

BAB 7

KESIMPULAN DAN SARAN

Bab ini merupakan bagian penutup dari keseluruhan isi. Pada bab ini terdiri dari 2 bagian yaitu kesimpulan dari seluruh hasil analisis yang sudah dilakukan dan saran yang dapat diajukan.

7.1. Kesimpulan

Berdasarkan hasil penelitian dan pembahasan makan dapat diambil kesimpulan sebagai berikut:

- a. Faktor-faktor yang teridentifikasi berdasarkan hasil wawancara pada IKM Yungki Edu Toy's yang menurut para pekerja mempengaruhi dalam menumbuhkan tingkat keterikatan karyawan (*employee engagement*) adalah lingkungan kerja, sumberdaya, pengupahan, dan kepemimpinan.
- b. Pada hasil perancangan model memperlihatkan adanya hubungan yang cukup kuat secara statistik antar faktor pengupahan dengan faktor mediasi kepuasan kerja dan selanjutnya mempengaruhi *employee engagement*.
- c. Faktor paling dominan dari keseluruhan faktor hasil temuan berdasarkan pengolahan didapatkan faktor pengupahan. Faktor pengupahan secara dominan memenuhi persyaratan dalam keseluruhan uji yang dilakukan.

7.2. Saran

Berikut ini beberapa saran yang diberikan kepada pihak IKM Yungki Edu Toy's dan untuk penelitian selanjutnya:

- a. Pihak IKM Yungki Edu Toy's dapat mempertimbangkan hasil dari penelitian yang menghasilkan pengupahan menjadi faktor dominan untuk mempengaruhi *employee engagement*. IKM Yungki Edu Toy's dapat menggunakan faktor tersebut untuk meningkatkan level *employee engagement* para karyawan yang dapat memberikan dampak positif bagi perusahaan.
- b. Penelitian selanjutnya yang dapat dilakukan adalah merancang model *employee engagement* dengan membagi model berdasarkan faktor yang mempengaruhi level *employee engagement* seperti usia dan lama bekerja.

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Lampiran 1: Data Kuesioner

Tabel 4.2. Data Kuesioner

| Responden | LK 1 | LK 2 | LK 3 | LK 4 | LK 5 | SD 1 | SD 2 | SD 3 | SD 4 | SD 5 | KP 1 | KP 2 | KP 3 | KP 4 | KP 5 | PG 1 | PG 2 | PG 3 | PG 4 | PG 5 | KK 1 | KK 2 | KK 3 | EE 1 | EE 2 | EE 3 | EE 4 | |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|---|
| 1 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 3 | 4 | 4 |
| 2 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 3 | 2 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 |
| 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 |
| 6 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 |
| 7 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 8 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 |
| 9 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 |
| 10 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 12 | 3 | 4 | 2 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 4 | 3 | 2 | 2 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 13 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |

Lampiran 2: Daftar Sumber Keterangan Indikator

| Butir Item | Variabel Laten | Kode | Keterangan Indikator | Sumber |
|------------|------------------|------|---|--|
| 1 | Lingkungan Kerja | LK1 | Saya diberikan fasilitas kerja yang sesuai dan memadai. | Abdul Raziq, dan Raheela Maulabakhsh (2014) |
| 2 | | LK2 | Lingkungan tempat kerja saya aman dan nyaman untuk bekerja. | |
| 3 | | LK3 | Lingkungan tempat kerja mendorong saya dalam menyelesaikan pekerjaan dengan baik. | |
| 4 | | LK4 | Hubungan dan komunikasi saya dengan rekanan kerja terjalin dengan baik. | |
| 5 | | LK5 | Hubungan dan komunikasi saya dengan pemimpin terjalin dengan baik. | |
| 6 | Sumber daya | SD1 | Saya ditempatkan bekerja sesuai dengan keahlian saya. | Derara Tessema (2014) |
| 7 | | SD2 | Menurut saya, diperlukan kesesuaian antara keahlian dengan pekerjaan yang dikerjakan. | |
| 8 | | SD3 | Saya mempunyai keahlian dalam melaksanakan tugas yang menggunakan teknologi. | |
| 9 | | SD4 | Saya mampu menyelesaikan tugas dengan keterampilan dan pemahaman terhadap pekerjaan. | |
| 10 | | SD5 | Saya mampu menyelesaikan tugas dengan tepat waktu dan sesuai standar kinerja. | |
| 11 | Kepemimpinan | KP1 | Atasan saya memberikan arahan dalam setiap pekerjaan. | Josette Lehman (2014) |
| 12 | | KP2 | Atasan saya menghargai ide dan saran dari karyawan dalam upaya pengembangan perusahaan. | |
| 13 | | KP3 | Atasan mendorong kepada saya untuk mengajukan gagasan atau saran. | |

