

Peran Pemberian *Performance Feedback* oleh *Supervisor* terhadap *Work*

Engagement: Studi pada Karyawan Hotel NEO Malioboro

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui peran pemberian *performance feedback* oleh *supervisor* terhadap *work engagement* pada karyawan Hotel NEO Malioboro di Yogyakarta. Hipotesis dalam penelitian ini adalah pemberian *performance feedback* oleh *supervisor* berperan positif terhadap *work engagement* pada karyawan hotel. Sejumlah 65 (N=65) karyawan hotel terlibat dalam penelitian ini. Instrumen penelitian yang digunakan adalah Skala *Utrecht Work Engagement Scale* (UWES) oleh Schaufeli dan Bakker (2003) yang terdiri dari 17 aitem dan telah dialih bahasakan oleh Mertasari (2019), serta skala unidimensional *performance feedback* yakni *The Questionnaire on the Experience and Evaluation of Work* (QEEW) versi 2.0 oleh Van Veldhoven dan Meijman (1994) yang terdiri dari 4 aitem dan telah dialih bahasakan oleh Mujiatin (2018). Metode penelitian yang digunakan adalah survei berupa kuesioner serta data dianalisis menggunakan teknik regresi linier sederhana menggunakan *software* IBM SPSS version 23. Hasil analisis menunjukkan bahwa *performance feedback* secara signifikan berperan positif terhadap *work engagement* dengan memberikan sumbangan positif sebesar 33,3% ($F=36,886$; $p<0,05$). Pada penelitian ini juga ditemukan bahwa *performance feedback* berperan lebih besar terhadap aspek *absorption* dari *work engagement* dengan memberikan sumbangan positif sebesar 29,1% ($F=12,789$; $p<0,05$).

Kata kunci: *performance feedback*, karyawan hotel, *work engagement*

The Role of Providing Performance Feedback from Supervisor toward Work Engagement:

A Study of NEO Malioboro Hotel Employees

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ABSTRACT

This study aimed to examine the role of providing performance feedback from supervisor toward work engagement on NEO Malioboro hotel employees in Yogyakarta. The hypothesis of this study were providing performance feedback from supervisor had a positive role on work engagement of hotel employees. A total of 65 (N=65) hotel employees were involved in this study. The measuring instrument used in this study were Utrecht Work Engagement Scale (UWES) by Schaufeli and Bakker (2003) which consisted of 17 items and was translated by Mertasari (2019), as well as the unidimensional performance feedback scale namely The Questionnaire on the Experience and Evaluation of Work (QEEW) version 2.0 by Van Veldhoven dan Meijman (1994) which consisted of 4 items and was translated by Mujiatin (2018). This study used a survey method in the form of a questionnaire and data were analyzed using a simple linear regression techniques with IBM SPSS version 23 software. The results of the analysis showed that performance feedback significantly played a positive role to work engagement by giving a positive contribution of 33,3% ($F=36,886$; $p<0,05$). This study also found that performance feedback played a greater role to absorption aspect of work engagement by giving a positive contribution of 29,1% ($F=12,789$; $p<0,05$).

Keywords: performance feedback, hotel employees, work engagement