ABSTRACT

Facing the global competitiveness, company needs to improve and change its strategy on human resource management (HRM). To know that things can be seen through the assessment of organizational performance. Performance assessment of PT XYZ (Persero) showed that 11 from 15 area couldn't reach their performance target that is 93.19. There is little emphasis on employee engagement and satisfaction, which are nonfinancial factors that are important to bring long-term organization performance. But, on employee satisfaction statistics of PT XYZ (Persero) showed that the company has reached a standard that is 70. It is not worth the value of the performance of organizations that have not yet reached the target. Other factors is employee engagement not yet known employee engagement conditions of PT XYZ (Persero), therefore this research was conducted to find out the condition of employee engagement and designing program to improve organizational performance.

This study used APS framework employee engagement to assess conditions of employee engagement PT XYZ (Persero). The conditions of engagement is measured with reference to the dimension amd components of engagement with the APS framework by weighting used AHP method on each dimension engagement and each components engagement then designing the programme of employee engagement will affect the improvement of organizational performance.

Based on the result of research, we can know the weight of engagement at PT XYZ (Persero) used AHP method is Job engagement 27.86%, team engagement 38.07%, supervisor engagement 24.31% and agency engagement 9.76%. The program is designed with PDCA method on the dimension that has the highest weight of the team engagement dimension with team behavior and recognition component.

Keyword : *Organisational Performance, Employee Engagement, APS Employee Engagement, PDCA*