

**PERAN *PERCEIVED SUPERVISOR SUPPORT* (PSS) TERHADAP
EMPLOYEE ENGAGEMENT: SEBUAH STUDI PADA GENERASI Y DI
INDUSTRI PERHOTELAN**

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ABSTRAK

Penelitian ini bertujuan untuk menguji peran *perceived supervisor support* (PSS) terhadap *employee engagement* karyawan generasi Y di industri perhotelan. Hipotesis penelitian ini adalah *perceived supervisor support* (PSS) berperan positif terhadap *employee engagement* karyawan generasi Y di industri perhotelan. Subjek dalam penelitian ini berjumlah 139 orang karyawan, yang berasal dari 6 hotel di Bali dengan kelas hotel bintang empat dan lima. Alat ukur yang digunakan dalam penelitian ini meliputi, adaptasi skala *perceived supervisor support* (PSS) konsep dari Kottke dan Sharafinski (1988) dengan reliabilitas skala (0,961) dan skala *employee engagement* berdasar konsep Schaufeli dan Bakker (2003), dengan reliabilitas skala (0,873). Teknik analisis data yang digunakan yaitu teknik regresi linier sederhana dengan *software SPSS version 21.0 for Windows*. Hasil analisis regresi linier menunjukkan koefisien $F = 37,717$ dan dengan signifikansi ($p < 0,05$). Hal ini menunjukkan bahwa hipotesis diterima, yaitu *perceived supervisor support* (PSS) berperan secara signifikan terhadap *employee engagement* karyawan generasi Y di industri perhotelan. Sumbangan efektif PSS terhadap *employee engagement* diketahui dari nilai $R^2 = 0,216$ yang bermakna *perceived supervisor support* (PSS) memberikan sumbangan efektif sebesar 21,6 % terhadap *employee engagement* karyawan generasi Y di industri perhotelan. Selain itu, pada penelitian ini juga ditemukan adanya korelasi antara usia dan *employee engagement*, dengan koefisien korelasi $r_{xy} = 0,185$ dan $p < 0,05$.

Kata kunci: *employee engagement*, *perceived supervisor support*, karyawan generasi Y dan industri perhotelan.

***THE ROLE OF PERCEIVED SUPERVISOR SUPPORT (PSS) TOWARD
EMPLOYEE ENGAGEMENT: A STUDY OF Y GENERATION AT
HOSPITALITY INDUSTRY***

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ABSTRACT

This study aim to examined the role of perceived supervisor support (PSS) toward employee engagement of Y generation employees at hospitality industry. The hypothesis of this study were there perceived supervisor support (PSS) had a positive role on employee engagement of Y generation employees at hospitality industry. Subjects of the study were 139 employees, who came from 6 hotels in Bali with four and five hotel classes. Measuring instrument used in this study included scale adaptation perceived supervisor support, concept from Kottke and Sharafinski (1988), with reliability score (0,961) and scale of employee engagement based on Schaufeli and Bakker (2003), with reliability score (0,873). Data analysis were carried out by simple linear regression techniques with SPSS version 21.0 for Windows software. The results of linear regression analysis showed coefficients $F=37.717$ and with significance ($p < 0.05$). This suggests, the hypothesis of this study accepted, which means that perceived supervisor support (PSS) played a positive role to employee engagement of Y generation employees at hospitality industry. An effective contribution of PSS to employee engagement were known from the value of $R^2=0.216$ which means perceived supervisor support (PSS) contributed 21.6% to engagement of Y generation employees at hospitality industry. Besides, this study also found that there were correlation between age and employee engagement, with correlation coefficients $r_{xy} = 0,185$ and $p < 0,05$.

Keywords: employee engagement, perceived supervisor support, Y generation employees and hospitality industry.