

**PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT* TERHADAP
WORK ENGAGEMENT KARYAWAN PERHOTELAN DI KOTA PADANG**

SKRIPSI

**Diajukan Untuk Memenuhi Salah Satu Syarat Untuk Mendapatkan Gelar
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The Influence of Perceived Organizational Support on Work Engagement of Hotel Employees in Padang City

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ABSTRACT

The hotel industry is a service organization that really needs employee involvement in its sustainability. Employees who are involved in their work are known as work engagement. Work engagement is a positive state of mind related to work and fulfills the characteristics of vigor, dedication, and absorption (Schaufeli et al., 2002). Work engagement is influenced by job demands and job resources. One form of job resources is perceived organizational support which is divided into three antecedents, namely fairness, supervisor support, and organizational rewards & job conditions. This study aims to see the effect of perceived organizational support on the work engagement of hotel employees in the city of Padang. The research method used in this study is a quantitative method of correlational causal design with simple linear regression analysis techniques. The respondents of this study were hotel employees in the city of Padang with a total of 153 participants. The sample was obtained by accidental sampling technique. Data collection in this study used the Utrecht Work Engagement Scale (UWES) measuring tool compiled by Schaufeli and Bakker (2004) and the Survey Perceived Organizational Support (SPOS) measuring tool compiled by Eisenberger et al. (2020). Reliability on the Utrecht Work Engagement Scale (UWES) is .921 and the Survey Perceived Organizational Support (SPOS) scale is .955. The results of the study show that perceived organizational support has a significant effect on the work engagement of hotel employees in the city of Padang. This can be seen from the significance obtained by .000 ($p < .05$) and the coefficient value R^2 (R-Square) of .535. That is, the effect of perceived organizational support on work engagement is 53.5%, while the remaining 46.5% is influenced by other factors not examined in this study.

Keywords: *Perceived organizational support, work engagement, hotel employees*

Pengaruh *Perceived Organizational Support* terhadap *Work Engagement* Karyawan Perhotelan di Kota Padang

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ABSTRAK

Industri perhotelan merupakan salah satu organisasi pelayanan jasa yang sangat membutuhkan keterlibatan karyawan dalam keberlangsungannya. Karyawan yang terlibat dalam pekerjaannya dikenal dengan istilah *work engagement*. *Work engagement* merupakan keadaan pikiran yang berkaitan dengan pekerjaan yang positif dan terpenuhinya karakteristik *vigor* (semangat), *dedication*, dan *absorption* (Schaufeli dkk., 2002). *Work engagement* dipengaruhi oleh *job demands* dan *job resources*. Salah satu bentuk *job resources* ialah *perceived organizational support* yang terbagi menjadi tiga anteceden, yaitu *fairness*, *supervisor support*, dan *organizational rewards & job conditions*. Tujuan penelitian ini ialah untuk melihat pengaruh *perceived organizational support* terhadap *work engagement* karyawan perhotelan di Kota Padang. Metode penelitian yang digunakan dalam penelitian ini adalah metode kuantitatif desain kausal korelasional dengan teknik analisis regresi linear sederhana. Responden penelitian ini merupakan karyawan hotel di Kota Padang dengan jumlah partisipan sebesar 153 orang, sampel diperoleh dengan teknik *accidental sampling*. Pengumpulan data pada penelitian ini menggunakan alat ukur *Utrecht Work Engagement Scale* (UWES) yang disusun oleh Schaufeli dan Bakker (2004) dan alat ukur *Survey Perceived Organizational Support* (SPOS) yang disusun oleh Eisenberger dkk. (2020). Reliabilitas pada *Utrecht Work Engagement Scale* (UWES) adalah sebesar .921 dan skala *Survey Perceived Organizational Support* (SPOS) sebesar .955. Hasil penelitian menunjukkan bahwa *perceived organizational support* memiliki pengaruh yang signifikan terhadap *work engagement* karyawan perhotelan di Kota Padang. Hal ini dapat diketahui dari signifikansi yang diperoleh sebesar .000 ($p < .05$) dan nilai koefisien R^2 (R-Square) sebesar .535. Artinya, pengaruh *perceived organizational support* terhadap *work engagement* sebesar 53.5% sedangkan sisanya 46.5% dipengaruhi oleh faktor lain yang tidak diteliti dalam penelitian ini.

Kata Kunci: *Perceived organizational support*, *work engagement*, karyawan hotel