The Influence of Job Characteristics and Organizational Perception Support on Employee Engagement Statistisi at the Statistics Indonesia

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ABSTRACT

This research would like to see the effect of Job Characteristics variables and perceptions of organizational support on Employee Engagement Statististis at the Statistics Indonesia. This is a quantitative research with primary data collected from a sample of 429 respondents spread throughout Indonesia (34 provinces), selected using a Systematic Random Sampling method through a survey method. The data collected were analyzed using a Likert scale of 1-5. In addition, the data were analyzed using multiple linear regression with the aid of SPSS For Windows. The variables of job characteristics and perceived organizational support have a significant effect on employee engagement statistisi at Statistics Indonesia. This study provides a new perspective on job characteristics and perceived organizational support simultaneously have a significant effect on employee engagement statistisi which has never been carried out in previous literature.

Keywords: Job Characteristics, Organization Support Perception, Employee Engagement

INTRODUCTION

Human Resources (HR) is one of the main assets of a company or organization. The success of the organization in achieving its vision, mission and goals depends on the success of the organization in carrying out the planned strategy. Organizational success depends on the ability to implement strategies that come from the organization's human resources (Anthony, et al., 2005). In other words, for an organization to run well, competent human resources are needed.

One of the proactive approaches that emerged when researching human resources was the concept of employee engagement as a result of the development of the concepts of job satisfaction, employee commitment and organizational behavior. Even though it has been known for quite some time, the concept of employee engagement in the world of human resources is still a big and interesting issue to be discussed in depth. The results of the 2015 Global Human Capital Trend report (Deloitte University Press, 2015) inform that in 2015, the issue of employee engagement and organizational culture became the number one issue, shifting the issue of leadership in the previous year.

In general, employee engagement is defined by Harter, et al. (2002) as employee engagement and satisfaction as well as enthusiasm for work. Engaged employees have awareness in the business context and work with colleagues to achieve achievements in work that is beneficial to the organization. Employee engagement is an important element in the world of management; as one of the factors that must be considered by management to be able to maintain employee assets and to improve company performance. Engagement is done so that individuals empower themselves to improve their performance. Engagement involves emotion and behavior actively, also involves cognitive aspects. Engaged employees are willing to give extra energy and more effort to ensure that the organization gets good development.

On the other hand, employee engagement is not only considered important for private sector organizations, but also important for public sector organizations. Harter, et al. (2002), stated that employee engagement is an important factor to be studied in the public sector, because of its effect on employee performance which ultimately impacts public service satisfaction. One of the government organizations engaged in this sector is the Statistics Indonesia. Law No. 16 of 1997 and Government Regulation no. 51 of 1999, states that the Central Agency

Statistics (BPS) is a government agency authorized to carry out statistical activities in the form of censuses and surveys, to produce statistical data needed by the government, private sector and the general public.

The One Data Indonesia movement was initiated by President Joko Widodo. Therefore, the performance of BPS in producing quality data has been in the public spotlight, it is not uncommon for members of parliament to criticize the data produced by BPS. To improve

data quality, BPS needs to reform its working methods and services to data consumers. In terms of how it works, BPS must improve existing human resources. To improve existing human resources, constructive research is needed, one of which is research on human resources that goes directly to the field, namely statistics.

Statistician is one of the functional positions at the Statistics Indonesia which is given full duties, responsibilities, authorities and rights by authorized officials to carry out statistical activities in government agencies. The role of statisticians in collecting, processing and publishing information is very central at BPS. The pros and cons regarding BPS data indicate the importance of the statistician's role as the front guard in improving data quality. When coupled with BPS's vision as a "reliable pioneer of statistical data for all", there is still a gap (gap) between current conditions and desired future conditions. Therefore, improving data quality and excellent service are two things that are the focus of BPS, so that every BPS employee must continue to work together in order to improve data quality. The scope of work of statisticians at the Central Statistics Agency (BPS) is interesting to study because of the important role of statisticians in producing quality data for government policy making.

