motivation Work, And Employee Engagement On Employees Performance Of PT Inixindo Persada Rekayasa Komputer".

II. THEORETICAL REVIEW

A. Employee Performance

According to Hasibuan (2012: 94) performance is a result of work achieved by a person in carrying out tasks assigned to him based on skill, experience, and sincerity as well as time.

According to Prawirosentono (2010: 2) argues that performance is the work that can be achieved by a person or group of people in the organization, in accordance with their respective authorities and responsibilities in order to achieve the objectives of the organization concerned legally, not violating the law and in accordance with the model and ethics. Performance of individuals affected by the effort, ability and the environmental situation (Riyanto, 2016). Another understanding regarding performance expressed by Riyanto et al. (2017) states that the performance is a result achieved by a person under the measure applies to the work concerned. Setyo et al. states that the performance is a record out-come is generated from a particular employee function or activities performed during a specific time period. The overall performance of a position equal to the number (average) of the performance of functions or activities undertaken employees.

According Mangkunegara (2009. p. 75) the dimensions of employee performance is divided into four, namely the quality of work, quantity of work, implementation of duties and responsibility.

B. Job Satisfaction

According to Danang Sunyoto (2012: 15) job satisfaction is a pleasant or unpleasant emotional state in which employees view their work.

According to Robbins (2015: 46) defining job satisfaction is a positive feeling about one's work that is the result of an evaluation of characteristics. Satisfaction occurs when individual needs are met and related to the degree of likes and dislikes associated with employees, it is a general attitude held by employees that is closely related to the rewards they believe they will receive after making a sacrifice.

Based on the description of the theory above it can be concluded that job satisfaction is a positive and pleasant feeling about an employee's work that is related to expectations and benefits for the work he does.

According Sinambela (2016: 302) job satisfaction is a person's feelings towards his work that is produced by his own business (internal) and which is supported by things that come from outside him (external) on the work conditions, work results and work itself.

According Robbins dan Judge (2015:79) dimensions of job satisfaction is divided into six, namely the work itself, wages, promotion opportunities, supervision/supervision, work groups and working conditions.

C. Work Motivation

According to Danang Sunyoto (2015: 10), motivation talks about how to encourage one's work spirit to be willing to work by optimally providing their abilities and expertise to achieve organizational goals.

According to Sutrisno (2013: 109), argues that motivation is a factor that drives a person to do a certain activity, motivation is often interpreted as a factor driving a person's behavior.

According to Abraham Maslow in Robbins dan Judge (2015:128) dimensions of work motivation is divided into five, namely physiological needs, security, social, appreciation and self-actualization

D. Employee Engagement

According to Schaufeli (2013: 6) Employee Engagement is a positive outlook, a feeling of being fulfilled, a statement of mind that is characterized by vigor, dedication, and absorption.

According to Shuck & Wollard (2010: 103) Employee Engagement is an employee's individual cognitive, emotional and behavioral states that lead to organizational goals or outcomes. This definition includes aspects of behavior, emotional aspects and cognitive aspects based on employee engagement in the company.

According Schaufeli & Bakker (2010:25). dimensions of employee engagement is divided into three, namely *vigor*, *dedication*, and *absorption*.

E. Previous Research

There are some previous studies regarding job satisfaction, work motivation and employee engagement on employee performance. Research conducted by Anwar Ikhsan (2016) found that job satisfaction has a positive and significant effect on employee performance. Setyo Riyanto, Ady Sutrisno, Hapzi Ali (2017) concluded that Working motivation partially significant influence on employee performance. research conducted by Lewiuci and Mustamu (2016) found that Employee Engagement has a significant positive effect on Employee Performance.

F. Conceptual Framework

Based on the results of theoretical studies and previous research the researchers developed the following thinking models:

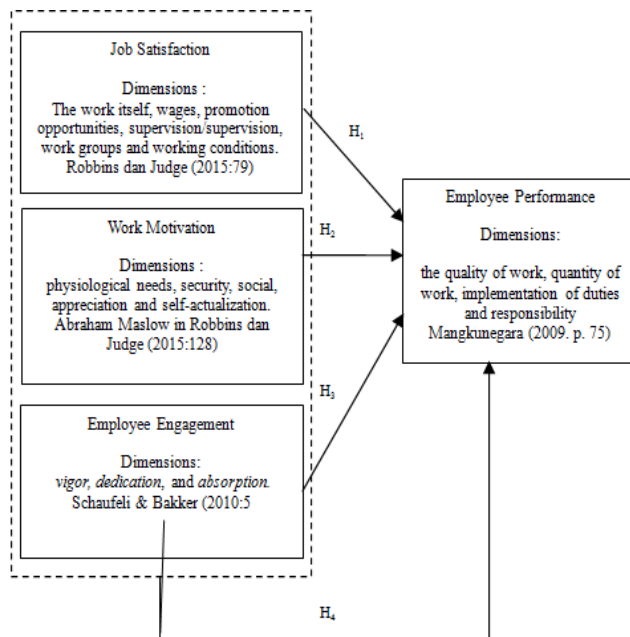


Fig 1:- Conceptual Framework

G. Hypothesis

Based on the model framework above, hypothesis can be arranged as follows:

