

ABSTRACT

Based on data obtained from Business Performance & Resources Divisi Business Service, PT. Telekomunikasi Indonesia Division about target, turnover employee and absence of employee at in Business Service Division of PT. Telekomunikasi Indonesia including high. This indicates the poor performance of employees Employee performance is one of the important factors to the success of a company. There are several factors that affect the performance improvement of employees, one of them is Employee Engagement.

The purpose of this research is to describe about Employee Engagement and employee performance in Business Service Division of PT. Telekomunikasi Indonesia and to analyze the influence of employee engagement that consist of satisfaction, comitment, and advocacy simultaneously and partially on employee performance in Business Service Division of PT. Telekomunikasi Indonesia.

Sample in this research are 135 employees of Business Service Division of PT. Telekomunikasi Indonesia in Jakarta with permanent contract. The data is collected using questionnaire with 39 items related to Employee Engagement and employee performance. The analysis technique is path analysis and calculated data using SPSS for Windows version 20.

Descriptive analysis showed that the percentage employee engagement is high, which the level of satisfaction is 89,67%, the level of comitment is 87,89%, the level of advocacy is 88,78% and the percentage employee performance is also high at 89,66%. The result of path analysis, Employee Engagement that consist of satisfaction, comitment and advocacy have simultaneously significant influence of 88,78% on employee performance in Business Service Division of PT. Telekomunikasi Indonesia. Partially, the satisfaction has significant influence at 30,50% , the comitment has significant influence at 26,20% and the advocacy has significant influence at 43,80%.

Based on the research, Employee Engagement of the performance of employees in Business Service Division of PT. Telekomunikasi Indonesia including very high. but must remain be improved in order the achievement of the aims company , especially increase satisfaction in work , communication between supervisor and employees , extra efforts to the company and timeliness of work in progress a job.

Keywords: *Employee Engagement, employee performance.*