

## ABSTRAK

San Remo Sineri (2026), Pengaruh Persepsi Dukungan Organisasi, Beban Kerja Dan Job Satisfaction Terhadap Work Engagement Pada Karyawan Industri Pelayaran Marine Service Di CV. Berkat Abadi Bitung. Tesis, Magister Manajemen, Program Pascasarjana, Universitas Pendidikan Ganesha.

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Kata-kata Kunci: Persepsi Dukungan Organisasi, Beban Kerja, Job Satisfaction, Work Engagement

Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh persepsi dukungan organisasi, beban kerja dan job satisfaction secara parsial dan simultan terhadap work engagement pada karyawan industri pelayaran marine service di CV. Berkat Abadi Bitung. Populasi yang digunakan adalah keseluruhan jumlah karyawan CV. Berkat Abadi Bitung yaitu 41 orang karyawan. Teknik sampel mempergunakan sampel jenuh dimana semua jumlah populasi dijadikan sebagai sampel. Untuk itu, maka sampel yang digunakan adalah 41 orang karyawan di CV. Berkat Abadi Bitung. Penelitian ini termasuk jenis penelitian causal quantitative research yaitu metode ilmiah yang meneliti hubungan sebab-akibat antar variabel melalui pengukuran yang terukur. Data diperoleh melalui kuesioner yang diisi karyawan CV. Berkat Abadi Bitung dan dijadikan dasar analisis. Data dianalisis dengan menggunakan regresi linear berganda, uji t, uji F serta koefisien determinasi yang diolah menggunakan SPSS versi 25. Hasil penelitian menunjukkan: (1) nilai  $t_{hitung}$  persepsi dukungan organisasi 2,152 melampaui  $t_{tabel}$  2,026 dengan sig 0,038 yang membuktikan persepsi dukungan organisasi berpengaruh signifikan terhadap work engagement. (2) beban kerja menunjukkan pengaruh signifikan terhadap work engagement dengan  $t_{hitung}$  2,111 >  $t_{tabel}$  2,026 dan sig sebesar 0,042. (3) kemudian untuk job satisfaction, diperoleh signifikansi 0,000 (< 0,05) yang berarti job satisfaction secara parsial berpengaruh signifikan terhadap work engagement. (4) persepsi dukungan organisasi, beban kerja dan job satisfaction secara simultan berpengaruh signifikan terhadap work engagement yang dibuktikan dengan nilai  $F_{hitung}$  167,127 melampaui  $F_{tabel}$  2,859. Berdasarkan temuan tersebut dapat disimpulkan, persepsi dukungan organisasi, beban kerja dan job satisfaction secara parsial dan simultan berpengaruh signifikan terhadap work engagement pada karyawan industri pelayaran marine service di CV. Berkat Abadi Bitung. Hasil ini menegaskan bahwa kombinasi ketiga variabel tersebut secara bersama-sama mampu menjelaskan sebagian besar variasi work engagement, yang menunjukkan peningkatan keterikatan kerja memerlukan pendekatan manajerial yang terintegrasi.

## ABSTRACT

San Remo Sineri (2026), The Effect of Perceived Organizational Support, Workload, and Job Satisfaction on Work Engagement among Employees in the Marine Service Shipping Industry at CV. Berkat Abadi Bitung. Thesis, Master of Management, Postgraduate Program, Ganesha University of Education.

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Keywords: Perceived Organizational Support, Workload, Job Satisfaction, Work Engagement

This study aims to examine and analyze the influence of perceived organizational support, workload, and job satisfaction, partially and simultaneously, on work engagement among employees in the marine service shipping industry at CV. Berkat Abadi Bitung. The population used was the total number of employees at CV. Berkat Abadi Bitung, namely 41 employees. The sampling technique used was saturated sampling, where the entire population was used as a sample. Therefore, the sample used was 41 employees at CV. Berkat Abadi Bitung. This research is a type of causal quantitative research, namely a scientific method that examines the cause-effect relationship between variables through measurable measurements. Data were obtained through questionnaires filled out by CV. Berkat Abadi Bitung employees and used as the basis for analysis. Data were analyzed using multiple linear regression, t-test, F-test and coefficient of determination processed using SPSS version 25. The results of the study showed: (1) the t-value of perceived organizational support 2.152 exceeds t-table 2.026 with a sig of 0.038 which proves that perceived organizational support has a significant effect on work engagement. (2) workload shows a significant effect on work engagement with t-value 2.111 > t-table 2.026 and a sig of 0.042. (3) then for job satisfaction, a significance of 0.000 (<0.05) was obtained which means that job satisfaction partially has a significant effect on work engagement. (4) perceived organizational support, workload and job satisfaction simultaneously have a significant effect on work engagement as evidenced by the F-value of 167.127 exceeding F-table 2.859. Based on these findings, it can be concluded that perceived organizational support, workload, and job satisfaction partially and simultaneously significantly influence work engagement among marine service industry employees at CV. Berkat Abadi Bitung. These results confirm that the combination of these three variables together is able to explain most of the variation in work engagement, indicating that increasing work engagement requires an integrated managerial approach.