

RINGKASAN

Penelitian ini merupakan studi tentang anteseden dan konsekuensi dari *employee engagement* yang difokuskan kepada sampel yang merupakan generasi Y. Penelitian ini dilakukan pada pegawai operasional yang bekerja pada bidang perhotelan. Penelitian ini dilakukan di lima hotel berbeda di keresidenan Banyumas yaitu di Hotel Santika Purwokerto, Java Heritage Hotel, Meotel Purwokerto, Queen Garden Hotel, dan Atrium Resort & Hotel. Penelitian ini mengambil judul: “Anteseden dan konsekuensi dari *employee engagement* (sampel pada pegawai perhotelan generasi Y)”.

Penelitian ini merupakan penelitian bermodel asosiatif yang menginvestigasi hubungan kausal dengan pendekatan kuantitatif. Populasi dalam penelitian ini adalah seluruh pegawai hotel yang bekerja pada lima hotel tersebut. Jumlah responden yang diambil dalam penelitian ini adalah 130 responden. dan menggunakan kuisisioner untuk mengambil data. Responden dari penelitian ini adalah para pekerja yang bekerja di bagian operasional yang mempunyai pekerjaan untuk melayani pengunjung hotel secara langsung. *Purposive sampling method* digunakan dalam penentuan responden.

Berdasarkan hasil penelitian dan analisis data dengan menggunakan analisis regresi berganda dan analisis regresi sederhana menunjukkan bahwa: (1) *Perceived Organizational Support* berpengaruh positif terhadap *Employee Engagement*, (2) *Organizational Justice* berpengaruh positif terhadap *Employee Engagement*, (3) *Employee Engagement* berpengaruh positif terhadap *Job Satisfaction*, (4) *Employee Engagement* berpengaruh positif terhadap *Job Performance*.

Kata kunci: Employee engagement, Perceived Organizational Support, Organizational Justice, Job Satisfaction, Job Performance, Generation Y.

SUMMARY

This research is a study of the antecedents and consequences of employee engagement that is focused on the sample which is a generation Y. This study was conducted on operational employees working in the field of hospitality. The research was conducted in five different hotels in Banyumas residency namely at Hotel Santika Purwokerto, Java Heritage Hotel, Meotel Purwokerto, Queen Garden Hotel, and Atrium Resort & Hotel. This study takes the title: "Antecedents and consequences of employee engagement (sample on generation Y hospitality employees)".

This research is an associative modeled study that investigates the causal relationship with quantitative approach. The population in this study is all hotel employees who work on five hotels listed. The number of respondents taken in this research is 130 respondents. and using questionnaires to obtained the data. Respondents from this study are workers who work in the operational section who have jobs to serve hotel visitors directly. Purposive sampling method is used in the determination of respondents.

Based on the results of research and data analysis using multiple regression analysis and simple regression analysis showed that: (1) Perceived Organizational Support has a positive effect on Employee Engagement, (2) Organizational Justice has a positive effect on Employee Engagement, (3) Employee Engagement has a positive effect on Job Satisfaction , (4) Employee Engagement has a positive effect on Job Performance.

Kata kunci: Employee engagement, Perceived Organizational Support, Organizational Justice, Job Satisfaction, Job Performance, Generation Y.