

HUBUNGAN ANTARA *WORK ENGAGEMENT* DENGAN *VOICE BEHAVIOR* PADA KARYAWAN PT. POS INDONESIA DI KOTA SEMARANG

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Abstrak

Perkembangan dalam industri jasa ekspedisi membuat PT. Pos Indonesia (Persero) perlu memiliki strategi agar mampu bersaing dan mencapai keberlanjutan perusahaan. Kontribusi yang dapat diberikan karyawan adalah *voice behavior*. *Voice behavior* dapat terwujud apabila karyawan memiliki keterikatan pada pekerjaannya atau yang biasa dikenal dengan *work engagement*. Penelitian ini bertujuan untuk mengetahui apakah terdapat hubungan positif antara *work engagement* dengan *voice behavior* pada karyawan PT. Pos Indonesia (Persero) di Kota Semarang. Subjek dalam penelitian ini sejumlah 80 karyawan tetap dengan minimal kerja selama satu tahun yang ditentukan dengan *simple random sampling*. Pengumpulan data menggunakan Skala *Work Engagement* (9 aitem, $\alpha = 0,942$) dan Skala *Voice Behavior* (28 aitem, $\alpha = 0,970$). Analisis data dilakukan dengan teknik analisis regresi sederhana yang menunjukkan $r_{xy} = 0,351$ dan signifikansi sebesar $\alpha = 0,001$ ($p < 0,05$), yang artinya terdapat hubungan positif dan signifikan antara *work engagement* dengan *voice behavior* pada karyawan PT. Pos Indonesia (Persero) di Kota Semarang. Penelitian ini menemukan bahwa *work engagement* memberikan sumbangan yang efektif sebesar 12,3% kepada *voice behavior*.

Kata kunci: *work engagement*, *voice behavior*, karyawan

RELATIONSHIP BETWEEN WORK ENGAGEMENT AND VOICE BEHAVIOR IN EMPLOYEES OF PT. INDONESIA POS IN SEMARANG CITY

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Abstrak

Developments in the shipping service industry have made PT. Pos Indonesia (Persero) needs to have a strategy to be able to compete and achieve company sustainability. The contribution that employees has given is voice behavior. Voice behavior can be realized if employees have an attachment to their work or what is commonly known as work engagement. This study aims to determine whether there is a positive relationship between work engagement and voice behavior in employees of PT. Pos Indonesia (Persero) in Semarang city. The subjects in this study were 80 permanent employees and minimum one year of work determined by simple random sampling. Data collection used the Work Engagement Scale (9 items, $\alpha = 0.942$) and the Voice Behavior Scale (28 items, $\alpha = 0.970$). Data analysis was performed using a simple regression analysis technique which showed $r_{xy} = 0.351$ and significance $\alpha = 0.001$ ($p < 0.05$), which means that there is a positive and significant relationship between work engagement and voice behavior in employees of PT. Pos Indonesia (Persero) in Semarang city. This study found that work engagement made an effective contribution of 12.3% to voice behavior.

Keyword : *work engagement, voice behavior, employee*

