ABSTRACT

Human resources play an important role for an organization. This is because human resources contribute to the company to achieve the desired goals by the company. In this case, human resources are employees. Employees as drivers in achieving organizational goals must of course have their needs met so that employees can provide good feedback to the organization. Employees as the main resource for the organization must also pay attention to their quality in order to create superior human resources. An organization definitely expects employees to work productively, a factor that can increase the growth of an organization or company is by looking at employee performance. Organizations need to pay attention to the sense of attachment and involvement of employees to their company, this is because employees who have a sense of bound and involvement with their company will increase productivity and the ability of employees to provide the best for the organization where they work. Employee satisfaction also needs to be managed well by the company. Because employee satisfaction can affect the performance provided by employees.

The purpose of this research is to know the level of employee engagement, job satisfaction, and performance in the organization and know the influence of employee engagement and job satisfaction on employee performance at PT.Pegadaian Regional office X Bandung. The method used in this study is a quantitative method, to present the results of the research using descriptive analysis data analysis techniques. The method of data collection in this study is to disseminate questionnaires. The study used a likert scale with a total 38 research statements. The population in this study is all permanent employees of PT Pegadaian Regional Office X Bandung, which amounted to 136 employees and the sample in this study used non-probability sampling with a saturated sampling technique. The processed data will be analyzed using descriptive analysis techniques, outer models, inner models and path analysis using the Smartpls -4 application.

Based on descriptive analysis, data was obtained that the employee engagement variable was categorized as high, job satisfaction was categorized as satisfied and employee performance was categorized as good. Based on the result of hypothesis testing, the result show that partially employee engagement and job satisfaction have a positive and significant effect on employee performance. The coefficient of determination using R2 shows that there is an effect 65,1% on employee engagement and job satisfaction on employee performance.

Keywords : employee engagement, job satisfaction, employee performance