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ANALYSIS OF INFLUENCING FACTORS EMPLOYEE ENGAGEMENT IN COMMERCIAL BANKS IN BATAM CITY

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ABSTRACT

The purpose of this study is to examine the impact of variables such as motivation, recognition and appreciation, role performance, work environment, and compensation on employee engagement in banking services in Batam City. Because banking services are developing rapidly, researchers takes the five largest commercial banks in Batam City in terms of assets as references in assisting the research process.

This research is conducted using primary data collection methods by distributing 150 questionnaires to direct respondents who act as workers in banking service companies in Batam City. All questionnaires that have been distributed will be collected again and 150 questionnaires that have been returned are completely filled out, so the research can be carried out using the SPSS (Statistical Package for the Social Science) tool for data processing.

The results of this study prove that there are three independent variables such as motivation, the role of performance and compensation which have a significant positive relationship to the employee engagement variable. Meanwhile, there are two dependent variables such as recognition and reward variables and work environment variables which have a significant negative relationship to employee engagement. Thus it is expected that the management of banking service companies can consider all the variables listed above, both positive and negative significant variables to be improved.

Keywords: *motivation, rewards and recognition, role performance, work environment, compensation, employee engagement, banking companies*