Lampiran 2: Daftar Sumber Keterangan Indikator

| | | | | |
|----|---------------------|-----|--|-----------------------------|
| 14 | | KP4 | Atasan saya mampu membentuk dan membina kerjasama antar karyawan di tempat kerja. | |
| 15 | | KP5 | Atasan saya mampu membangun suasana kerja yang profesional sehingga tercapai hasil kinerja baik. | |
| 16 | Pengupahan | PG1 | Saya menerima gaji sesuai dengan beban dan tanggung jawab. | Deborah Ann Phillips (2009) |
| 17 | | PG2 | Gaji yang saya terima sudah sesuai dengan yang diterima pekerja lain. | |
| 18 | | PG3 | Saya menerima gaji tepat waktu. | |
| 19 | | PG4 | Saya diberikan tunjangan diluar pengasilan (THR, rekreasi, makan, dan kesehatan) yang memadai. | |
| 20 | | PG5 | Perusahaan menawarkan dan memberikan kenaikan gaji. | |
| 21 | Kepuasan kerja | KK1 | Saya merasa pekerjaan yang saya lakukan merupakan kegiatan yang berarti. | Deborah Ann Phillips (2009) |
| 22 | | KK2 | Saya merasa bangga terhadap pekerjaan yang saya miliki. | |
| 23 | | KK3 | Atasan saya merespon baik pekerjaan saya. | |
| 24 | Employee engagement | EE1 | Saya merasa bangga bekerja diperusahaan ini | Deborah Ann Phillips (2009) |
| 25 | | EE2 | Saya akan merekomendasikan perusahaan ini kepada teman dan kerabat saya. | |
| 26 | | EE3 | Saya tidak memiliki keinginan untuk bekerja di perusahaan lain | |
| 27 | | EE4 | Perusahaan ini memberikan saya motivasi dalam bekerja. | |

Lampiran 3: Uji Reliabilitas dengan Software SPSS 22

**Reliability
Scale: ALL VARIABLES**

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 13 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 13 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .879 | 5 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| LK1 | 15.69 | 5.564 | .735 | .848 |
| LK2 | 15.54 | 6.103 | .512 | .902 |
| LK3 | 15.77 | 5.359 | .771 | .839 |
| LK4 | 15.54 | 5.603 | .854 | .824 |
| LK5 | 15.31 | 5.731 | .727 | .850 |

Lampiran 3: Uji Reliabilitas dengan Software SPSS 22

**Reliability
Scale: ALL VARIABLES**

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 13 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 13 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .789 | 5 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| SD1 | 14.92 | 4.410 | .474 | .783 |
| SD2 | 15.38 | 4.256 | .678 | .715 |
| SD3 | 15.31 | 3.564 | .836 | .647 |
| SD4 | 15.15 | 4.808 | .403 | .800 |
| SD5 | 15.23 | 4.859 | .485 | .774 |

Lampiran 3: Uji Reliabilitas dengan Software SPSS 22

**Reliability
Scale: ALL VARIABLES**

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 13 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 13 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .879 | 5 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| KP1 | 15.69 | 7.897 | .508 | .896 |
| KP2 | 16.08 | 6.244 | .706 | .854 |
| KP3 | 16.23 | 4.526 | .916 | .805 |
| KP4 | 16.08 | 6.244 | .706 | .854 |
| KP5 | 15.92 | 6.410 | .826 | .832 |