- Job satisfaction has a positive and significant effect on the performance of employees of PT Inixindo Persada Rekayasa Komputer
- Work motivation has a positive and significant effect on the performance of employees of PT Inixindo Persada Rekayasa Komputer.
- Employee Engagement has a positive and significant effect on the performance of employees PT Inixindo Persada Rekayasa Komputer
- Job Satisfaction, Work Motivation and Employee Engagement simultaneously have a positive and significant effect on the performance of employees PT Inixindo Persada Rekayasa Komputer.

B. Validity Dan Reliability

Variable	Number of Statement	Range of value(r Count)	r table	Description
Employee performance	12	0,405 - 0,844	0,263	Valid
Job satisfaction	18	0,404 - 0,749	0,263	Valid
Work motivation	15	0,381 - 0,742	0,263	Valid
Employee Engagement	9	0,649 - 0,750	0,263	Valid

Table 2:- Validity Test Results

III. METHODOLOGY

This type of research is quantitative research using primary data in the form of surveys. this research belongs to quantitative research with the basic view of the relationship between variables is causal or causal research.

A. Population and Sample

The population in this study were all employees of PT Inixindo Persada Rekayasa Komputer excluding company directors and the total population in this study was 56 employees.

The sampling technique in this study is non probability sampling with saturated samples, this is done because the total population in this study is relatively small, namely under 100, so in this study using the entire population to be used as research samples so the number of samples in this study were 56 employees.

B. Method of Collecting Data

The primary data in this study were the results of a questionnaire distributed to a predetermined sample of employees of PT Inixindo Persada Rekayasa Komputer. Secondary data obtained by researchers from the company are absent data, data on the number of employees, employee turnover data, data on the number of company customers, sales report data, and organizational structure of the company.

C. Data Analysis Method

Data analysis methods used in this study include descriptive statistics, research instrument tests, classic assumption tests, multiple regression analysis and hypothesis testing. In this study data were processed using the Statistical Package for Social science (SPSS) version 23.

IV. RESULTS AND DISCUSSION

A. Descriptive Statistics Analysis

Based on the results of descriptive analysis in this study shows that the variable job satisfaction is categorized high, work motivation is categorized high, employee engagement is categorized high and employee performance is categorized high. This can be seen from the mean of each variable that is at 3.41 - 4.20 which is categorized high. (Ferdinand, 2014)

Based on testing the validity of the research instrument (questionnaire) on the variables of job satisfaction, work motivation and employee engagement with each question get r count value greater than r table that is equal to 0.263 so that the entire research questionnaire is said to be valid.

Variable	Alpa	Description
Employee performance	0,874	Reliabel
Job satisfaction	0,898	Reliabel
Work motivation	0,896	Reliabel
Employee Engagement	0,882	Reliabel

Table 3:- Reliability Test Results

In the table. 3 the reliability test results indicate that all variables have alpha coefficients large enough that is above 0.60 so that it can be said that all measuring concepts of each variable from the questionnaire are reliable which means that the questionnaire used in this study is a reliable or reliable questionnaire.

