

## THE INFLUENCE OF WORK ENGAGEMENT ON EMPLOYEE PERFORMANCE AT PT JAVA CONNECTION YOGYAKARTA



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### Abstract

This research aims to analyze and test work engagement on the performance of PT Java Connection employees. This research method uses a quantitative method, with a sample size of 57 where sampling uses a saturated sampling technique, while the data analysis method uses descriptive methods and SEM-PLS. The results of this research show that there is a positive and significant influence between work engagement and employee performance at PT Java Connection. This can be seen from the comparison of t-statistic values and t-table values ( $3.652 > 1.96$ ) as well as significant p values smaller than 0.05 ( $0.000 < 0.05$ ), the magnitude of the influence between work involvement and performance is 10.9%, where the remaining 89.1% is influenced by other factors outside this research.

**Keywords:** Job Engagement, Employee Performance, PT Java Connection

## INTRODUCTION

As the main driver in achieving the company's organizational goals, Human Resources, in this case, humans or employees, humans always play an active and dominant role in every organizational activity, because humans become planners, perpetrators, and inventors of the realization of organizational goals (Zulkarnain et al, 2022). The goal cannot be realized without the active role of employees even though the tools the company has are so sophisticated (Hasibuan, 2018).

According to Tanjung (2020), The role of Human Resources (HR) in corporate organizations has become very dominant because it is the main driving force, thus serious attention to HR management is one of the necessary determining factors for organizational success. Work engagement is one of the human resource management activities through job analysis planning, workforce planning, recruitment and selection, training and development, career planning, work performance assessment, and providing transparent compensation (Marwan et al, 2020; Sahrudin et al, 2023).

On the other hand, work engagement problems often arise in various organizations such as companies. Factors such as lack of management support, unclear roles, lack of development opportunities, and incompatibility with organizational values can reduce a person's level of work involvement (Darmawan, 2022).

This research was carried out at PT Java Connection, which is a furniture company. The furniture business is also experiencing increasingly extensive business opportunities in the future. This is supported by the Indonesian government's policy of aggressively promoting creative industries, one of which is the furniture industry, as one of the main sources of income in improving the national economy. Furthermore, according to the Director General of Agro-Industry at the Ministry of Industry, Putu Juli Ardika, stated that the furniture industry is one of the intensive sectors. works with a total employment of 143 thousand people from 1,114 thousand companies. where the latest data in December 2022 recorded that furniture industry utilization was at 74.16% (<https://kemenperin.go.id>).

The vital role of the furniture industry is such that entrepreneurs in this field must pay more attention to policies that directly impact employee performance, one of which is related to employee work engagement. Work involvement is considered to encourage the emergence of psychological and physical support which affects completing the work assigned (Rahmatia et al, 2022).

There have been many studies that reveal that work involvement can influence performance, such as research conducted by Fitriadi et al (2022) and research by Septiadi et al (2017) where both studies show that work involvement can influence employee performance. Based on this, this research was conducted to measure the extent to which work involvement influences employee performance at PT Java Connection.

## **REVIEW OF LITERATURE**

### **Work Engagement**

Nasution and Erni (2018: 127), state that "work engagement is the level to which employees assess that the work they do has the potential to satisfy their needs as a result of the psychological identification process carried out by employees regarding specific tasks or their work in general, which is a process This depends on the extent to which needs, both intrinsic and extrinsic, are felt to be important."

Meanwhile, Rizwan et al., (2018), said that "work engagement is the degree to which employees unite themselves with work, devote time and energy, and view work as an important part of their lives. This means that by working, he can express himself and consider that work is an activity that is the center of his life."

Based on the opinion above, it can be concluded that work involvement is the ability of employees to involve and unite themselves to the work they have been given seriously. The indicators for work involvement in this research are as stated by Kembau, Sendow, & Tawas, (2018) which consist of 1) Responding to work, 2) Participation in work, and 3) Responsibility for work.

