



# The Influence of Employee Engagement on Job Satisfaction of Agency Employees, National Narcotics Provincial South Kalimantan

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### ABSTRACT

HR refers to all individuals involved in the operation of an organization, from the lowest level of management to the highest level. Job satisfaction is a positive emotional state that arises from the assessment of one's work. This includes various aspects such as salary, working conditions, relationships with coworkers, and opportunities for development and promotion. Job satisfaction and employee engagement are two important aspects in human resource management that are directly related to job satisfaction. BNNP South Kalimantan must increase awareness of the threat of narcotics. The high level of drug abuse requires employees to have high employee engagement for optimal performance and dedication. This study aims to determine the effect of employee engagement on the job satisfaction of employees of the National Narcotics Agency of South Kalimantan Province. The type of research conducted in this study is causal associative research using a quantitative approach. The sample in this study was taken based on the Non-probability sampling technique with a total sample of 38 permanent employees of the National Narcotics Agency of South Kalimantan Province. The analysis method in this study uses Simple linear regression analysis to test or find out the relationship between one independent variable with the dependent variable with the help of SPSS 22. Based on the results of the study, it shows that the Employee Engagement variable has a significant effect on the Job Satisfaction variable. Based on the results of the analysis and discussion in the previous chapter, the researcher draws the following conclusions: Employee engagement has a significant effect on job satisfaction in employees of the National Narcotics Agency of South Kalimantan Province

## 1. Introduction

Human resources refer to all individuals involved in the operations of an organization, from the lowest management level to the highest level, although the levels vary, all elements of HR have the same contribution to achieving organizational goals.

The Body National Narcotics Agency (BNN) as a Non-Ministerial Government Institution (LPNK) tasked with combating illegal drug trafficking plays an important role in maintaining public security and order. Job satisfaction of employees of the South Kalimantan National Narcotics Agency is a crucial factor in carrying out the duties and responsibilities of this institution. Job satisfaction is one of the most important aspects in the modern world of work. Basically, job satisfaction reflects the extent to which individuals feel satisfied and fulfilled with the work environment, the work they do, and relationships in the workplace. Organizations are increasingly recognizing that employees who are satisfied with their jobs

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tend to be more productive, loyal, and contribute positively to organizational goals. In addition, job satisfaction is also closely related to factors such as employee retention, organizational performance, and the company's brand image.

Wrong One factor that influences job satisfaction is Employee Engagement. Schaufeli & Bakker (2003) explained that employee engagement is a positive psychological state experienced by individuals towards their work, which is characterized by a willingness to channel ability and energy and demonstrate a strong commitment. Job satisfaction and are two important aspects in human resource management that are directly related to organizational performance. A high level of job satisfaction has a positive impact on employee engagement, which means that the higher the employee's job satisfaction, the greater their level of involvement in the activities of the company or agency.

Based on the prevalence of drug abuse in South Kalimantan in 2019 has reached 1.30% or around 39,000 people from a population of 3,025,000 people aged 10-59 years of criminality development The National Narcotics Agency of South Kalimantan Province (BNNP) is asked to increase vigilance and preparedness in anticipating and minimizing the growth and development of all forms of drug threats so that there is no threat of a drug tsunami that can damage the future of South Kalimantan Province. As a government agency engaged in the prevention, eradication of abuse and illicit trafficking of psychotropic drugs, precursors, and other addictive substances except addictive substances for tobacco to be enthusiastic in carrying out work in order to provide the best service to the community directly.

By Therefore, this study was conducted to determine how important the factors that influence job satisfaction of employees of the National Narcotics Agency of South Kalimantan Province are. In addition, the researcher also wants to know how much the independent variable influences the dependent. Based on this, the researcher will conduct a study entitled "The Effect of Employee Engagement on Job Satisfaction of Employees of the National Narcotics Agency of South Kalimantan Province".

Job satisfaction is an emotional response to aspects of one's job. Some definitions from experts state that job satisfaction involves feelings of pleasure or displeasure at the work being done, as well as the difference between the amount of rewards workers receive and the amount they believe they should receive. Job satisfaction is individual and can vary between individuals according to their values and needs. The more aspects of a job that match an individual's desires, the higher the level of satisfaction felt. A person can be satisfied with one aspect of a job but dissatisfied with another.