C. Normality Test

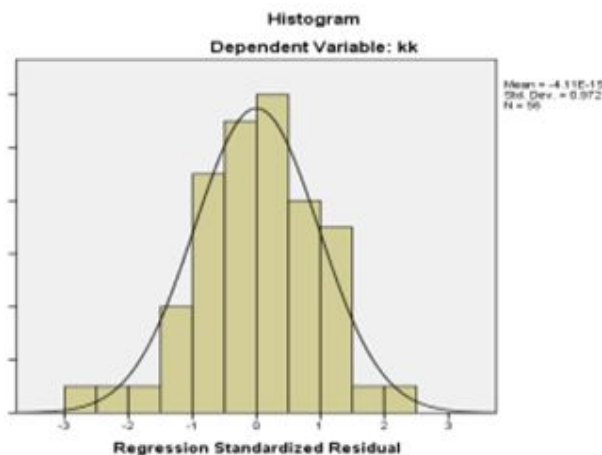


Fig 2

Normal P-P Plot of Regression Standardized Residual

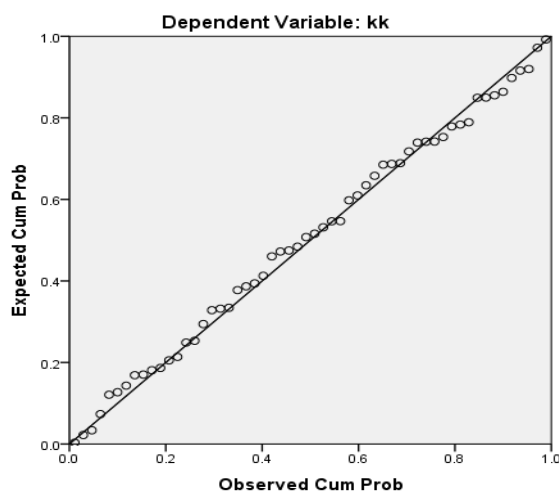


Fig 3:- Normality Test Result

Based on the normal graph display, the plot presented above can be concluded that the histogram graph gives a normal distribution pattern. Whereas in the normal P-P plot the standardized residual plot of regression shows points spreading around the diagonal line, and the spread follows the direction of the diagonal line. Both of these graphs show that the regression model is feasible because it meets the assumption of normality.

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	Df	Sig.	Statistic	Df	Sig.
Unstandardized Residual	,080	56	,200*	,980	56	,975

Table 4:- Kolmogorov Smirnov and Shapiro Wilk Test Results

The results in the table show the results that the significant values of both Kolmogorov Smirnov and Shapiro Wilk > 0.05 so that it can be said that the regression model in this study is normally distributed.

D. Heteroscedasticity Test

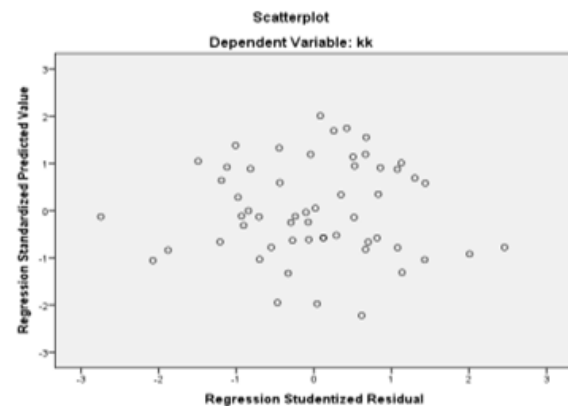


Fig 4:- Heteroscedasticity Test Result

From figure 4 can be seen, the test results show points spread randomly, and do not form a specific pattern. This, it can be concluded that the data tested is free from the assumption of heteroscedasticity.

Variable	Sign
Job satisfaction	.556
Work motivation	.341
Employee Engagement	.108

Table 5:- Glejser Test Results

Based on the results of the heteroscedasticity test with the Glejser test in table.5 it can be concluded that each independent variable has a significance value greater than 0.05 so that there is no heteroscedasticity.

E. Multicollinearity Test

Keterangan	Collinearity Statistics	
	Tolerance	VIF
Job satisfaction	,551	1,814
Work motivation	,500	2,001
Employee Engagement	,751	1,331

Table 6:- Multicollinearity Test Result

Based on the table from the multicollinearity test results, the calculation of tolerance values shows that there are no variables that have a tolerance value <0.10, meaning that in this study there were no problems in the multicollinearity test. The VIF value for each independent variable is less than 10 it can be concluded that there was no multicollinearity between the independent variables in the regression model.

F. Multiple Linear Regression Analysis

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	1.036	.339	
	Job satisfaction	.223	.088	.290
	Work motivation	.373	.107	.420
	Employee Engagement	.191	.082	.228

Table 7:- Multiple Linear Regression Analysis Result

Based on table 5, the following multiple linear

$$Y = 1,036 + 0,223 X_1 + 0,373 X_2 + 0,191 X_3$$

Can be interpreted as follows:

a. Constants $a = 1,036$

A constant value of 1.036 means that if the variable job satisfaction, work motivation and employee engagement is zero, then the value of employee performance is 1.036. So it can be concluded that without the variable job satisfaction, work motivation and employee engagement, employee performance will be 1.036.

b. $(b_i) = 0,223$

Means the variable job satisfaction affects employee performance by 0.223 or positively influences. If the value of the job satisfaction variable increases by one unit while the other variables are fixed, it will result in an increase in the value of the employee performance variable by 0.223.

c. $(b_2) = 0,373$

Means that variable work motivation affects employee performance by 0.373 or positively influences. If the value of the work motivation variable increases by one unit while the other variables are fixed, it will result in an increase in the value of the employee performance variable by 0.373.

d. $(b_3) = 0,191$

Means the employee engagement variable affects employee performance by 0.191 or positively influences. If the value of the employee engagement variable increases by one unit while the other variables are fixed, it will increase the value of the employee performance variable by 0.191.

