

PERAN IKLIM ORGANISASI TERHADAP *WORK ENGAGEMENT* MELALUI MEDIASI EFIKASI DIRI KARYAWAN

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INTISARI

Penelitian ini bertujuan untuk menguji secara empiris peran iklim organisasi terhadap *work engagement* melalui mediasi efikasi diri karyawan. Hipotesis yang diajukan dalam penelitian ini adalah “iklim organisasi berperan positif pada *work engagement* melalui mediasi efikasi diri karyawan”. Alat ukur yang digunakan dalam penelitian ini merupakan adaptasi bahasa dari Utrecht Work Engagement Scale (UWES), Areas of Work-life Survey (AWS), dan General Self-Efficacy Subscale (GSES). Analisis regresi dengan model mediasi sederhana dilakukan pada data empiris yang diperoleh dari 184 karyawan salah satu perusahaan operator penyedia dan pelayanan air bersih di DKI Jakarta. Didapatkan nilai koefisien regresi jalur tidak langsung sebesar $R = 0,206$ ($p < 0,050$). Hal ini menunjukkan bahwa iklim organisasi secara signifikan berperan positif pada *work engagement* melalui mediasi efikasi diri karyawan. Perbedaan 1 unit pada hasil pengukuran iklim organisasi diprediksi menghasilkan perbedaan sebesar 0,206 unit pada hasil pengukuran *work engagement* karyawan. Hubungan ini merupakan hasil kecenderungan karyawan yang memiliki persepsi kesesuaian yang lebih tinggi antara lingkungan kerja dengan nilai pribadinya memiliki tingkat efikasi diri yang tinggi ($R = 7,835$) yang kemudian pada gilirannya meningkatkan *work engagement* karyawan ($R = 0,026$). Aspek *workload* (beban kerja) ditemukan memiliki peran positif paling tinggi ($R = 0,221$; $p < 0,050$) terhadap *work engagement* melalui mediasi efikasi diri karyawan jika dibandingkan lima aspek iklim organisasi lainnya. Analisis statistik pendamping dilakukan pada data demografis karyawan dan ditemukan terdapat perbedaan tingkat *work engagement* ketika karyawan dikelompokkan berdasarkan jenis kelamin, masa kerja, dan durasi menjabat posisi saat ini.

Kata kunci: *work engagement*, iklim organisasi, efikasi diri

THE ROLE OF ORGANIZATIONAL CLIMATE IN WORK ENGAGEMENT THROUGH MEDIATION OF EMPLOYEES' SELF-EFFICACY

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ABSTRACT

This research aims to empirically examine the role of organizational climate in work engagement through mediation of employees' self-efficacy. Researchers hypothesized organizational climate have a positive role in work engagement through the mediation of employees' self-efficacy. The Utrecht Work Engagement Scale (UWES), the Areas of Work-Life Survey (AWS), and the General Self-Efficacy Subscale (GSES) are adapted and used to measure employees' work engagement, organizational climate, and self-efficacy respectively. The regression analysis with simple mediation model is conducted on empirical data obtained from 184 employees of water services company in Jakarta. Indirect effect regression coefficient values obtained is $R = 0,206$ ($p < 0,050$). This shows organizational climate has a significant positive role in work engagement through the mediation of employees' self-efficacy. This means two employees who differs by one unit in their reported organizational climate are estimated to differ by 0.216 units in their reported work engagement as a result of the tendency for those who feel more fitness with their organizational climate to have higher self-efficacy ($R = 7,835$), which in turns translates into greater work engagement ($R = 0,026$). Workload were found to have most significant ($R = 0,221$; $p < 0,050$) positive role in work engagement through the mediation of employees' self-efficacy compared to the other five aspects of organizational climate. Additional statistical analyzes performed in employees' demographic data and found there are differences in employees' work engagement level when they are grouped by gender, job tenure, and position tenure.

Keywords: *work engagement, organizational climate, self-efficacy*