

Employee Engagement at PT. Citra Lampia Mandiri, East Luwu Regency

Muh. Rizal S¹, Henni Zainal²

Departement of Administrative Science, Universitas Negeri Makassar, Indonesia¹
Universitas Indonesia Timur²

Email: rizalsuyuti@unm.ac.id¹, henni_zainal@yahoo.com²

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ABSTRACT

Employees who have good work engagements will focus on goals, work actively, always develop abilities and don't give up easily. The purpose of the study was to analyze employee engagement at PT. Citra Lampia Mandiri, East Luwu Regency. The research method used is a quantitative approach. The number of population and samples at PT. Citra Lampia Mandiri, East Luwu Regency are as many as 51 respondents. Data collection techniques used are observation, questionnaires and documentation. The data analysis technique was to perform validity and reliability tests, descriptive statistical analysis, inferential statistical analysis consisting of data normality test, simple linear regression analysis, partial significant test, and determinant coefficients. The result of this research is Employee Engagement at PT. The image of Lampia Mandir Luwu Timur is in the very good category, where the majority of employees who are respondents chose to strongly agree with the statement based on three indicators formulated on the employee engagement variable. With the percentage level of the average score obtained on the results of data processing in the previous chapter, it is in the very very good category.

Keywords: Engagement, Employee, PT. Citra Lampia Mandiri

INTRODUCTION

Employee engagement cannot be separated from company performance because employees are the driving force of the company itself. Employees who have high engagement tend to have better performance because they have positive and enthusiastic feelings and do not make work a burden. Employees who have good work engagements will focus on goals, work actively, always develop abilities and don't give up easily. Employee engagement reflects an employee who has high enthusiasm, focus and

dedication in working in the company. Employee engagement involves an employee who is fully involved in his work and is involved in the work, so that the employee has a very large responsibility for his/her work.

According to (Schieman, 2011) defines engagement engagement as energy or motivation from employees to help the organization achieve its goals. In simple terms, engagement means feeling positive about work. Furthermore, they explained, engaged employees are enthusiastic employees, employees who are totally immersed in their work, energetic, committed and fully dedicated. Meanwhile, according to (Handoyo & Setiawan, 2017) employee engagement is the level of commitment and attachment of employees to the organization and the values applied in the organization. Meanwhile (Robbins & Judge, 2011) Employee Engagement is the involvement of individuals with satisfaction and enthusiasm for the work he does. Furthermore, Schaufeli in (Maudy, 2020) defines employee engagement as a positive, satisfying and work-related state of mind that is characterized by enthusiasm, dedication, and full attention. According to Kruse in (Muliawan et al., 2017) Employee engagement is an employee's emotional commitment to the organization and its goals. This emotional commitment means employees genuinely care about their job and their company. They don't work just for a paycheck, or just for a promotion, but work on behalf of the organization's goals. This is supported by previous research, Yudi Muliawan et al. (2017) stated that there was a significant influence between employee engagement and employee performance at PT. Badja Baru Palembang by 35.3%.

METHOD

The research method used is a quantitative approach. The number of population and samples at PT. Citra Lampia Mandiri, East Luwu Regency as many as 51 respondents. Data collection techniques used are observation, questionnaires and documentation. The data analysis technique was to perform validity and reliability tests, descriptive statistical analysis, inferential statistical analysis consisting of data normality test, simple linear regression analysis, partial significant test, and determinant coefficients.

RESULTS AND DISCUSSION

Measurement of the items for each indicator is done using a Likert scale with a range of 1-5. To find out respondents' answers regarding each of these indicators, the following analysis will be carried out.

Employee Engagement (X)**a. Vigor**

This indicator describes the description of employee engagement through mental and physical strength when working. Vigor is seen from the high energy and enthusiasm of employees at work, when working employees give their best effort, survive in the face of difficulties when carrying out their duties and do not give up easily at work.

Energy and Enthusiasm at work table

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Agree	24	47,1
2	Agree	20	39,2
3	Doubtful	5	9,8
4	Disagree	2	3,9
5	Strongly Disagree	0	0,0
Total		51	100,0

Source : The result of the questionnaire data number 1

Based on the table above, it is known that the questionnaire statement number 1 indicates the category strongly agrees. This can be seen from the results of the respondents' answers, most of whom stated strongly agree that 24 respondents with a percentage of 47.1% and the smallest answer that is disagree with the number of 2 respondents with a percentage of 3.9% so that it can be interpreted that employees strongly agree with the statement on the questionnaire number 1.

Giving the best at work table

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Agree	21	41,2
2	Agree	20	39,2
3	Doubtfull	6	11,7
4	Disagree	3	5,9
5	Strongly Disagree	1	2,0
Total		51	100,0

Source : The result of the questionnarie number 2

Based on the table above, it is known that the questionnaire statement number 2 indicates the category strongly agrees. This can be seen from the results of the respondents' answers, most of whom stated strongly agree that 21 respondents with a percentage of 41.2% and the smallest answer that is strongly disagree with the number of 1 respondent with a percentage of 2.0% So it can be interpreted that employees strongly agree with the statement on the questionnaire number 2.