G. t Test

The results of data processing using the complete SPSS program are in the appendix and then summarized as follows:

Model	T	Sig.
1 (Constant)	3.052	.004
Job satisfaction	2.522	.015
Work motivation	3.480	.001
Employee Engagement	2.319	.024

Table 8:- t Test Result

The results of the coefficient through hypothesis testing and then compared with t table that is $n =$ number of samples 56 with $\alpha = 0.05$ and $K = 4$ then obtained table 2.007 So from the results of each variable can be known which variables affect employee performance as follows:

➤ H_1 : Hypothesis testing job satisfaction on employee performance

From the research results obtained t count for X_1 of 2.522 is greater than 2.007 table with a significance of 0.015 smaller than the significance level of 0.05. Means that conclusions can be drawn H_1 accepted and H_0 rejected, then this shows that the variable job satisfaction has a positive and significant effect on employee performance.

➤ H_2 : Hypothesis testing work motivation on employee performance

From the results of the study, the tcount for X_2 of 3,480 was greater than the table of 2,007 with a significance of 0.001 which was smaller than the significance level of 0.05. Means that conclusions H_2 can be accepted and H_0 is rejected, then this shows that the work motivation variable has a positive and significant effect on employee performance.

➤ H_3 : Test employee engagement hypothesis on employee performance

Data shows that t count for X_3 of 2.319 is greater than t table 2.007 with a significance of 0.024 smaller than the significance level of 0.05. Means that conclusions can be drawn H_3 is accepted and H_0 is rejected, then this shows the employee engagement variable has a positive and significant effect on employee performance.

H. F Test

F test results can be seen in the following table 9:

ANOVA ^a						
Model	Sum of Squares	Df	Mean Square	F	Sig.	
1	Regression	11.460	3	3.820	28.428	.000 ^b
	Residual	6.988	52	.134		
	Total	18.448	55			

Table 9 :- Test Result

Based on table 9, the results of the F test calculation, it can be seen that the calculated F value of 28.442 and F table with dfl = degree of numeration that is 3 and df 2 = degree of denominator 52 with a level of 5%, then obtained F table of 2.78 means that F count > f table. Results $\rho = 0,000 < 0,05$, then Ho is rejected and H4 is accepted.

In the F test results it can be concluded that the independent variables together or simultaneously affect the dependent variable significantly. Based on the analysis it can be concluded that the variables of job satisfaction, work motivation and employee engagement simultaneously have a positive and significant effect on employee performance.

I. Determination Coefficient Analysis (R²)

The coefficient of determination seen from the SPSS calculation results can be seen as follows:

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.788 ^a	.621	.599	.36658	1.878

Table 10:- Determination Coefficient Analysis Test Result (R²)

Based on Table 10, the coefficient of determination (R²) shows the number 0.621 or 62.1% which means that variations in employee performance variables can be explained by variables of job satisfaction, work motivation and employee engagement, the remaining 37.9% can be explained by other variables outside of the research variables .

J. Interdimensional Correlation Analysis

Correlation analysis in this study was conducted to examine the relationship between dimensions on the variables of job satisfaction, work motivation and employee engagement with employee performance variables. The correlation matrix between dimensions can be seen as follows:

Variable	Dimension	Quality of Work	Work Quantity	Implementation of Duties	Responsibilities
Job satisfaction	The Job Itself	0,519	0,379	0,450	0,238
	Wages / Salaries	0,546	0,380	0,415	0,377
	Promotion Opportunities	0,523	0,478	0,437	0,214
	Supervision	0,442	0,391	0,510	0,470
	Workgroup	0,606	0,453	0,509	0,340
	Working Conditions	0,519	0,374	0,550	0,367
Work motivation	Physiological Needs	0,493	0,463	0,535	0,425
	Safety Needs	0,554	0,564	0,533	0,406
	Social Needs	0,547	0,565	0,417	0,548
	Award Needs	0,599	0,533	0,580	0,472
	Self Actualization Needs	0,493	0,469	0,567	0,401
Employee Engagement	Vigor	0,459	0,484	0,300	0,431
	Dedication	0,449	0,414	0,259	0,573
	Absorption	0,431	0,388	0,201	0,565

