

Work Engagement of Logistic Company Employees

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Abstract— *The purpose of this study is to examine the level of work engagement of expedition company employees. This study uses a survey model involving 273 employees in one logistics company in Medan. Data analysis uses descriptive statistics. The results showed that the level of work engagement was high.*

Keywords— *Work engagement.*

I. INTRODUCTION

Company x is one of the logistic companies. Currently, logistic companies have intense competition, which requires companies to develop. One of them is the human resources sector which is expected to have a good work engagement. Mangkunegara (2013) states that the ability of human resources to do tasks plays an important role and influences the success of a company. When an employee has a work engagement, he will have high dedication to do his job; this will develop a feeling of pleasure at work so that employees will do more than what is requested (Babcock-Roberson, 2010).

According to Robbins & Judge (2009), work engagement is the involvement, satisfaction and enthusiasm of employees for their work. A high work engagement among employees will show that a person is physically, cognitively and affective in relation to their workplace, and he will prefer to perform tasks that exceed the predetermined job description (Mathumbu & Dodd, 2013). When employees have high engagement, they will contribute more to the company by showing high organizational citizenship behavior as well. (Ariani, 2014).

Lockwood (2005) states that engagement is a condition in which a person is able to commit to the organization both emotionally and intellectually. Employees who have a high work engagement will work committed to their goals using intelligence to make choices about how best to complete a task, monitor their behavior to ensure what they are doing is right and in accordance with the goals to be achieved and will make decisions to correct if needed (Thomas, 2009).

Schaufeli, Salanova, Gonzalez-roma & Bakker (2002) stated that work engagement is a positive appreciation and sense of fulfillment at work, and is characterized by the dimension of work engagement. The dimensions of work engagement are vigor, dedication, and absorption. Vigor is a high level of energy and strong mental resilience at work, a desire to give more performance at work and perseverance in the face of various difficulties. Dedication is a feeling that is full of meaning, enthusiasm and pride in work and having inspiration and feeling challenged by their work. Absorption is leading to full concentration or full focus, immersed in work where time passes faster and it is difficult to separate oneself from work, until forgetting something around them. Based on

the description, researchers are interested in describing the work engagement of logistics company employees.

II. OBJECTIVES AND METHODS

The main objective of this research is to examine the level of work engagement of the employees of PT. X. The research subjects were 273 people. Work engagement is measured using a Likert scale based on the dimensions proposed by Schaufeli, Salanova, Gonzalez-roma & Bakker (2002) includes vigor, dedication and absorption. The work engagement scale consists of 11 items. This scale model consists of favorable and unfavorable statements with five alternative answer choices, namely very inappropriate, inappropriate, neutral, appropriate and very appropriate. The scores moved from 1 to 5. Data were analyzed by descriptive statistics.

III. RESULTS AND DISCUSSION

Research subjects consisted of 234 men (85.7%) and 39 female (14.3%). The results obtained in this study were 174 people (63.7%) had high work engagement, 98 people (35.9%) had moderate work engagements, and 1 person (0.4%) had low work engagements. When company employees have a high level of work engagement, it will have a positive impact on organizational productivity, such as increasing job performance and decreasing turnover intentions (Schaufeli & Bakker, 2004).

Employees with high work engagement will work hard with a positive mind, therefore they finish more quickly or do more things at work (Khan W, 1990) and will have a positive impact on company growth because the productivity created by employees increases. Research by Hayuningtyas & Avin (2015) shows that organizations with highly engaged employees can maintain and be able to improve performance even though environmental conditions are less conducive. Federman (2009) also suggests that employees who have high engagement are characterized as employees who focus on completing a job and also on the next job, feel that they are part of a team and something bigger than themselves, feel capable and do not feel a stress in making a leap at work, and working with change and approaching challenges in a mature manner.

IV. CONCLUSION

This study revealed that Company X has 174 employees (63.7%) had high work engagement, 98 employees (35.9%) had moderate work engagement and 1 employee (0.4%) had low work engagement. These findings can be used as a basis for companies to be able to provide the right programs for

human resources so that they can increase employee engagement.

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