Surviving difficulties at work table

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Agree	17	33,3
2	Agree	26	51,0
3	Doubtfull	7	13,7
4	Disagree	1	2,0
5	Strongly Disagree	0	0,0
Total		51	100,0

Source : The result of the questionnarie number 3

Based on the table above, it is known that the questionnaire statement number 3 indicates the agree category. This can be seen from the results of respondents' answers, most of whom agreed, namely 26 respondents with a percentage of 51.0% and the smallest answer, namely disagreeing with the number of 1 respondent with a percentage of 2.0%, so it can be interpreted that employees agree with the statement in questionnaire number 3.

Perseverance at work table

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Agree	18	35,3
2	Agree	27	52,9
3	Doubtfull	3	5,9
4	Disagree	3	5,9
5	Strongly Disagree	0	0,0
Total		51	100,0

Source : The result of the questionnarie number 4

Based on the table above, it is known that the questionnaire statement number 4 indicates the agree category. This can be seen from the results of the respondents' answers, most of whom agreed, namely 27 respondents with a percentage of 52.9% and the smallest answer, namely disagreeing with the number of 3 respondents with a percentage of 5.9% so that it can be interpreted that employees agree with the statement on questionnaire number 4.

b. Dedication

This indicator describes the description of employees' emotional attachment to work. Dedication describes employees who have a high sense of enthusiasm, are proud to work in the company, like work challenges, and have a sense of responsibility towards work.

High enthusiasm table

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Agree	21	41,2
2	Agree	20	39,2
3	Doubtfull	7	13,7
4	Disagree	1	2,0
5	Strongly Disagree	2	3,9
Total		51	100,0

Source : The result of the questionnaire number 5

Based on the table above, it is known that the questionnaire statement number 5 indicates the category strongly agrees. This can be seen from the results of respondents' answers, most of whom stated strongly agree that 21 respondents with a percentage of 41.2% and the smallest answer that is disagree with the number of 1 respondent with a percentage of 2.0% so that it can be interpreted that employees strongly agree with the statement on the questionnaire number 5.

Proud to work in the company table

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Agree	29	56,9
2	Agree	12	23,5
3	Doubtfull	7	13,7
4	Disagree	3	5,9
5	Strongly Disagree	0	0,0
Total		51	100,0

Source : The result of the questionnaire number 6

Based on the table above, it is known that the questionnaire statement number 6 indicates the category strongly agrees. This can be seen from the results of the respondents' answers, most of whom stated strongly agree that 29 respondents with a percentage of 56.9% and the smallest answer that is disagree with the number of 3 respondents with a percentage of 5.9% so that it can be interpreted that employees strongly agree with the statement on the questionnaire number 6.

Like the job challenges table

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Disagree	20	39,3
2	Agree	22	43,1
3	Doubtfull	5	9,8
4	Disagree	2	3,9
5	Strongly Disagree	2	3,9
No	Total	51	100,0

Source : The result of the questionnarie number 7

Based on the table above, it is known that the questionnaire statement number 7 indicates the agree category. This can be seen from the results of the respondents' answers, most of whom agreed, namely 22 respondents with a percentage of 43.1% and the smallest answer was strongly disagreed with the number of 2 respondents with a percentage of 3.9% so that it can be interpreted that employees agree with the statement on questionnaire number 7.

Table of Responsibilities to work

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Agree	31	60,8
2	Agree	14	27,5
3	Doubtfull	2	3,9
4	Disagree	2	3,9
5	Strongly Disagree	2	3,9
	Total	51	100

Source : The result of the questionnarie number 8

Based on the table above, it is known that the questionnaire statement number 8 shows the category strongly agrees. This can be seen from the results of respondents' answers, most of whom stated strongly agree that 31 respondents with a percentage of

60.8% and the smallest answer that is strongly disagree with the number of 2 respondents with a percentage of 3.9% so that it can be interpreted that employees strongly agree with the statement on the questionnaire.

c. Absorption

This indicator describes the description of employee engagement through behavior that gives full attention to their work. Absorption describes an employee who finds it difficult to get away from his work, concentrates when working, likes to be involved in work, and when he works, time seems to pass quickly.

Table of hard to getaway from work

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Disagree	13	25,5
2	Agree	18	35,3
3	Doubtfull	13	25,5
4	Disagree	6	11,7
5	Strongly Disagree	1	2,0
Total		51	100,0

Source : The result of the questionnaire number 9

Based on the table above, it is known that the questionnaire statement number 9 shows the agree category. This can be seen from the results of the respondents' answers, most of whom agreed, namely 18 respondents with a percentage of 35.3% and the smallest answer, namely strongly disagreeing with the number of 1 respondent with a percentage of 2.0% so that it can be interpreted that employees agree with the statement on questionnaire number 9 .