## Performance

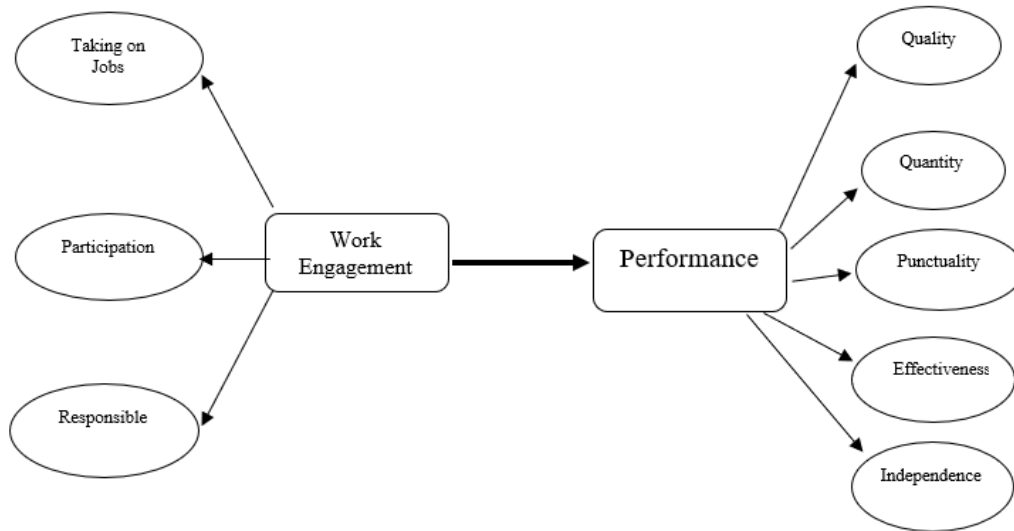
According to Mangkunegara (2019) says "Performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties following the responsibilities given to him".

Whereas, Bangun (2018) states that "Performance is the result of work achieved by a person based on job requirements." Based on this opinion, it can be said that performance is related to the final assessment of good or bad results from work carried out by employees in an organization, both companies and government and private agencies. The work engagement indicators in this research are as expressed by Robbins (2017) which consist of 1) Quality of work, 2) Quantity of work, 3) Timeliness, 4) Effectiveness, 5) Independence.

Employee involvement has a very important role in the company because employees who have high work involvement can be interested in the type of work they do, apart from that, employee involvement makes them feel appreciated, feel ownership, more responsible, feel more proud, and ultimately can improve performance (Kojo et al, 2019; Rinayanti, 2023), this is supported by research conducted by Fitriadi et al (2022) which shows that work involvement has a positive and significant influence on performance, based on this, a hypothesis and research model was prepared as:

H0 : Work involvement does not have a positive and significant effect on the performance of PT Java Connection employees

H1 : Work engagement has a positive and significant effect on the performance of PT Java Connection employees



**Figure 1.**  
**Research Model**

## RESEARCH METHOD

This research uses a quantitative research method, where the research was carried out at PT Java Connection. The population is 57 employees. For the sample, this research uses a saturated sampling technique where the entire population is sampled considering that the population is no more than 100 people (Sugiyono, 2019), therefore the sample consisted of 57 employees of PT Java Connection. The research was carried out by distributing questionnaires according to the number of research samples. The data processing and analysis methods used for this research are descriptive analysis using the mean and structural equation modeling partial least squares (SEM PLS) analysis. The operational description of this research can be seen in the table below:

**Table 1.**  
**Operational Variables**

Variable	Sub Variable	Indicator	Statement Code
Work Engagement	Responding to Work	“Considering work is very important”	X1.1
		“Doing work has become part of daily activities”	X1.2
	Participation in work	“Always care about current work”	X1.3
		"Don't mind taking half an hour back from office hours to complete existing tasks"	X1.4
	Responsible for work	“Finishing my work first before doing anything else”	X1.5
		Responsible for the work done	X1.6
Performance	Work Quality	"The work results are following the company's wishes"	Y1.1
		"Always innovate at work"	Y1.2
	Work Quantity	"Can achieve the given work targets"	Y1.3
		“Work results meet standards”	Y1.4
	Punctuality	"The work assigned can be completed on time"	Y1.5
		“Can make good use of time at work”	Y1.6
	Effectiveness	“Work efficiently”	Y1.7
		“I complete my work well and neatly”	Y1.8
	Independence	“Obligation to complete work”	Y1.9

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"Always be responsible for your work" Y1.10

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## RESULTS AND DISCUSSION

### Respondent Characteristics

**Table 2.**  
**Characteristics of Respondents Based on Gender**

Gender	Frequency	Presentence
Man	52	91.2%
Woman	5	8.8%
<b>Total</b>	<b>57</b>	<b>100%</b>

Based on the table above, it can be seen that the largest number of respondents were male, numbering 52 people or 91.2%, while female respondents were only 5 people or 8.8%.

### Respondents' Perceptions Regarding Work Engagement

The work involvement variable has 3 indicators, namely 1) Responding to work, 2) Participation in work, and 3) Responsibility for work. The conclusion of the frequency distribution of respondents' answers to the work involvement variable can be seen in the table below:

**Table 3.**  
**Frequency Distribution of Work Involvement Variables**

No	Work Engagement	The Average Percentage of Respondents' Answers	Information
1	Responding to Work	93.51%	Very Strong
2	Participation in work	93.64%	Very Strong
3	Responsible for work	93.51%	Very Strong

The results of the frequency distribution of respondents' answers to the work involvement variable show that the three indicators have an average percentage value, the Respond to Work indicator is 93.51%, the Participation in Work indicator is 93.64%, and the Responsible for work indicator is 93.51%. where the three indicators are in a strong category, which means that work involvement can be described as people who respond to work, participate in work, and people who are responsible for work.