According to Saks' research (2006), several variables that influence employee engagement include job characteristics. Jobs with high levels of job characteristics equip individuals with space and incentives to immerse themselves in work or become more engaged. The

second variable that influences employee engagement is perceived organizational support. According to Khan (1990), perceived organizational support is the degree to which employees believe that the organization values their contributions and cares about their well-being where these two variables also have a positive influence on employee engagement.

In previous research, there was a research gap, where Rameskumar's research (2019) entitled Employee engagement as an antecedent of organizational commitment – A study on Indian seafaring officers. In his research, it was concluded that there is a negative influence between perceptions of organizational support on employee engagement. On the other hand, according to Eisenberger (2002), based on his research, there is a positive influence between perceptions of organizational support and employee engagement. Based on the Gap Research and this phenomenon, researchers are increasingly interested in conducting this research.

Research conducted by Padmakumar Ram and Gantasala V. Prabhakar (2011) entitled The Role of Employee Engagement in Work Related Outcomes. The results of the study revealed that there is a positive relationship between job characteristics and employee engagement.

H1 : There is a significant influence on job characteristics employee engagement Statistics at the Statistics Indonesia.

Putu Dharmawan and Ida Bagus (2019) in their research entitled The Effect of Perceived

Organizational Support on Work Engagement and Turnover Intention found that perceived organizational support has a significant positive effect on employee engagement. These findings indicate that to increase employee engagement, companies need to provide support to employees so that employees have the perception that when they work are supported by the company so that the company is behind and ready to back up and support employees from behind the scenes, employee engagement will increase along with the increase employee strength in work, increased dedication to work, and their job absorption.

H2 : There is a significant influence of Perceived Organizational Support on employee engagement statistics at the Statistics Indonesia.

Alka Rai, et al. (2017) through his research entitled Influence of Job Characteristics on Engagement: Does Support at Work Act as Moderator ? which aims to investigate whether the interaction between job characteristics and perceived organizational and supervisory support influences employee engagement among employees. The results of this study found that job characteristics, perceived organizational support and perceived superior support all significantly influence employee engagement.

H3 : There is a significant effect of Job Characteristics and Perceptions of Organizational Support on employee engagement statistics at the Statistics Indonesia.

The independent variables in this study are the main factors of employee engagement consisting of 2 variables, namely: job characteristics and perceptions of organizational support. The dependent variable is employee engagement which consists of 3 dimensions, namely vigor, dedication and absorption.

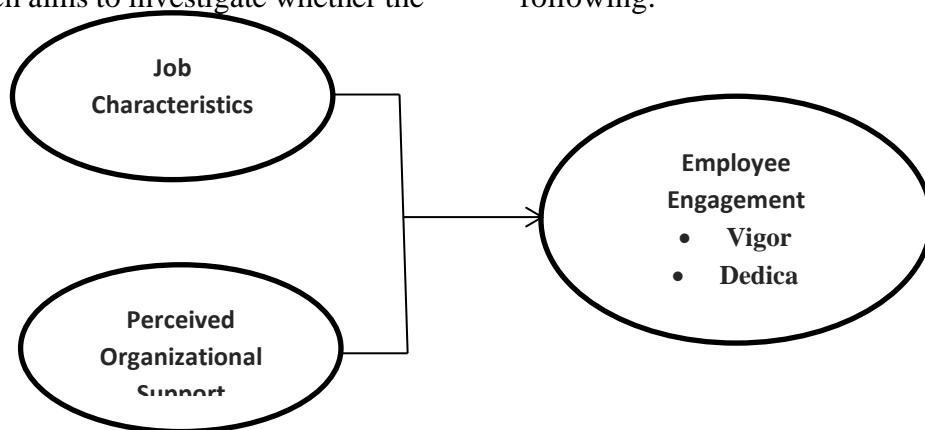The framework of thinking in this study can be described as following:

Figure 1. A model of the antecedents and consequences of employees engagement (Sax, 2006)

METHODS

The population is a generalization area consisting of subjects or objects that have certain characters and qualities determined by researchers to study and then draw

conclusions (Sugiyono, 2018). The total statistical population in the Statistics Indonesia is 8,039 people. While the sample in this study amounted to 429 people spread throughout Indonesia (34 provinces).bThe data analysis method that will be used in this study consists of descriptive analysis and regression analysis. Data processing was carried out using the help of the SPSS for Windows Software program.

