

RINGKASAN

Penelitian ini merupakan survei pada karyawan dari PT. TelkomGroup Purwokerto. Penelitian ini mengambil judul: “Pengaruh *Perceived Organizational Support* terhadap Komitmen Afektif dengan *Employee Engagement* Sebagai Variabel Mediasi (survei pada karyawan PT. TelkomGroup Purwokerto)”.

Penelitian ini bertujuan untuk mengetahui pengaruh *perceived organizational support* dan *employee engagement* terhadap komitmen afektif. Responden dalam penelitian ini adalah karyawan di PT. TelkomGroup Purwokerto. Penelitian ini menggunakan 80 responden. *Purposive sampling method* digunakan dalam penentuan responden.

Berdasarkan hasil penelitian dan analisis data menggunakan SPSS (*Statistical Product and Service Solution*) menunjukkan bahwa : (1) *Perceived organizational support* berpengaruh positif terhadap komitmen afektif. (2) *Perceived organizational support* berpengaruh signifikan terhadap *employee engagement*. (3) *Employee engagement* berpengaruh positif terhadap komitmen afektif dan (4) *Employee engagement* memediasi pengaruh *perceived organizational support* terhadap komitmen afektif.

Implikasi berdasarkan hasil penelitian ini maka pihak PT. TelkomGroup Purwokerto melakukan berbagai macam dukungan dan bantuan untuk memunculkan persepsi di benak karyawan bahwa organisasi menghargai kontribusi dan peduli terhadap kesejahteraan mereka. Karyawan yang merasa mendapat dukungan organisasi yang tinggi, maka karyawan akan membalas dengan tingkat *engagement* yang lebih besar baik dalam pekerjaan maupun organisasi yang pada akhirnya akan meningkatkan keterikatan emosional karyawan untuk melakukan pekerjaan dengan sebaik-baiknya dan dapat mencapai tujuan perusahaan.

Kata Kunci: *Perceived Organizational Support*, *Employee Engagment*, Komitmen Afektif

SUMMARY

This research is a survey of employees from PT. TelkomGroup Purwokerto. This study takes the title: "The Effect of Perceived Organizational Support on Affective Commitments with Employee Engagement as a Mediation Variable (survey of PT TelkomGroup Purwokerto employees)".

This research aims to determine the effect of perceived organizational support and employee engagement toward affective commitment. The respondents in this research are employees in PT. TelkomGroup Purwokerto. This research uses of 80 respondent. Purposive sampling method is used in determining respondents.

The results conclude that: (1) Perceived organizational support positively effect on affective commitment. (2) Perceived organizational support significantly effects on employee engagement. (3) Employee engagement positively influence affective commitment and (4) Employee engagement mediates the relationship between perceived organizational support and affective commitment of employees.

Implication based on result of this study, the PT. TelkomGroup Purwokerto carries out various kinds of support and assistance to raise perceptions in the minds of employees that orgnizational support, then employees will respond with greater levels of engagement both in work and organization, which in turn will increase the emotional attachment of employees to do best work possible and achieve company goals.

Keywords: Perceived Organizational Support, Employee Engagement, Affective Commitment.