

INTISARI

Ombudsman Republik Indonesia (Ombudsman RI) merupakan lembaga negara yang memiliki peranan penting. Ombudsman RI berfungsi mengawasi penyelenggaraan pelayanan publik agar masyarakat memperoleh layanan yang sesuai standar. Ombudsman RI memiliki perwakilan pada setiap provinsi. Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh *social impact* dan *social worth* terhadap *work engagement* studi pada Ombudsman RI Perwakilan DIY dan Ombudsman RI Perwakilan Jawa Tengah.

Metode pengumpulan data dilakukan dengan menggunakan kuesioner. Responden penelitian ini adalah segenap sumber daya manusia (SDM) Ombudsman RI Perwakilan DIY dan Ombudsman RI Perwakilan Jawa Tengah. Pengujian dilakukan dengan analisis regresi.

Hasil analisis menunjukkan bahwa hipotesis 1, yaitu *social impact* berpengaruh positif dan signifikan pada *work engagement*. Hasil pengujian hipotesis 2, menunjukkan bahwa *social worth* berpengaruh positif dan signifikan terhadap *work engagement*. Implikasi dari penelitian ini adalah perlu menjaga dan meningkatkan *social impact* dan *social worth* agar *work engagement* selalu besar.

Kata kunci: *social impact*, *social worth*, *work engagement*, Ombudsman, Ombudsman RI Perwakilan DIY, Ombudsman RI Perwakilan Jawa Tengah

ABSTRACT

Ombudsman of the Republic of Indonesia (Ombudsman RI) is a state institution which plays an important role. Ombudsman RI serves to supervise the delivery of public services so that the society receives services which meet the standards. Ombudsman RI has representative in every province. The present study aimed to test and analyzed the effects of social impact and social worth of work engagement, a study on Special Region of Yogyakarta Representative of Ombudsman RI and Central Java Representative of Ombudsman RI.

The data collection method was questionnaire. The research respondents were all human resources (HR) of Special Region of Yogyakarta Representative of Ombudsman RI and Central Java Representative of Ombudsman RI. The test was performed using regression analysis.

The analysis result showed that hypothesis 1 that social impact had positive and significant effect on work engagement was correct. The test result on hypothesis 2 showed that social worth had positive and significant effect on work engagement. The implication of this study was that social impact and social worth should be maintained and improved to enhance work engagement.

Keywords: *social impact, social worth, work engagement, Ombudsman, Special Region of Yogyakarta Representative of Ombudsman RI, Central Java Representative of Ombudsman RI*