



SUMMARY

DIAH RESTU AYU. The Influence of Job Demands, Job Resources and Personal Resources on Work Engagement. Supervised by SYAMSUL MAARIF and ANGGRAINI SUKMAWATI.

Work engagement is current issue in human resources management, within the time high employee turnover has been a major problem for many organization, such as PT XYZ. PT XYZ is a manufacture company that already established since 1935. Based on Schaufeli research, work engagement is driven by job demands, job resources and personal resources. Job demands is physical, psychological, social or organizational aspects of the job that required sustained physical and/or psychological effort and are therefore associated with certain physiological and or psychological costs. Job resources refer to those physical, social, or organizational aspects of the job that may reduce job demands and the associated physiological and psychological costs; be functional in achieving work goals and stimulate personal growth, learning and development. Personal resources are aspects of the self that are generally linked to resiliency and refer to individuals sense of their ability to control and impact upon their environment successfully.

The purpose of this study are to (1) identify the influence of job demands, job resources and personal resources on work engagement, (2) define the best predictors of work engagement, (3) identify the influence of work engagement on turnover intention.

This research is quantitative research with descriptive approach. Method of this research is survey method. This research conducted to all 165 salaried associates PT XYZ. Based on Slovin calculation, with 5% error, sample of this research are 116 associates. Proportionate stratified random sampling is used to calculate sample to ensure proportional sample within all department in PT XYZ. Data analysis was conducted with Structural Equation Modeling (SEM).

The results of the analysis shows that work engagement are predicted by job demands, job resources and personal resources. Personal resources become the highest predictor of work engagement. No significant influence between job resources and work engagement. In addition, this research are support that there is direct influence from job demands to work engagement. Job demands has negative significant effect to work engagement, high job demands will drive lower work engagement. Personal resources has positive significant effect to work engagement, high personal resources will drive higher work engagement. Work engagement also has negative significant effect, high work engagement will drive lower turnover intention.

Key words: job demands, job resources, personal resources, turnover intention, work engagement.

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