Table 11:- Interdimensional Correlation Analysis

K. Discussion

The results of testing the effect of job satisfaction variables on employee performance shows that job satisfaction has an effect on employee performance variables. This statement is evidenced by the tcount of 2.522 > t table 2.007 and a significant level value = 0.015 < 0.05, which means the first hypothesis (H₁) is accepted and H₀ is rejected, that job satisfaction has a positive and significant effect on employee performance. Based on table 11 on the variable job satisfaction shows the lowest correlation coefficient obtained from the relationship between the dimensions of promotion opportunities with the dimensions of responsibility and the highest correlation coefficient obtained from the relationship between the dimensions of the work group and the dimensions of work quality. The results of testing the effect of work motivation variables on employee performance shows that work motivation has an effect on employee performance variables. This is evidenced by the tcount of 3.480 > t table 2.007 and a significant level of value = 0.001 < 0.05, which means the second hypothesis (H₂) is accepted, that work motivation has a positive and significant effect on employee performance. Based on table 11 on the variable work motivation shows the lowest correlation coefficient obtained from the relationship between the dimensions of self-actualization needs with the dimensions of responsibility and the highest correlation coefficient obtained from the relationship between the needs of appreciation with work quality. The results of testing the effect of employee engagement variables on employee performance shows that employee engagement has an effect on employee performance variables. This statement is evidenced by the tcount of 2.319 > t table 2.007 and a significant level value = 0.024 < 0.05, which means the third hypothesis (H₃) is accepted and H₀ is rejected, then this shows the employee engagement variable has a positive and significant effect on employee performance. Based on Table 11, the employee engagement variable shows the lowest correlation coefficient obtained from the relationship between the dimensions of absorption with the task implementation dimension and the highest correlation coefficient obtained from the relationship between the dedication dimension and the responsibility dimension.

Data show that Fcount 28,428 and F table with df1 = degree of numbering is 3 and df 2 = degree of denominator 52 with a level of 5%, then the obtained F table of 2.78 means F count > f table. The results of the significant level = 0,000 < 0.05, then H₀ is rejected and H₄ is accepted. The data can show Job Satisfaction, Work Motivation and Employee Engagement simultaneously positive and significant effect on the performance of PT Inixindo Persada Rekayasa Komputer.

V. CONCLUSIONS AND SUGGESTIONS

A. Conclusions

- Job Satisfaction partially has a positive and significant effect on employee performance. the highest correlation occurs in the dimensions of the work group with the dimension of work quality. The creation of a harmonious work group will improve employee performance. There is support from coworkers and superiors, good communication between coworkers will make employees able to carry out tasks / work well and can complete tasks in accordance with specified deadlines.
- Work motivation partially has a positive and significant effect on employee performance. The highest correlation occurs in the dimensions of need for appreciation with the dimensions of work quality. Meeting the needs of employee awards such as praise, bonuses and awards will improve employee performance. Giving awards to these employees will minimize mistakes - mistakes in work and can work in accordance with the standards set by the company so that it can produce good quality work.
- Employee engagement partially has a positive and significant effect on employee performance. this is supported by the results of the correlation test between dimensions with strong correlation levels, namely between the dimensions of dedication and the dimensions of responsibility. This shows that employees who are enthusiastic about their work that are shown by employees feel proud of their work and have high inspiration in doing work will improve good employee performance.
- Based on the results of the study it can be concluded that job satisfaction, work motivation and employee engagement simultaneously have a positive and significant effect simultaneously on the performance of employees of PT Inixindo Persada Rekayasa Komputer.

B. Suggestions

- Job satisfaction has a positive and significant effect on employee performance. Companies should increase employee satisfaction by:
 - Provide promotional opportunities to all employees in accordance with work performance and work tenure of employees
 - Provide clear career path information for employees to occupy positions in accordance with the expertise and knowledge of employees
- Work motivation has a positive and significant effect on employee performance. The management of PT Inixindo Persada Computer Engineering should pay more attention in terms of employee self-actualization aspects of the effort that can be done is
 - Provide training or seminars to employees according to their expertise and position in the company
 - Involving employees in decision making is given to employees so that employees can better grow a sense of

responsibility in themselves towards work and the company and so that employees feel that their opinions and expertise are valued by the company.

- Employee engagement has a positive and significant effect on employee performance. The way that can be done is
 - Urge employees to reduce the use of electronic devices that are not related to work
 - Paying attention to the condition of the office so that it becomes a conducive place for employees to work comfortably, one example is by regulating the temperature of the office room so that it is neither too cold nor too hot.
- Further Research

For further research to examine other variables that might affect employee performance such as organizational commitment, work environment, etc.

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