Hasibuan (2001: 202), job satisfaction is an emotional attitude that makes one happy and loves one's job. This attitude can be reflected by work morale, obedience to regulations and work performance. Job satisfaction can be enjoyed inside the job, outside the job, and a combination of inside and outside the job. Robbins (2015:170), satisfaction can be explained as a person's overall view of his work, which is formed by the difference between the compensation received by the worker and what he believes he should receive. This shows the importance of job satisfaction for individuals in the work environment.

According to Umar (2008), job satisfaction can be explained as an individual's evaluation of their work, especially the extent to which the work fulfills their expectations, needs and desires, related to the working conditions experienced. Robbins (2015:170), satisfaction can be explained as a person's overall view of his work, which is formed by the difference between the compensation received by the worker and what he believes he should receive. According to Robbins (2015) indicators of job satisfaction can be explained as follows:

- 1) Supportive working conditions. A supportive work environment is important for employees because it not only provides personal comfort, but also facilitates the proper

execution of tasks. In addition, the majority of employees also prefer to work close to home, in clean and modern facilities, and equipped with adequate equipment.

- 2) Supporting salary or wages. Employees expect pay and promotion systems that are perceived as fair with the expectation that their pay is in line with job demands, individual skill levels, and community pay standards; when pay is viewed as fair and based on these factors, it tends to increase satisfaction.
- 3) Supportive coworkers. For most employees, work is also a means to fulfill the need for social interaction. Therefore, it is not surprising that choosing friendly and supportive coworkers can increase job satisfaction. The behavior of superiors is also a major factor in determining the level of satisfaction.

Employee Engagement is a strong emotional bond to the job and the organization, which drives employees to give the best of their abilities for the success of the organization and the achievement of real benefits for the individual. David Guest states that Employee Engagement is a strategy designed to ensure employee commitment to the goals and values of the organization, motivate them to contribute to the success of the organization, and improve personal well-being.

Employee engagement, also known as employee engagement, was first introduced by William Khan in 1990. Khan (1990) defined employee engagement as the level of employee engagement with the company where they work. According to him, the feeling of being attached to the company is a key factor in supporting the company in achieving its goals. Many companies are now starting to implement the concept of employee engagement in their operations. Employees who feel emotionally attached to the company tend to work better in carrying out their duties because they have a positive attitude and do not consider work as a burden.

According to Langton et al. (2015:101), employee engagement can be explained as the level of individual involvement, satisfaction, and enthusiasm for the work they do. Macey et al. (2011:7) define employee engagement as the level of appreciation an employee has for organizational goals and the focus of their energy, which is reflected in initiative, effort, and persistence that leads to the achievement of organizational goals. Albrecht (2010:368) explains employee engagement as the extent to which employees are motivated to contribute to the success of the organization and are willing to take initiative independently in completing important tasks to achieve organizational goals. Schaufeli & Bakker (2003) explained that employee engagement is a positive psychological state experienced by individuals towards their work, which is characterized by a willingness to channel their abilities and energy and demonstrate a strong commitment. This is reflected in a sense of belonging to the job, ability, to focus, intensity in carrying out tasks, and high levels of enthusiasm. The following are Employee Engagement indicators according to Schaufeli & Bakker (2003).

- 1) Vigor. Refers to employee engagement that emerges through mental and physical strength while working. Vigor is characterized by high levels of mental strength and resistance, optimal energy, and the courage to try as hard as possible in work. It includes enthusiasm, resilience, and persistence in facing challenges, simply defined as the spirit of work.
- 2) Dedication. Reflects the employee's emotional attachment to the job. Dedication shows a high level of enthusiasm in carrying out tasks, strong motivation, and perseverance in serving the company without feeling threatened by the challenges faced. People who have a high level of dedication feel a strong attachment to their work, consider it an inspiring and challenging experience, and bring a sense of pride to the company.
- 3) Absorption. Describes employee engagement demonstrated through full attention to work. This includes employee behavior that is immersed in work, highly focused, serious, and

fully concentrated on the task at hand. Employees who demonstrate absorption usually feel happy and focused on carrying out their work

