

ABSTRACT

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THE EFFECT OF JOB CHARACTERISTICS, PERCEIVED ORGANIZATIONAL SUPPORT, EMPLOYEE ENGAGEMENT TOWARD JOB SATISFACTION AT EF ENGLISH FIRST SURABAYA

(xii + 88 pages; 9 figures; 33 tables; 5 appendices)

The problem for a company nowadays is how to manage its employees to keep working in the company, mind about the goals of the company, and fully engaging to it. EF English First Education is the largest private education company in the world with ten subsidiaries and non-profit organization wholly engaged in language learning, educational travel and academic degree programs. As a company that engaged in course learning, EF has different job characteristics in the working hours than other companies.

Previous researches have shown that Job Characteristics and Perceived Organizational Support have significantly affect Employee Engagement. Furthermore, Employee Engagement significantly affects Job Satisfaction.

Ninety-six employees at EF English First answered a self-administered questionnaire.

Results showed that Job characteristics have significant effects toward Employee Engagement. Perceived Organizational Support has a significant effect on Employee Engagement. Employee Engagement has a significant effect on Job Satisfaction. Job Characteristics and Perceived Organizational Support (POS) simultaneously and significantly affect Employee Engagement. These findings indicated that EF should pay more attention to these variables to gain the engagement and the satisfaction of the employees. EF may also autonomy to its employees, retreat or meeting for staff and teachers, and training and encouragement to the employees to learn and grow professionally.

Keywords: Job Characteristics, Perceived Organizational Support, Employee Engagement, Job Satisfaction

References: 119 (1965-2011)