

## ABSTRACT

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Employee Communication, Job Engagement, and Organizational Commitment: A Study of Members of the Millennial Generation

(xiii + 145 pages; 4 figures; 17 Tables; 3 Appendixes)

With the shifting of demographic in the world, millennials are about to dominate the working world. This generation has been raised differently than the previous generations and therefore, and therefore, their way of thinking is also different. For the past few years, companies struggle to understand millennials as most of the people resigning are millennials. Their job engagements seem to decrease to the point that they had no commitment to the organization.

The purpose of this study is to determine whether the five dimensions: information flow, information adequacy, interaction supportiveness, job engagement, and organizational commitment have positive relationships with one another and to determine: (a) employee communication is important on shaping employee-organization relationship and to increase job engagement for the millennials of Indonesia (b) job engagement is a predictor of organizational commitment in the long-term (c) examine job engagement to find what drives organizational commitment.

This research had 100 respondents and the technique to gather the samples is using non-probability sampling with judgement sampling. The technique used for data collection is by spreading questionnaires via online and direct physical distribution, which all are suitable to the criteria, millennials who are currently working. To analyze the data, the method used are Structural Equation Model and Partial Least Square (PLS).

The result is that Information flow has a negative relationship with job engagement, yet no negative relationship with organizational commitment but not significant. Information Adequacy has positive relationship with both job engagement and organizational commitment. Interaction supportiveness has positive relationship with job engagement but not significant to organizational commitment. Lastly, job engagement has positive relationship with organizational commitment.

References: 162 (1958-2019)

**Keywords:** Employee communication; employee-organization relationships; job engagement; model testing; organizational commitment; millennials