## 2. Methods

The type of research conducted in this study is causal associative research using a quantitative approach. According to Sugiyono (2016:55), causal associative research aims to identify the relationship between two or more variables. By conducting this research, it will allow the development of a theory that can be used to explain, predict, and control a phenomenon. Causal relationships in this context refer to the quality of cause and effect where one variable (independent) affects another variable (dependent). This associative research uses quantitative analysis or statistical methods. Quantitative research is a type of research that has systematic, planned, and clearly structured characteristics from the planning stage to the research design. Another definition describes quantitative research as research that really requires the use of data in the form of numbers, from data collection to interpretation, and presentation of the results. The research to be studied is the National Narcotics Agency of South Kalimantan Province, which is located at Jalan DI Panjaitan No. 41 Banjarmasin, South Kalimantan.

The sampling technique used in this study is the Non-probability sampling technique where sampling does not provide equal opportunities or chances for each element or member of the population to be selected as a sample. To calculate the number of samples from the population, the Slovin formula is used as follows:

$$n = \frac{N}{1+ne^2}$$

Information:

n = Number of Samples

N = Population Size

e = Error Tolerance Limit

The population size is 62, and the desired error rate is 10%, so the number of samples used is:

$$n = \frac{62}{1+62(0,10)^2}$$

n = 38, 271 is rounded to 38.

Based on sample calculations using the Slovin formula, a sample of 38 permanent employees of the National Narcotics Agency of South Kalimantan Province was obtained. The data collection technique used in this study was by using a questionnaire or survey by providing a set of questions or written questions to respondents which they would answer.

The analysis technique used in this study is simple linear regression with the help of statistical software, namely Statistical Product and Service Solution (SPSS) version 22. Simple regression is an analysis used to determine one independent variable with a dependent variable. This analysis is used to determine how strong the independent variable (X), namely employee engagement, is against the dependent variable (Y), namely employee job satisfaction. To determine the influence between variable X and variable Y, a simple linear regression formula can be used:

$$Y = \alpha + \beta x + e_i$$

Information:

Y = Job satisfaction

X = Employee Engagement

$\alpha$  = Constant

$\beta$  = coefficient

$e_i = 0.10$  (10%).

### 3. Findings and Discussion

Validity test is conducted to determine whether each statement item submitted to respondents is valid or invalid. The technique used in this validity test is by comparing the results of the correlation coefficient (%) with  $r_{table}$  (N 15) = 0.514. If the correlation results of each variable statement item ( $r_{count}$ ) >  $r_{table}$  (N 15) = 0.514 then the statement item can be declared valid, conversely if the correlation results of each variable statement item ( $r_{count}$ ) <  $r_{table}$  (N15) = 0.514 then the statement item can be declared invalid, from the results of the validity test using SPSS Software Version 22, the following results can be obtained.

Table 1 Validity Test Results

Statement Items	Correlation (rhitung)	Reject Measuring	Mark (rtable)	information
Employee Engagement Variable (X)				
P1	0.856	>	0.514	Valid
P2	0.798	>	0.514	Valid
P3	0.781	>	0.514	Valid
P4	0.904	>	0.514	Valid
P5	0.848	>	0.514	Valid
P6	0.674	>	0.514	Valid
P7	0.464	>	0.514	Invalid
P8	0.328	>	0.514	Invalid
P9	0.867	>	0.514	Valid
Job Satisfaction (Y)				
P10	0.315	>	0.514	Invalid
P11	0.933	>	0.514	Valid
P12	0.809	>	0.514	Valid
P13	0.552	>	0.514	Valid
P14	0.876	>	0.514	Valid
P15	0.708	>	0.514	Valid
P16	0.636	>	0.514	Valid
P17	0.859	>	0.514	Valid
P18	0.654	>	0.514	Valid

Source: Processed data, 2024

From the table above, we can see the magnitude of the correlation coefficient for the variables. Employee Engagement (X) which consists of nine statements, seven of which are declared valid and two of which are declared invalid, the job satisfaction variable (Y) which consists of nine statements, eight of which are declared valid and one of which is declared invalid and eighteen of these statement items will be used for further analysis.

