

LIST OF CONTENTS

	Page
TITLE PAGE.....	i
AUTHORIZATION.....	ii
DECLARATION OF AUTHENTICITY	iii
ACKNOWLEDGEMENT	iv
LIST OF CONTENTS	v
LIST OF TABLES	viii
LIST OF PICTURES.....	x
ATTACHMENTS.....	xi
ABSTRACT	xii
ABSTRAK.....	xiii
CHAPTER I INTRODUCTION	1
I.1 Background.....	1
I.2 Research Statement	8
I.3 Objectives	8
I.4 Research Contribution.....	9
I.5 Scope of Research.....	9
I.6 Systematics of Writing	10
CHAPTER II LITERATURE REVIEW	12
II.1 Work Engagement.....	12
II.1.1. Definition of Work Engagement	12
II.1.2. Dimension of Work Engagement	14
II.1.3. Antecedents of Work Engagement	15
II.1.4. Dimension of Learning Organisation	22
II.2 Learning Organisation.....	27
II.2.1. Definition of Learning Organisation	27
II.3 Group Cohesiveness.....	28
II.3.1. Definition of Group Cohesiveness	28
II.3.2. Dimension of Group Cohesiveness	30

II.4	Meaningful Work.....	31
II.4.1.	Definition of Meaningful Work	31
II.4.2.	Dimension of Meaningful Work	32
II.5	Hypothesis Development.....	34
II.5.1.	Relationship between Learning Organisation and Work Engagement	34
II.5.2.	Relationship between Group Cohesiveness and Work Engagement...	35
II.5.3.	Relationship between Meaningful Work and Work Engagement... 36	
II.6	Hypothesis	38
II.7	Research Model	39
CHAPTER III RESEARCH METHODS.....		40
III.1	The Research Design.....	40
III.2	Operational Definition of Variables.....	41
III.2.1.	Definition and Measures of Work Engagement	41
III.2.2.	Definition and Measures of Learning Organisation.....	42
III.2.3.	Definition and Measures of Group Cohesiveness.....	43
III.2.4.	Definition and Measures of Meaningful Work.....	45
III.3	Data Collecting Method	46
III.3.2.	Population and Sample.....	47
III.3.3.	Sampling Method.....	48
III.4	Instruments	49
III.5	Data Analysis Method	53
III.5.1.	Reliability Test.....	53
III.5.2.	Validity Test	53
III.5.3.	Descriptive Analysis	54
III.5.4.	Assumption of the Multiple Linear Regression.....	54
III.5.5.	Multiple Linear Regression Analysis.....	54
III.6	Test of Hypotheses	55
CHAPTER IV RESULT AND ANALYSIS		56
IV.1	Company Profile	56
IV.1.1.	A Brief Description of PT Telkom Indonesia, Tbk	56
IV.1.2.	Corporate Vision and Mission	57
IV.2	Accuracy Test of Instruments	59

IV.2.1.	Reliability Test of Pre-test Sample Size.....	59
IV.2.2.	Validity Test of Pre-test Sample Size	60
IV.3	Respondents' Demographics of All Sample Test	64
IV.4	Mean Analysis of All Sample Test	70
IV.5	Assumption Test of the Multiple Linear Regression Model	71
IV.5.1.	Normality Test	71
IV.5.2.	Multicollinearity Test.....	73
IV.5.3.	Autocorrelation Test.....	73
IV.6	Test of Hypotheses	74
IV.6.1.	T-test.....	75
IV.6.2.	F-test.....	77
IV.6.3.	Coefficient of Determination.....	77
IV.7	Comparison by Demographics.....	78
IV.7.1.	Comparison by Gender.....	79
IV.7.2.	Comparison by Marital Status	79
IV.7.3.	Comparison by Band Position	80
IV.7.4.	Comparison by Group Age.....	82
IV.7.5.	Comparison by Education	83
IV.7.6.	Comparison by Job Tenure.....	86
IV.7.7.	Comparison by Directorate (CFU/FU).....	88
IV.8	Discussion.....	90
CHAPTER V CONCLUSION AND RECOMMENDATION		95
V.1	Conclusion	95
V.2	Implication.....	96
V.3	Limitation	96
V.4	Recommendation	97
BIBLIOGRAPHY.....		99

LIST OF TABLES

	Page
Table I.1 Employee Engagement Index of Telkom CFU/FU.	2
Table III.1 Time Frame of Questionnaire Distribution.....	49
Table III.2 Question List Related to the Dependent Variable of Work Engagement	49
Table III.3 Question List Related to the Independent Variable of Learning Organisation	50
Table III.4 Question List Related to the Independent Variable of Group Cohesiveness	51
Table III.5 Question List Related to the Independent Variable of Meaningful Work	52
Table IV.1 Reliability Test Result of All Variables	59
Table IV.2 Validity Test Result of Variable of Work Engagement (Y).....	60
Table IV.3 Validity Test Result of Variable of Learning Organisation (X ₁).....	61
Table IV.4 Validity Test Result of Variable of Group Cohesiveness (X ₂).....	62
Table IV.5 Validity Test Result of Variable of Meaningful Work (X ₃).....	63
Table IV.6 Summary of Demographics of Respondents in All Category	64
Table IV.7 Mean and Standard Deviation of All Variables.....	70
Table IV.8 Collinearity Statistics Output.....	73
Table IV.9 Durbin-Watson Test	74
Table IV.10 Result of Hypothesis Testing.....	75
Table IV.11 Effective Contribution of Each Variables	78
Table IV.12 Comparison by Gender.....	79
Table IV.13 Comparison by Marital Status	80
Table IV.14 Comparison by Band Position (Level)	81



Table IV.15 Comparison by Group Age.....	82
Table IV.16 Comparison by Education	84
Table IV.17 Comparison by Job Tenure.....	86
Table IV.18 Comparison by Directorate (CFU/FU).....	88

LIST OF PICTURES

	Page
Picture II.1 The Engagement Model.....	18
Picture II.2 Research Model.....	39
Picture IV.1 Organisation Structure	57
Picture IV.2 Gender	65
Picture IV.3 Marital Status.....	65
Picture IV.4 Education.....	65
Picture IV.5 Age	66
Picture IV.6 Directorate	67
Picture IV.7 Job Tenure	68
Picture IV.8 Band Position (Level)	69
Picture IV.9 Histogram of Normal Distribution.....	72
Picture IV.10 Normal P-P Plot Regression Standardized Residual.....	72

ATTACHMENTS

	Page
APPENDIX I. In-depth Interview Transcript – Respondent 1 (Bahasa).....	109
APPENDIX II. In-depth Interview Transcript – Respondent 2 (Bahasa).....	111
APPENDIX III. Questionnaire of Research (Bahasa).....	113
APPENDIX IV. Data Processing of All Sample Size (n=850).....	116
APPENDIX V. Demographics of Respondents	119