

ABSTRACT

PDAM Tirta Patriot Kota Bekasi is a Regional Owned Enterprise (BUMD) which has functions to providing clean water in Kota Bekasi. PDAM Tirta Patriot uses a Performance Assessment system which is conducted once a year to determine the level of performance of its employees. Based on secondary data obtained, PDAM Tirta Patriot Kota Bekasi has a declining performance in 2018 and 2019.

The purpose of this study is to determine the level of employee engagement, level of performance, and level of job satisfaction at PDAM Tirta Patriot Kota Bekasi. This study also aims to determine the effect of employee engagement on employee performance and the effect of employee engagement on job satisfaction at PDAM Tirta Patriot Kota Bekasi.

The method used in this study is a quantitative research method. The data obtained came from distributing questionnaires to 149 respondents, employees of PDAM Tirta Patriot Kota Bekasi. The sampling method used is probability sampling using the Yamane formula. The data analysis technique used is descriptive analysis and path analysis.

This study shows that there is a significant positive effect between employee engagement and performance with a path coefficient value of 0,660. This study also shows that there is a significant effect between employee engagement on job satisfaction with a path coefficient value of 0,592. results Based on the coefficient of determination, the effect of employee involvement on performance is 45.3%. Meanwhile, the effect of employee engagement on job satisfaction is 35.1%.

The results obtained in this study are employee engagement has a significant effect on performance and job satisfaction partially. The results of this study are expected to be a reference and material for further studies in subsequent studies that will examine the effect of employee engagement on performance and the effect of employee engagement on job satisfaction.

Keywords: *Employee Engagement, Performance, Job Satisfaction*