This reliability test is to test the consistency of an instrument in measuring a concept and also to measure its measurement function. A reliable instrument is an instrument that, if used several times to measure the same object, will produce the same data. This is done by

testing Cronbach alpha with the following formula:

$$\alpha = \left( \frac{k}{K-1} \right) \left( \frac{S_r^2 - \sum S_i^2}{S_x^2} \right)$$

notes :

$\alpha$  = Reliability Coefficient *Cronbach's alpha*

$K$  = Number of Statement Items

$\sum S_i^2$  = Sum of Item Score Variance

$S_x^2$  = Score variance – test score (all K items)

If the alpha value  $> 0.60$ , it means that the reliability is sufficient (Sufficient Reliability) while if alpha  $> 0.70$  this suggests all items are reliable and all tests are internally consistent because they have strong reliability. Item reliability is tested by looking at the alpha coefficient by performing Reliability analysis with SPSS software version 22 and will see the Cronbach alpha of each variable.

Based on the calculation results using SPSS version 22 software as contained in the appendix, the reliability of the statement items that form the variable construct is stated. Employee Engagement (X) and job satisfaction (Y) as shown in the following table:

Table 2. Reliability Test Results

Variables	Cronbach's Alpha	R standard	Information
<i>Employee Engagement</i>	0.793	0.60	Reliable
Job satisfaction	0.814	0.60	Reliable

Source: Processed data, 2024

From the table above, it can be seen that the statements that form the construct of the Employee Engagement variable (X1) with a Cronbach alpha value of 0.793  $>$  minimum limit of 0.60 can be declared Reliable, Job Satisfaction Variable (Y) with a Cronbach alpha of 0.814  $>$  minimum limit of 0.60 can be declared Reliable. Thus, all statement items from the questionnaire or statement items are Reliable.

The results of the analysis of the influence of Employee Engagement on the Job Satisfaction of Employees of the National Narcotics Agency of South Kalimantan Province can be described as follows:

$$Y = \alpha + \beta x + e_i$$

$$Y = 14.939 + 0.615 + e_i$$

$$R = 0.808$$

$$R^2 = 0.652$$

$$S = 0.063$$

$$t \text{ count} = 9,780$$

$$\text{if } \alpha = 5\% \text{ and } n = 38, \text{ then } t_{\alpha; n-1} = t_{0.05; 38} = 1.686$$

In this analysis test, the researcher used a simple regression analysis. From the description of the constellation and regression analysis above, it is known that the constant value of Employee Engagement on the Job Satisfaction of BNN South Kalimantan Province employees is 14.939, meaning that if there is an increase in the frequency of Employee Engagement by 1%, it will result in an increase in employee job satisfaction by 14.939%.

By paying attention to the magnitude of the correlation coefficient ( $r$ ) of 0.063, it can be stated that there is a relationship between the variables Employee Engagement with the variable Employee Job Satisfaction is highly positive. This result shows that the higher the Employee Engagement, the better the employee job satisfaction will be, and vice versa.

Based on the above findings that  $t_{count}$  of 9.780 and when compared with  $t_{table}$  of 1.686 it can be stated that  $t_{count} > t_{table}$  then it means a significant effect, so it can be stated that the employee engagement variable has a significant effect on job satisfaction. The magnitude of the influence of the Employee Engagement variable can be seen from the determination coefficient  $r^2$  of 0.652 which means that 65.2% of the Employee Engagement variable has a partial effect on employee job satisfaction and the remaining 34.8 employee job satisfaction is influenced by other factors.

Based on the research results, it shows that the Employee Engagement variable has a significant effect on the Job Satisfaction variable. This is also proven based on the indicators proposed by Schaufeli & Bakker (2003), namely Vigor, Dedication and Absorption.

Theoretically according to Schaufeli & Bakker Employee Engagement is a positive psychological state experienced by individuals towards their work, which is characterized by a willingness to channel their abilities and energy and demonstrate a strong commitment. This theory supports this study because Employee Engagement is a willingness to channel their abilities and energy characterized by the willingness of individuals to channel their abilities and energy in the tasks or jobs given. Strong commitment is also one part of Employee Engagement where the individual's willingness to demonstrate a strong commitment to their work. Strong commitment shows that the individual has a willingness to be fully involved and committed to their work.