### **Respondents' Perceptions Regarding Performance**

The Performance variable has 5 indicators, namely 1) Quality of work, 2) Quantity of work, 3) Timeliness, 4) Effectiveness, and 5) Independence. The conclusion on the frequency distribution of respondents' answers to the performance variable can be seen in the table below:

**Table 4.**  
**Shows the Frequency of Performance Variables**

<b>No</b>	<b>Performance</b>	<b>The Average Percentage of Respondents' Answers</b>	<b>Information</b>
1	Work Quality	88.60%	Very Strong
2	Work Quantity	85.79%	Very Strong
3	Punctuality	89.47%	Very Strong
4	Effectiveness	88.07%	Very Strong
5	Independence	88.07%	Very Strong

The results of the frequency distribution of respondents' answers to the performance variable can show that the five indicators have an average percentage value, work quality is 88.60%, work quantity is 85.79%, timeliness percentage is 89.47%, effectiveness is 88.07%, and the independence indicator is 88.07%. %, where the five indicators are in the strong category, which means that employee performance can be described as someone who has quality, quantity of work, timeliness, effectiveness, and independence in work.

## The Effect of Work Engagement on Employee Performance

### Outer Model

Model measurement is carried out as one of the requirements regarding validity and reliability using Convergent Validity, Discriminant Validity, and composite reliability tests.

### Convergent Validity

An indicator is said to meet the criteria if its factor loading value is more than  $> 0.7$  based on the table below. All factor loading values are above 0.7 until the prerequisites are met:

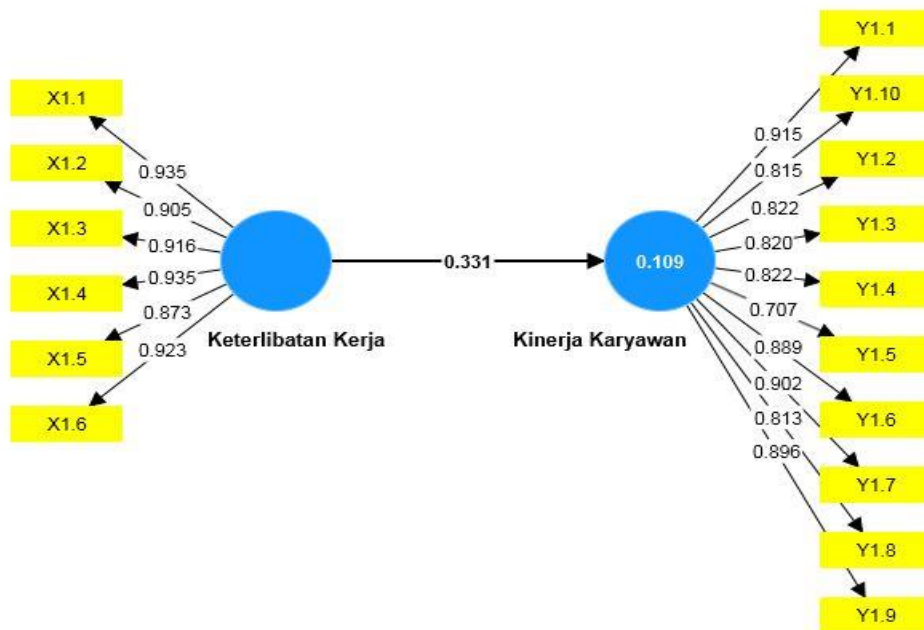


Figure 2.

### Calculation of Loading Factor

### Composite Reliability

Regarding the reliability of a construct using SmartPLS, there are two ways to look at Cronbach's Alpha value and Composite reliability. If the assessment is by looking at the Cronbach's Alpha value it must be more than 0.6, but if we look at the composite reliability

the value must be more than 0.7, in this study we used both. Composite reliability test results can be seen in the following table:

