

Peran Work Engagement sebagai Mediator antara Supervisor Support dan Employee Voice pada Karyawan Generasi Milenial

Pande Ketut Bagus Pancadana (21/486271/PPS/4119)

Abstract. The ideas or opinions of employees in the organization play an important role in increasing individual job satisfaction, group creativity, and making it easier for the organization to identify problems. Millennial generation employees can do this because they are rich in ideas and confident in expressing their opinions. Supervisor support and work engagement are considered factors that can predict employee voice. This research examines the role of work engagement as a mediator between supervisor support and employee voice (promotive and prohibitive voices) in millennial generation employees. The research method used is a quantitative survey using purposive sampling techniques. The analysis results (N=402) show the partial mediating role of work engagement in the relationship between supervisor support and employee voice (promotive and prohibitive voices) in millennial generation employees. It shows that supervisor support can play a direct and indirect role in employee voice (promotive and prohibitive voices) through work engagement mediators.

Keywords: *employee voice, supervisor support, work engagement*

Abstrak. Ide atau pendapat karyawan di organisasi berperan penting dalam meningkatkan kepuasan kerja individu, kreativitas kelompok, dan mempermudah organisasi dalam mengidentifikasi sebuah permasalahan. Karyawan generasi milenial dapat melakukan hal tersebut karena mereka memiliki karakteristik yang kaya akan ide dan percaya diri untuk berpendapat. *Supervisor support* dan *work engagement* dinilai sebagai faktor yang dapat memprediksi *employee voice*. Penelitian ini bertujuan untuk menguji peran *work engagement* sebagai mediator antara *supervisor support* dan *employee voice* (*promotive* dan *prohibitive voice*) pada karyawan generasi milenial. Metode penelitian yang digunakan adalah kuantitatif survei dengan menggunakan teknik *purposive sampling*. Hasil analisis (N=402) menunjukkan bahwa terdapat peran mediasi secara parsial dari *work engagement* dalam hubungan antara *supervisor support* dengan *employee voice* (*promotive* dan *prohibitive voice*) pada karyawan generasi milenial. Hal tersebut menunjukkan bahwa *supervisor support* dapat berperan secara langsung dan tidak langsung terhadap *employee voice* (*promotive* dan *prohibitive voice*) melalui mediator *work engagement*.

Kata kunci: *employee voice, supervisor support, work engagement*