RESULT

Characteristics sample in study this is Active statistics within the Statistics Indonesia . Study this take sampel as many as 429 employees at the Central Statistics Agency with consideration of the larger sample the more representative it will be . Participants consist of 232 men and 197 women. with background educational background from high school, D3, D4, S1, and S2. The following is a description of research respondents based on gender, age and rate education end (Table 1).

Table 1. Characteristics of Research Subjects

Characteristics Respondents	Amount	Percentage (%)
Age		
<25 Year	21	4.9
25 – 30 Year	108	25,71
31 – 35 Year	63	14.69
> 35 Year	237	55,25
Amount Respondents	429	100
Type Sex		
Man	232	54.08
Woman	197	45.92
Amount Respondents	429	100
Education Final		
SMA	33	7,69
Diploma (DIII)	2 8	6,53
Strata-1 (S1)	267	62,24
Strata-2 (S2)	101	23.54
Amount Respondents	429	100

Source: Data Process (2022)

Validation Test

A questionnaire is said to be valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire (Ghozali, 2012). To measure the validity level of each questionnaire question item, the purpose of the measurement is to process the data with SPSS.

Table 2. Validation Test

No.	Variable	Indicator	Pearson Correlaton	Sig.(2-tailed)	Result
1	Job Characteristics (X1)	X1.1	0,634	0,000	Valid
		X1.2	0,690	0,000	Valid
		X1.3	0,580	0,000	Valid
		X1.4	0,694	0,000	Valid

		X1.5	0,776	0,000	Valid
		X1.6	0,703	0,000	Valid
2	Perceptions of Organizational Support (X2)	X2.1	0,843	0,000	Valid
		X2.2	0,815	0,000	Valid
		X2.3	0,854	0,000	Valid
		X2.4	0,851	0,000	Valid
		X2.5	0,723	0,000	Valid
5	Employee Engagement (Y)	Y1.1	0,845	0,000	Valid
		Y1.2	0,852	0,000	Valid
		Y1.3	0,667	0,000	Valid
		Y1.4	0,865	0,000	Valid
		Y1.5	0,777	0,000	Valid
		Y1.6	0,783	0,000	Valid
		Y1.7	0,582	0,000	Valid
		Y1.8	0,793	0,000	Valid
		Y1.9	0,656	0,000	Valid

Source : Data Process (2022)

Based on table 2 above, it shows that all indicators used to measure the variables used in this study are valid because the Sig. all indicators below 0.05.

Realibel Test

The decision-making criteria in the reliability test are as follows:

1. If the Cronbach's Alpha value is > 0.60, then the question items in the questionnaire are reliable.
2. If the value of Cronbach's Alpha < 0.60, then the question items in the questionnaire are unreliable (not reliable).

Tabel 3. Realibel Test

No.	Variabel	Indikator	Cronbach's Alpha if Item Deleted	Standar Reliabilitas	Result
1	Job Characteristics (X1)	X1.1	0,760	0,60	Reliabel
		X1.2	0,720	0,60	Reliabel
		X1.3	0,752	0,60	Reliabel
		X1.4	0,716	0,60	Reliabel
		X1.5	0,688	0,60	Reliabel
		X1.6	0,717	0,60	Reliabel
		X2.1	0,845	0,60	Reliabel
2	Perceptions of Organizational Support (X2)	X2.2	0,848	0,60	Reliabel
		X2.3	0,835	0,60	Reliabel
		X2.4	0,836	0,60	Reliabel
		X2.5	0,877	0,60	Reliabel
		Y1.1	0,889	0,60	Reliabel
		Y1.2	0,888	0,60	Reliabel
3	Employee Engagement (Y)	Y1.3	0,904	0,60	Reliabel
		Y1.4	0,887	0,60	Reliabel
		Y1.5	0,896	0,60	Reliabel

