

ABSTRACT

Kantor Pelayanan Pajak Pratama is a company engaged in services in the field of taxation where employees play an important role in every activity, so the company expects an optimal performance. Performance can be influenced by many factors, one of them is employee engagement.

The employee engagement and employees' performance of Kantor Pelayanan Pajak Pratama Surakarta and the influence of employee engagement on their employees' performance will be discussed through this research.

The data in this research was collected through questionnaires distributed to 89 samples which have been determined using random sampling technique. Analysis techniques used are descriptive analysis, classical assumption, simple linear regression, hypothesis.

The results showed that employee engagement and employees' performance at Kantor Pelayanan Pajak Pratama Surakarta are in the high category. Employee engagement has a positive and significant effect on employees' performance in amount of 84,60% while the rest 15,40% is influenced by other factors.

The results are expected to be a reference for the company to improve employee engagement through fostering employees by providing understanding and direction about the task and work, so the employees' performance will improve. For the next researchers, it is expected to consider and add other independent variables, expand the research object area, and use different analytical techniques.

Keywords: Employee Engagement; Employees' Performance; Kantor Pelayanan Pajak Pratama Surakarta