

ABSTRACT

The high demand for data services since the pandemic era requires internet service providers such as PT XYZ to work with agile mode in order to be able to produce maximum performance. This kind of performance can be produced by empowering the concept of employee engagement. Engagement at PT XYZ has decreased in the last 2 years. Several factors that influence employee engagement are organizational learning and job satisfaction.

The purpose of this study is to find out how organizational learning, job satisfaction, and employee engagement are at PT XYZ, to examine and analyze how the effect of organizational learning and job satisfaction partially on employee engagement at PT XYZ.

The research methodology used is a quantitative method with a descriptive and verification approach. The population is 100 employees of PT XYZ who have implemented agile ways of working. The data collection technique used primary and secondary data by distributing questionnaires that were tested for validity and reliability. Responses from the questionnaire were analyzed using descriptive analysis with a Likert scale and statistical analysis using PLS-SEM (Partial Least Squares Structural Equation Modeling) modeling.

The results of the descriptive analysis showed that the three variables were included in the high category. Based on the analysis test results, the coefficient of determination R-square value shows that employee engagement (EE) is 0.488, which means that employee engagement (EE) is moderately influenced by Organizational Learning (OL) and Job Satisfaction (KK).

The conclusion of the hypothesis testing proves that organizational learning and job satisfaction partially affect PT XYZ. The results of this study are expected to be input for PT. XYZ to be able to increase employee engagement in the company by increasing the empowerment of employee abilities, increasing employee promotions, and designing programs to increase employee focus and seriousness at work.

Keyword : *Organizational learning, Job Satisfaction, Employee engagement, SEM, agile.*