

## ABSTRAK

Pengembangan sumber daya manusia yang ada dalam lingkup organisasi merupakan suatu proses peningkatan kualitas atau kemampuan manusia dalam rangka mencapai tujuan organisasi tersebut. Tujuan organisasi dapat diraih semaksimal mungkin apabila didukung dengan kinerja yang baik dari para anggotanya. Beberapa faktor yang dapat mempengaruhi serta mengoptimalkan kinerja anggota di antaranya *perceived organizational support*, kepuasan kerja dan *employee engagement*. Tujuan dalam penelitian ini untuk mengetahui dan menguji pengaruh *perceived organizational support*, kepuasan kerja dan *employee engagement* terhadap kinerja anggota. Populasi yang digunakan adalah Kesatuan Kompi 2 Batalyon A Satbrimob Polda Jawa Timur. Teknik pengambilan sampel dalam penelitian ini menggunakan *sampling jenuh* merupakan teknik pengambilan sampel dengan kriteria yang telah ditentukan dengan jumlah sampel sebanyak 123 orang. Adapun teknik analisis menggunakan regresi linier berganda dengan menggunakan *software SPSS 20.0*. Hasil uji F memperlihatkan tingkat signifikan yang dihasilkan sebesar  $0,000 < 0,05$  (*level of signifikan*). Kondisi ini mencerminkan bahwa *perceived organizational support*, kepuasan kerja, dan *employee engagement* layak digunakan untuk memprediksi naik turunnya terhadap kinerja anggota kesatuan kompi 2 Batalyon A Satbrimob Polda Jawa Timur. Hasil pengujian secara parsial memperlihatkan *perceived organizational support* berpengaruh positif terhadap kinerja anggota dengan tingkat signifikan  $0,000 < \alpha = 0,050$ . Kepuasan kerja juga berpengaruh positif terhadap kinerja anggota dengan tingkat signifikan yang dihasilkan sebesar  $0,019 < 0,05$ . Hasil pengujian lain juga memperlihatkan *employee engagement* berpengaruh positif signifikan terhadap kinerja anggota dengan tingkat signifikan yang dihasilkan sebesar  $0,000 < 0,05$

**Kata kunci :** *perceived organizational support*, kepuasan kerja, *employee engagement* dan kinerja anggota.

## **ABSTRACT**

*The development of existing human resources within the scope of the organization is a process of improving the quality or human capabilities in order to achieve the goals of the organization. Organizational goals can be achieved as much as possible if supported by good performance from its members. Several factors that can influence and optimize member performance include perceived organizational support, job satisfaction and employee engagement. The purpose of this study was to determine and examine the effect of perceived organizational support, job satisfaction and employee engagement on member performance. The population used is the Unit of Company 2 Battalion A Satbrimob Polda East Java. The sampling technique in this study using saturated sampling is a sampling technique with predetermined criteria with a total sample of 123 people. The analysis technique uses multiple linear regression using SPSS 20.0 software. The results of the F test show that the resulting significant level is  $0.000 < 0.05$  (level of significant). This condition reflects that perceived organizational support, job satisfaction, and employee engagement are appropriate to be used to predict the ups and downs of the performance of members of Company 2 Battalion A Satbrimob Polda East Java. The partial test results show that perceived organizational support has a positive effect on member performance with a significant level of  $0.000 < = 0.050$ . Job satisfaction also has a positive effect on the performance of members with a significant level of  $0.019 < 0.05$ . Other test results also show that employee engagement has a significant positive effect on member performance with a significant level of  $0.000 < 0.05$*

**Keywords: perceived organizational support, job satisfaction, employee engagement and member performance.**