Y1.6	0,895	0,60	Reliabel
Y1.7	0,911	0,60	Reliabel
Y1.8	0,895	0,60	Reliabel
Y1.9	0,905	0,60	Reliabel

From Table 3, it can be concluded that the Cronbach's Alpha value for all items in the questionnaire is reliable. On part this will in describe results analysis data based on classical test analysis regression double linear and determination analysis.

The First, The classic assumption tests. This test used in this study are the normality test, multicollinearity test, and heteroscedasticity test. First, Normality test. The normality test is used to test whether in the regression model, the confounding or residual variables have a normal distribution (Ghozali, 2012). From the results of data processing produced:
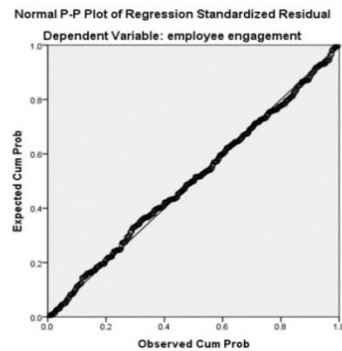

Figure 2. Normal Distribution Graph

From Figure 2, the results of the graph normality test above explain that the data above is spread around the diagonal line and follows the diagonal line, so the regression model is normally distributed and meets the normality assumption. Normality testing can also be done with the Kolmogorov Smirnov test with the following results.

Table 4. Normality Test Results

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residuals
N		429
Normal Parameters [a,b]	Means	0.00E+00
	std. Deviation	3.82822211
Most Extreme Differences	absolute	0.036
	Positive	0.03
	Negative	-0.036
Kolmogorov-Smirnov Z		0.753
asymp. Sig. (2-tailed)		0.622

a. Test distribution is Normal.
b. Calculated from data.

Based on table 4 above, it shows that Perceived Organizational Support (X1), Job Characteristics (X2) and Employee Engagement (Y) are normally distributed. This is evidenced by the results of the statistical test which is 0.753 and the Asymp.Sig value of 0.622, which means that the two values are more than 0.05. It can be concluded that the

research data is normally distributed, so it is feasible to use the regression model in testing the hypothesis.

Second, Multicollinearity Test. The multicollinearity test aims to test whether the regression model found a correlation between the independent variables. A good regression model should not have a correlation between the independent variables (Ghozali, 2012). To detect whether there is multicollinearity in the regression, it can be seen from the tolerance value and variance inflation factor (VIF). A low tolerance value is the same as a high VIF value (because VIF = 1/Tolerance). The cut off value that is commonly used to indicate the level of multicollinearity is the tolerance value ≤ 0.10 or the same as the value ≥ 10. From the analysis results, the VIF value of Job Characteristics is 1.738 < 10 and VIP Perception of Organizational Support is 1.738 < 10,

so no multicollinearity is found in the regression.

Third, The heteroscedasticity test aims to test whether in the regression model there is an inequality of variance from one residual observation to another. A good regression model is one that does not have heteroscedasticity (Ghozali, 2012). The way to detect whether there is heteroscedasticity is the Spearman test. From the results of the analysis, the value of Sig. Job Characteristics is 0.449 > 0.05, and the value of Sig. Perceived organizational support is 0.347 > 0.05 so it can be concluded that heteroscedasticity does not occur.

