

Core Self Evaluation as a Mediator Relationship Between Social Support and Work Engagement on Company Employees in DKI Jakarta

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ABSTRACT

Many corporate sectors put pressure on employees, one of which is the banking financial sector which has competitiveness and competitive performance. This can be achieved in various ways such as providing the best service, satisfaction, and comfort for each customer. One of the biggest sources of profit in the banking industry is through credit services. With bank loans, employees have achievement targets in fulfilling their duties. In addition to the targets that must be achieved along with the number of jobs that must be completed at the same time. This research to determine the relationship between core self-evaluation as a mediator of the relationship between social support and work engagement for company employees in JABODETABEK. This study uses quantitative methods through mediation regression progress and accidental sampling. Sample in this study 700 employees spread across several companies in JABODETABEK by responding to a questionnaire from the Utrecht Work Engagement Scale (UWES) by Schaufeli, et al, Social Provisions Scale by Russell and Cutrona, the Core Self-Evaluation Scale (CSES) by Judge, et al. PROCESS V4.0 Procedure for SPSS by Andrew F.Hayes. This research indicates that core self-evaluation acts as a mediator of the relationship between social support and work engagement, the results indicate that social support and work engagement will have higher results if there is a core self-evaluation role. It is hoped that the presence of target pressure from the company can increase work engagement for each of its employees.

Keywords: work engagement, social support, core self-evaluation, company employees