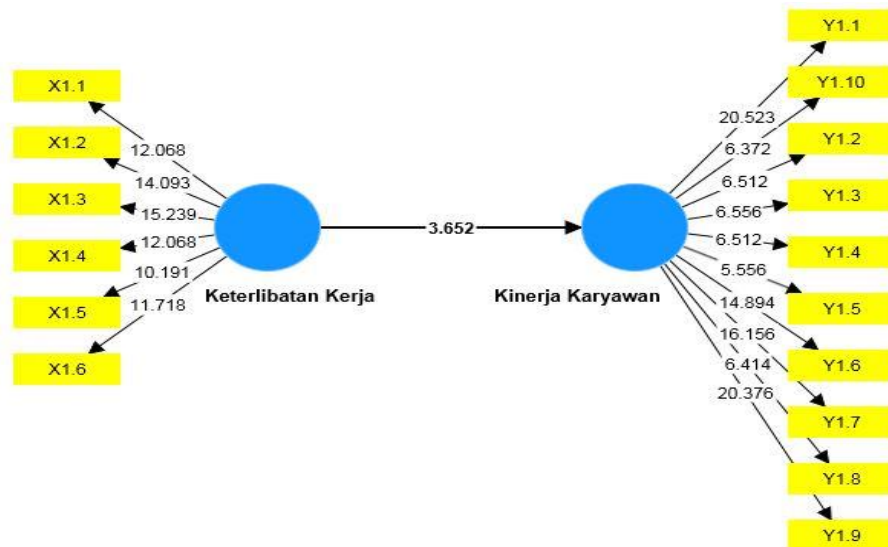
**Table 5.**  
**Composite Reliability**

	Cronbach's Alpha	Composite Reliability	AVE
Work Engagement	0.961	0.971	0.837
Employee Performance	0.956	0.970	0.709

Based on the table above, the Cronbach's Alpha and Composite reliability values for each item have a value of more than 0.6 or more than 0.7, so it can be concluded that the variables in this study are reliable.

**Inner Model**

After all assumptions in the outer model have been fulfilled, the inner model or structural model is then tested along with a picture of the structural model:



**Figure 3**  
**Bootstrapping results**

**Table 6**  
**R-square**

<b>Variable</b>	<b>R-Square Value</b>
Employee Performance	0.109

The output results of the R-square table above show that the R<sup>2</sup> (R-square) value for the employee performance variable is 0.109. This value shows that the employee performance variable can be explained by the work engagement variable of 10.9%, and the remaining 89.1% is influenced by other factors outside this research.

### **Hypothesis Testing**

Knowing whether a hypothesis can be accepted or rejected can be done by looking at the significance values between constructs, t-statistics, and p-values. With such a process, measurement estimates and standard errors are no longer calculated using statistical assumptions but are based on empirical observations. In the bootstrap resampling method in this research, the hypothesis is accepted if the significance value of the t-values is greater than 1.96 and/or the p-values are less than 0.05, then H1 is accepted and H0 and vice versa. The results of hypothesis testing can be seen in the table below:

**Table 7.**  
**Hypothesis Testing**

	<b>Original Sample</b>	<b>T statistics</b>	<b>P Value</b>
Work Engagement -> Employee Performance	0.331	3,652	0,000

The output results of hypothesis testing above show that t-statistics are greater than the t table ( $3.652 > 1.96$ ) p values are smaller than 0.05 ( $0.000 < 0.05$ ), then H0 is rejected and H1 is accepted, meaning that there is a positive and significant influence of Work Engagement on employee performance.

## Discussion

The results of statistical calculations show that there is a positive and significant influence between work involvement and employee performance at PT Java Connection. This can be seen from the comparison of t-statistical values and t-table values ( $3.652 > 1.96$ ) and the significant p-value is smaller than 0.05 ( $0.000 < 0.05$ ), this indicates that greater employee work involvement will increase the employee's performance. The magnitude of the influence of work involvement and employee performance at PT Java Connection is 10.9%.

The results of this research also follow the results of research conducted by Fitriadi et al (2022) which shows that work involvement has a positive and significant influence on performance, in line with research conducted by Septiadi et al (2017) which found that work involvement has an effect. positively and significantly on the performance of Ministry of Defense Finance Center employees.

The theoretical implications of this research where it was found that employee perceptions of work involvement where the results of all indicators showed very good, which indicated that the more employees were involved in each work, their performance good, as well as perceptions of employee performance where the five indicators all showed very good, which meant that employee performance would become better if they are more deeply involved in their work, therefore the company, in this case PT Java Connection, pays attention to the involvement of its employees to make their performance better. Practically, the results of this research can be used as input for the management of PT Java Connection in improving itself regarding the work involvement of its employees.

## CONCLUSION

Based on the discussion above, various things can be concluded such as:

1. There is a positive and significant influence between work engagement and employee performance at PT Java Connection

2. The magnitude of the influence of work engagement and employee performance at PT Java Connection is based on an r-square value of 0.109 or 10.9%, the remaining 89.1% is influenced by other factors outside this research.
3. Employee perceptions of work involvement and performance are at a very good level which indicates that employee involvement in their work will make their performance better

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