ABSTRACT

Facing the global competitiveness, company needs to improve and change its

strategy on human resource management (HRM). To know that things can be seen

through the assessment of organizational performance. Performance assessment

of PT XYZ (Persero) showed that 11 from 15 area couldn't reach their

performance target that is 93.19. There is little emphasis on employee

engagement and satisfaction, which are nonfinancial factors that are important to

bring long-term organization performance. But, on employee satisfaction

statistics of PT XYZ (Persero) showed that the company has reached a standard

that is 70. It is not worth the value of the performance of organizations that have

not yet reached the target. Other factors is employee engagement not yet known

employee engagement conditions of PT XYZ (Persero), therefore this research

was conducted to find out the condition of employee engagement and designing

program to improve organizational performance.

This study used APS framework employee engagement to assess conditions of

employee engagement PT XYZ (Persero). The conditions of engagement is

measured with reference to the dimension and components of engagement with

the APS framework by weighting used AHP method on each dimension

engagement and each components engagement then designing the programme of

employee engagement will affect the improvement of organizational performance.

Based on the result of research, we can know the weight of engagement at PT XYZ

(Persero) used AHP method is Job engagement 27.86%, team engagement

38.07%, supervisor engagement 24.31% and agency engagement 9.76%. The

program is designed with PDCA method on the dimension that has the highest

weight of the team engagement dimension with team behavior and recognition

component.

Keyword : Organisational Performance, Employee Engagement, APS Employee

Engagement, PDCA

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