1. Multiple Linear Regression Analysis

    Based on the results of linear regression calculations using SPSS, the following equation is obtained:

Table 5. Multiple Linear Regression

Model	Unstandardized Coefficients		t
	B	Std. Error	
(Constant)	8.76	1.309	6.69
1 job characteristics (X1)	0.677	0.073	9.25
Perceived Organizational Support (X2)	0.631	0.067	9.43

a. Dependent Variable: employee engagement

*) Signifikansi: 0,05 (%)

Source : Data Process (2022)

Y = 8.760 + 0.677 X1 + 0.631 X2

From the regression equation it can be seen that: the variables of job characteristics and perceptions of organizational support each have a positive effect on employee engagement variables.

The description of the regression equation above is as follows:

a. A constant value of 8.760 indicates that if the independent variable is assumed to be equal to zero, then the average

variable outside the model will increase the employee engagement S statistic. In other words, if the variables of job characteristics and perceived organizational support do not exist, then the employee engagement statistics at BPS will be positive (engged).

b. The regression coefficient of the job characteristics variable (β1) is 0.677, indicating that job characteristics have a positive effect on employee engagement, meaning that the

more suitable the job characteristics are perceived by the Statistical Statistics, the higher the employee engagement statistics at BPS. Matching in this description is the high (compatibility) of job characteristics in the Statistics Indonesia with Statistics in BPS.

c. The regression coefficient of the variable perceived organizational support ($\beta2$) is 0.631, indicating that perceived organizational support has a positive effect on employee engagement, meaning that the better the perceived organizational support, the higher the employee engagement statistics at BPS.

2. Determination Coeficient

To see how much influence job characteristics and perceptions of organizational support have on employee engagement statistics at BPS, can be seen in Table 5.

Table 6. Results of Determination Analysis

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.735ª	0.54	0.538	3.8372

a. Predictors: (Constant), Perceived Organization Support, Job Caracteristic

From Table 6, the coefficient of determination (Adjusted R^2) is 0.538, meaning that variations in the increase or decrease in employee engagement statistics can be explained by the variable characteristics of the work and the perceived organizational support of 53.8%. While the remaining 42.2% is influenced by other factors not examined.

3. F Test

Simultaneous test (Test F) to determine the joint effect of job characteristic variables and perceptions of organizational support on employee engagement Statistics at BPS.

Table 7. F Test

	Model	Sum of Squares	df	Mean Square	F	Sig.
	Regression	7372.256	2	3686.128	250.35	.000ᵇ
1	Residual	6272.462	426	14.724		
	Total	13644.718	428			

a. Dependent Variable: employee engagement
b. Predictors: (Constant), Perceptions of Organizational Support, Job Characteristics

Based on Table 7, the results of the F test obtained an F-count value of 250,347 with a significance (p-value) of 0.000 <0.05 (see Table 4.11). This shows that the fit (fit) regression model is used to analyze the effect of job characteristics and perceptions of organizational support on employee engagement statistics at BPS. Thus it can be seen that job characteristics and perceptions of organizational support simultaneously have a positive and significant effect on employee engagement statistics at BPS. So,

the third hypothesis which states that there is a significant influence of job characteristics and perceptions of organizational support simultaneously on employee engagement statistics at BPS is accepted

CONCLUSSION

This study aims to see the effect of job characteristics and perceptions of organizational support on employee engagement statistics at BPS. Based on the results of the research and discussion described in the previous chapter, the conclusions that can be drawn are: Variable job characteristics have a positive and significant effect on employee engagement statistics at BPS. So the authors conclude that the more suitable the characteristics of the work performed by statisticians, the higher employee engagement will be. The variable perceived organizational support has a positive and significant effect on employee engagement statistics at BPS. So the authors conclude that the better the perception of organizational support felt by statisticians, the higher employee engagement will be.

Variables of job characteristics and variables of perceptions of organizational support together have a positive and significant effect on employee engagement statistics at BPS. So the authors conclude that the better the job characteristics and perceived organizational support, the higher the employee engagement statistics at BPS.

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