Based on research that has been conducted on employees of the National Narcotics Agency of South Kalimantan Province, in order to realize the creation of good Employee Engagement, it is necessary to increase seriousness and prioritize discipline in working by always obeying and complying with the regulations that have been determined by the BNNP of South Kalimantan, the indicator that forms employee engagement in this study is dedication with the statement item I feel proud to be part of the National Narcotics Agency of South Kalimantan Province, meaning that employees at the National Narcotics Agency of South Kalimantan Province feel proud to be part of the BNNP of South Kalimantan. So that with the sense of pride that employees or employees have, it will certainly have a positive impact on the agency or organization regarding their work, thus creating a good work environment and it will be easy to achieve the goals of the agency, namely the National Narcotics Agency of South Kalimantan Province. The creation of good Employee Engagement can certainly lead to job satisfaction, as explained by Robbins (2005: 170), job satisfaction can be explained as a person's overall view of their work which is formed by the difference between the compensation received by workers and what they believe they should receive.

The creation of job satisfaction is certainly inseparable from good Employee Engagement because these two variables are well or positively related. One of the items that creates or forms job satisfaction is having supportive coworkers with statement items such as emotional support such as empathy for coworkers when having problems at work or outside, but there are also several things that create job satisfaction for employees of the National Narcotics Agency of South Kalimantan Province, namely recognition from superiors for good work results, the provision of rewards in the form of praise, this seems trivial but has a very positive impact on employees because the results of their work are appreciated so that it will create a sense of pride for employees, this certainly has a very positive impact on agencies and jobs, unlike usual where previous studies that form job satisfaction are appropriate salaries or wages, but in this study the indicator of the creation of job satisfaction is supportive coworkers with statement items I

have coworkers who support my work. This means that in this study, what forms the satisfaction of employees of the National Narcotics Agency of South Kalimantan Province is the existence of co-workers who support each other, a small example is if there is a difficult job to do, fellow employees will help to complete it and also motivate each other.

This certainly has a very positive effect on both the company or agency and for employees, of course, they will love their jobs more at the National Narcotics Agency of South Kalimantan Province. This is in line with the theory put forward by Sunyoto (2012:210) that job satisfaction is a pleasant emotional state or vice versa where employees view their work. An employee who loves or cherishes his job will certainly give good performance to the organization. Thus, we can see that Employee Engagement has a significant effect on the job satisfaction of employees of the National Narcotics Agency of South Kalimantan Province.

#### **4. Conclusion**

Based on the results of the analysis and discussion in the previous chapter, the researcher drew the following conclusions:

Employee engagement has a significant influence on job satisfaction of employees of the National Narcotics Agency of South Kalimantan Province.

- 1) Overall, employees of the National Narcotics Agency of South Kalimantan Province showed a high level of employee engagement towards their work. Therefore, it is very important for agencies or organizations to continue to maintain relationships with these employees so that they feel satisfied with their work, which in turn will have a positive impact on the related agencies.
- 2) Conduct regular employee evaluations and feedback to determine their needs and expectations. This can be done through discussion forums or employee satisfaction surveys.
- 3) Building a work culture where coworkers support each other is essential. To improve relationships between employees, the National Narcotics Agency of South Kalimantan Province can hold regular team-building. To create a more harmonious and mutually supportive work environment between employees by encouraging open communication and empathy.
- 4) Based on the results of this study, it is expected that the leadership of the National Narcotics Agency of South Kalimantan Province will always provide a good example to employees in carrying out their work effectively and efficiently and always maintain good relationships with employees when carrying out the work or tasks given so as to provide satisfaction for the employees of the South Kalimantan BNNP.
- 5) Employees of the National Narcotics Agency of South Kalimantan Province are expected to always maintain and always have high employee engagement in carrying out their duties and responsibilities at work so that the task of combating drug abuse in South Kalimantan can run well considering that South Kalimantan is one of the provinces with very high drug abuse users.

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