Lampiran 3: Uji Reliabilitas dengan Software SPSS 22

Reliability
Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 13 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 13 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .892 | 5 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| PG1 | 15.15 | 9.808 | .642 | .889 |
| PG2 | 15.31 | 8.731 | .832 | .848 |
| PG3 | 14.77 | 9.859 | .721 | .876 |
| PG4 | 15.38 | 8.090 | .756 | .868 |
| PG5 | 15.38 | 8.423 | .775 | .860 |

Lampiran 3: Uji Reliabilitas dengan Software SPSS 22

**Reliability
Scale: ALL VARIABLES**

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 13 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 13 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .891 | 3 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| KK1 | 8.38 | 1.090 | .881 | .776 |
| KK2 | 8.15 | 1.641 | .785 | .859 |
| KK3 | 8.08 | 1.577 | .750 | .878 |

Lampiran 3: Uji Reliabilitas dengan Software SPSS 22

**Reliability
Scale: ALL VARIABLES**

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 13 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 13 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .750 | 4 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| EE1 | 10.85 | 2.974 | .697 | .608 |
| EE2 | 11.62 | 2.923 | .647 | .632 |
| EE3 | 11.85 | 3.141 | .379 | .814 |
| EE4 | 10.92 | 3.744 | .555 | .704 |

Lampiran 4: Cara membaca koefisien pearson di tabel r

Table of Critical Values for Pearson's r

| Level of Significance for a One-Tailed Test | | | | | | |
|---|---|-------|-------|--------|--------|---------|
| | .10 | .05 | .025 | .01 | .005 | .0005 |
| <i>df</i> | Level of Significance for a Two-Tailed Test | | | | | |
| | .20 | .10 | .05 | .02 | .01 | .001 |
| 1 | 0.951 | 0.988 | 0.997 | 0.9995 | 0.9999 | 0.99999 |
| 2 | 0.800 | 0.900 | 0.950 | 0.980 | 0.990 | 0.999 |
| 3 | 0.687 | 0.805 | 0.878 | 0.934 | 0.959 | 0.991 |
| 4 | 0.608 | 0.729 | 0.811 | 0.882 | 0.917 | 0.974 |
| 5 | 0.551 | 0.669 | 0.755 | 0.833 | 0.875 | 0.951 |
| 6 | 0.507 | 0.621 | 0.707 | 0.789 | 0.834 | 0.925 |
| 7 | 0.472 | 0.582 | 0.666 | 0.750 | 0.798 | 0.898 |
| 8 | 0.443 | 0.549 | 0.632 | 0.715 | 0.765 | 0.872 |
| 9 | 0.419 | 0.521 | 0.602 | 0.685 | 0.735 | 0.847 |
| 10 | 0.398 | 0.497 | 0.576 | 0.658 | 0.708 | 0.823 |
| 11 | 0.380 | 0.476 | 0.553 | 0.634 | 0.684 | 0.801 |
| 12 | 0.365 | 0.457 | 0.532 | 0.612 | 0.661 | 0.780 |
| 13 | 0.351 | 0.441 | 0.514 | 0.592 | 0.641 | 0.760 |
| 14 | 0.338 | 0.426 | 0.497 | 0.574 | 0.623 | 0.742 |
| 15 | 0.327 | 0.412 | 0.482 | 0.558 | 0.606 | 0.725 |
| 16 | 0.317 | 0.400 | 0.468 | 0.542 | 0.590 | 0.708 |
| 17 | 0.308 | 0.389 | 0.456 | 0.529 | 0.575 | 0.693 |
| 18 | 0.299 | 0.378 | 0.444 | 0.515 | 0.561 | 0.679 |
| 19 | 0.291 | 0.369 | 0.433 | 0.503 | 0.549 | 0.665 |
| 20 | 0.284 | 0.360 | 0.423 | 0.492 | 0.537 | 0.652 |
| 21 | 0.277 | 0.352 | 0.413 | 0.482 | 0.526 | 0.640 |
| 22 | 0.271 | 0.344 | 0.404 | 0.472 | 0.515 | 0.629 |
| 23 | 0.265 | 0.337 | 0.396 | 0.462 | 0.505 | 0.618 |
| 24 | 0.260 | 0.330 | 0.388 | 0.453 | 0.496 | 0.607 |
| 25 | 0.255 | 0.323 | 0.381 | 0.445 | 0.487 | 0.597 |
| 26 | 0.250 | 0.317 | 0.374 | 0.437 | 0.479 | 0.588 |
| 27 | 0.245 | 0.311 | 0.367 | 0.430 | 0.471 | 0.579 |
| 28 | 0.241 | 0.306 | 0.361 | 0.423 | 0.463 | 0.570 |
| 29 | 0.237 | 0.301 | 0.355 | 0.416 | 0.456 | 0.562 |
| 30 | 0.233 | 0.296 | 0.349 | 0.409 | 0.449 | 0.554 |
| 40 | 0.202 | 0.257 | 0.304 | 0.358 | 0.393 | 0.490 |
| 60 | 0.165 | 0.211 | 0.250 | 0.295 | 0.325 | 0.408 |
| 12 | 0 | 0.117 | 0.150 | 0.178 | 0.210 | 0.294 |
| ∞ | 0.057 | 0.073 | 0.087 | 0.103 | 0.114 | 0.146 |