Concentrate at work table

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Agree	22	43,1
2	Agree	20	39,2
3	Doubtfull	5	9,8
4	Disagree	3	5,9
5	Strongly Disagree	1	2,0
Total		51	100,0

Source : The result of the questionnaire number 10

Based on the table above, it is known that the questionnaire statement number 10 shows the category strongly agrees. This can be seen from the results of respondents' answers, most of whom stated strongly agree that 22 respondents with a percentage of 43.1% and the smallest answer that is strongly disagree with the number of 1 respondent with a percentage of 2.0% so that it can be interpreted that employees strongly agree with the statement on the questionnaire. number 10.

Happy to be involved in work table

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Agree	13	25,5
2	Agree	21	41,2
3	Doubtfull	11	21,6
4	Disagree	4	7,8
5	Strongly Disagree	2	3,9
Total		51	100,0

Source : The result of questionnarie number 11

Based on the table above, it is known that the questionnaire statement number 11 shows the agree category. This can be seen from the results of the respondents' answers, most of whom agreed, namely 21 respondents with a percentage of 41.2% and the smallest answer, namely strongly disagreeing with the number of 2 respondents with a percentage of 3.9% so that it can be interpreted that employees agree with the statement on questionnaire number 11 .

Time goes by fast when working table

No	Answer Category	Frequency (f)	Percentage (%)
1	Strongly Agree	16	31,4
2	Agree	20	39,2
3	Doubtfull	10	19,6
4	Disagree	4	7,8
5	Strongly Disagree	1	2,0
Total		51	100,0

Source : The result of the questionnarie number12

Based on the table above, it is known that the questionnaire statement number 12 shows the agree category. This can be seen from the results of the respondents' answers, most of whom agreed, namely 20 respondents with a percentage of 39.2% and the smallest answer was strongly disagreed with the number of 1 respondent with a

percentage of 2.0% so that it could be interpreted that employees agreed with the statement on questionnaire number 12. .

To find out the overall answer regarding the effect of employee attachment to PT. CitraLampia Mandiri, East Luwu Regency, based on the indicators used, the researchers accumulated these indicators through the table of achievement scores as follows:

Employee engagement is the attitude or behavior of employees who are bound to work in achieving organizational goals using the three indicators proposed by Schaufeli & Bakker in (Maudy, 2020) namely vigor, dedication and absorption. In this study as for the results obtained to determine the effect of employee attachment to PT. Image of Lampia Mandiri East Luwu. In this study, the level of achievement of the percentage of employee engagement is in the very good category (81.96%).

a. Vigor

Vigor is the strength or work spirit of employees in completing their work in a company. The research results of PT. Citra Lampia Mandiri, East Luwu Regency, on the vigor indicator, employees have high energy and enthusiasm at work, they give their best effort at work when facing work difficulties, employees do not easily give up on their work. The work values attached to the company are loyalty, enthusiasm, cooperation and togetherness. Based on the results of research conducted, it can be seen that from data processing using the level of achievement of scores on the vigor indicator, the results obtained in this study indicate the level of achievement of the percentage score of 83.73% is in the very good category.

b. Dedication

Dedication is the emotional feeling of employees towards their work. Research Results PT. The image of Lampia Mandiri, East Luwu Regency, on the dedication indicator, employees have a high sense of enthusiasm for their work, are proud to work in the company, like work challenges, and have a sense of responsibility towards their work. Based on the results of research conducted, it can be seen that from data processing using the level of achievement of scores on the dedication indicator, the results obtained in this study indicate the level of achievement of the percentage score of 84.51% is in the very good category.

c. Absorption

Absorption is an employee attachment that is described by the behavior of employees who give full attention to their work. Research Results PT. The image of Lampia Mandiri, East Luwu Regency on the Absorption indicator, employees find it

difficult to get away from their work, happy to be involved in work, concentrate when working where employees feel that time passes quickly.

Based on the results of the research conducted, it can be seen that from data processing using the level of achievement of scores on the absorption indicator, the results obtained in this study indicate the level of achievement of the percentage score of 77.65% is in the good category. From the results of the research above, it shows that the highest achievement score is the dedication indicator of 84.51% and the lowest indicator of absorption is 77.65% but the implementation is still in the good category. The average level of achievement obtained from all indicators used in this study to measure employee engagement variables at PT. The image of Lampia Mandiri Luwu Timur of 81.96% is in the very good category. The results of this study are in line with research conducted by (Lewiuci princes Grace and Mustamu Ronny.H, 2016) that Vigor (X1), Dedication (X2) Absorption (X3) have a significant positive effect on employee performance (Y) in the research subject. This means that the better the absorption value adopted by employees, the higher the level of employee performance.

CONCLUSION

Employee Engagement (X) at PT. The image of Lampia Mandir Luwu Timur is in the very good category, where the majority of employees who are respondents chose to strongly agree with the statement based on three indicators formulated on the employee engagement variable. With the percentage level of the average score obtained on the results of data processing in the previous chapter, it is in the very very good category. It is expected that the company will increase employee engagement because it has an influence on employee performance by instilling a high sense of engagement. For this reason, the company can provide motivation, appreciation, advice, advice and guidance to its employees to be able to do work beyond the work they should do.

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