



Research Paper

Work Engagement of employee at the Directorate Office of PERUMDA Tirtanadi Sumatera Utara

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Abstract: This research aims to depict the level of Work Engagement of employee at the Directorate Office of PERUMDA Tirtanadi Sumatera Utara. A total of 212 employee at the Directorate Office of PERUMDA Tirtanadi Sumatera Utara became the subjects of the study. The research employed a measurement tool in the form of an adapted scale of o Utrecht Work Engagement Scale (UWES) is composed of dimensions of work engagement such as vigor, dedication, and absorption develop by Schaufeli and Bakker. The data analysis method used was descriptive statistics. The portrayal of Work Engagement was created based on age, gender. The findings indicate that employee at at the Directorate Office of PERUMDA Tirtanadi Sumatera Utara has a high level of Work Engagement toward their respective organizations. High work engagement symbolizes a condition where employees have a positive attitude towards their work by showing performance, commitment to the organization, pride in their work, and this is marked by enthusiasm (vigor), dedication, and absorption in their work. Employees with high work engagement will fully devote themselves to their work both physically, cognitively, affectively, and emotionally. An individual will exhibit positive behaviors at work when their psychological condition is also positive.

Keywords: Work Engagement, Perumda Tirtanadi Sumatera Utara

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I. Introduction

The era of globalization has impacted various aspects of human life, where the world is becoming more interconnected, and occurrences within a country are no longer isolated from the outside world. Information and communication technology has triggered changes in international relations that can no longer be constrained by the boundaries of a country. Globalization has emerged as a phenomenon born out of the advancement of time. In the field of economics, this has had significant implications for industries in Indonesia, including trade, manufacturing, and services. Employees with work engagement also demonstrate high initiative in performing tasks and are more motivated to learn beyond their daily responsibilities.

PERUMDA Tirtanadi aims to manage and provide drinking water services that meet health requirements, and contribute to regional economic development, increase regional income, and enhance environmental quality by providing wastewater collection and distribution services through a piped system to achieve the well-being of the community. This necessitates human resources or employees with work engagement to work towards realizing the objectives of PERUMDA Tirtanadi Sumatera Utara

II. Literature review

Work engagement is a psychological condition related to positive and enjoyable work situations, characterized by affective work motivation. Employees with work engagement have high enthusiasm in performing their tasks and are willing to work hard to complete their assignments. Schaufeli and Bakker explain various aspects of work engagement, including Vigor, Dedication, and Absorption. Federman (2009) suggests that members of an organization with high work engagement are characterized by their focus on completing tasks, feeling part of the organization, believing in their capabilities without feeling pressured in decision-making, and embracing changes by approaching challenges with mature behavior.

III. Purpose and Methods

The purpose of this research is to investigate Work Engagement of employees at the Directorate Office of PERUMDA Tirtanadi Sumatera Utara. The population in this study consists of all employees at the Directorate Office of PERUMDA Tirtanadi in North Sumatra, totaling 211 individuals, who are permanent employees. To measure work engagement, the researcher utilizes the Work Engagement Scale developed by Bakker & Leiter (2010). The Utrecht Work Engagement Scale is composed of dimensions of work engagement such as vigor, dedication, and absorption.

Table 1: Work Engagement Based on Categorization

Value Range	Work engagement Category
$X < (\mu - 1 \sigma)$	Low
$(\mu - 1\sigma) \leq X < (\mu + 1\sigma)$	Moderate
$(\mu + 1\sigma) \leq X$	High

IV. Result and Discussion

Describe based on age, gender, and the total of 212 employees will be explained in this session.

Work Engagement Based on Age

Table 2

Age	Frequency (N)	Percentage (%)
35-44	45	21,23%
>45	167	78,77%
Amount	212	100%

Based on Table 2, it is known that the research subjects consist of 45 individuals (21.23%) of the total sample aged 35-44 years, and 167 individuals (78.77%) aged over 45 years. This indicates that when viewed based on age groups, members of the age group above 45 years have higher scores compared to other age groups. This means that members of this age group perceive organizational priorities compared to other age groups.

Work Engagement Based on Gender

Table 3

Gender	Frequency (N)	Percentage (%)
Female	61	28,77%
Male	151	71,23%
Amount	212	100%

According to Table 3, it is known that the research subjects consist of 212 individuals (71.23%) of the total sample are males, and 61 individuals (28.77%) of the total sample are females. Males and females may have different perceptions regarding organizational virtues. Differences in perceptions of the organization can help develop supportive management strategies for both gender groups, thus enhancing the overall Work Engagement

Categorization

Table 4

Range	Category	Frequency	Percentage
$X < (\mu - 1 \sigma)$	Low	0	0%
$(\mu - 1\sigma) \leq X < (\mu + 1\sigma)$	Moderate	61	28,77%
$(\mu + 1\sigma) \leq X$	High	151	71,23%
Amount			100%

Based on the table above, it can be seen that 61 subjects are at the Moderate level and 151 subjects are at the High level. This indicates that the majority of subjects have high Work Engagement. Although the percentage of Work Engagement reaches 71.23%, the results are still unsatisfactory considering there are still 61 individuals categorized as moderate.

V. Conclusion

Work Engagement in employees at the Directorate Office PDAM Tirtanadi is already at a high level. High work engagement symbolizes a condition where employees have a positive attitude towards their work by showing performance, commitment to the organization, pride in their work, and this is marked by enthusiasm (vigor), dedication, and absorption in their work. Employees with high work engagement will fully devote

themselves to their work both physically, cognitively, affectively, and emotionally. An individual will exhibit positive behaviors at work when their psychological condition is also positive.

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