Adapted from Appendix 2 (Critical Values of t) using the square root of $[t^2/(t^2 + df)]$

Note: Critical values for Infinite df actually calculated for $df= 500$.

Lampiran 5: Transkrip jawaban wawancara

| Pertanyaan | |
|--|--|
| Faktor-faktor apa yang menurut bapak/ibu manjadikan bapak/ibu mau bekerja dengan sepenuh hati dan mempengaruhi tingkat keterikatan atau kecintaan untuk bertahan diperusahaan ini? | |
| Responden | Jawaban |
| 1 | Yang penting kerja bisa buat kebutuhan sehari-hari dan saya hanya lulusan SD bisa apa selain pekerjaan seperti ini. |
| 2 | Teman-temannya yang asyik-asyik supaya kerja tidak terasa lelah. |
| 3 | Disini kekeluarganya erat, jadi kerjanya juga tidak ada tekanan. Ibu juga sering datang untuk cek dan memberikan arahan setiap harinya, sebelum pergi ke toko. |
| 4 | Lingkungan disini sangat mendukung dalam bekerja baik teman maupun pemilik usaha. |
| 5 | Ibu sebagai pemilik selalu baik dan mendukung dalam bekerja, sehingga betah kalau bekerja disini. |
| 6 | Kerjaan yang saya bisa dan sanggup ya cuman ini, kalo disini pekerjaannya mudah namun harus teliti, kadang benda-benda kecil-kecil. |
| 7 | Kerjaan sama upahnya sesuai, terus atasnya baik sama bawahan kalo bisa kayak bukan atasan sama bawahan. |
| 8 | Faktor gaji bisa juga, kalo tidak bisa menutupi kebutuhan keluarga mungkin bisa jadi tidak betah. |
| 9 | Faktor orang-orangnya baik temen maupun atasannya harus yang baik-baik, karena kalo kerjannya enak tapi orang-orangnya tidak mendukung sama saja. |
| 10 | Lingkungan bisa berpengaruh tempat kerjanya atau orang-orangnya. |
| 11 | Faktor orang-orangnya, disinikan pekerjaanya banyak kalo tidak ada yang bikin rame bisa bosan. |
| 12 | Atasan yang tidak seperti atasan mau membaur membuat kerjanya tidak tertekan. |
| 13 | Pekerjaan yang sesuai dengan kemampuan, sama upahnya yang sesuai bisa membuat kita merasa nyaman kalau kerja. |