

ABSTRACT

THE EFFECT OF WORK FROM HOME ON EMPLOYEE ENGAGEMENT WITH EMPLOYEE WELL-BEING AS MEDIATION ON THE MILLENNIAL WORKFORCE IN JAKARTA

After the Community Activity Restrictions (PPKM) and Large-Scale Social Restrictions (PSBB) were carried out in order to minimize the risk of a pandemic in Indonesia, it proved that remote working was possible in Indonesia. However, WFH has benefits and risks that occur in the world of work, which also affect Employee Engagement and Employee Well-being. The research studies that have been conducted have not discussed the effect of WFH on Employee Well-being and Employee Engagement, but the relationship is still conceptual (Nakrošienė, Bučiūnienė and Goštautaitė, 2019), was conducted before the COVID-19 pandemic situation and carried out in America (Sardeshmukh, Sharma and Golden, 2012), and conducted in Japan (Nagata et al., 2021). However, this has never been studied in Indonesia, where Indonesia has a high collectivity culture in social conditions. This study aims to identify the overall effect of WFH on Employee Well-being and Employee Engagement and prove the effect of WFH on Employee Engagement with Employee Well-being as a mediation for the millennial generation in Jakarta. Data analysis was conducted on 115 research participants who are millennials aged 22-42 years, domiciled in Jakarta and work with a hybrid work pattern between WFH and WFO. Based on the results of research data analysis, it was found that there is a positive effect of WFH on Employee Well-being, WFH on Employee Engagement. It was also found that the positive influence of Employee Well-being on Employee Engagement. It was also found that WFH has a positive effect on Employee Engagement through the mediation of Employee Well-being. Keywords: telework; Work From Home (WFH); employee engagement, employee well-being

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ABSTRAK

PENGARUH *WORK FROM HOME* TERHADAP *EMPLOYEE ENGAGEMENT* DENGAN *EMPLOYEE WELL-BEING* SEBAGAI MEDIASI PADA TENAGA KERJA GENERASI *MILLENNIALS* DI JAKARTA

Setelah dilakukannya Pembatasan Kegiatan Masyarakat (PPKM) dan Pembatasan Sosial Berskala Besar (PSBB) dalam rangka meminimalisir risiko pandemi di Indonesia, membuktikan bahwa *remote working* mungkin untuk dilakukan di Indonesia. Namun WFH memiliki manfaat dan risiko yang terjadi di dalam dunia pekerjaan, yang juga berpengaruh terhadap *Employee Engagement* dan *Employee Well-being*. Beberapa penelitian yang telah dilakukan belum membahas pengaruh WFH terhadap *Employee Well-being* dan *Employee Engagement*, namun hubungan tersebut masih bersifat konseptual (Nakrošienė, Bučiūnienė dan Goštautaitė, 2019), dilakukan sebelum adanya situasi pandemi COVID-19 dan dilakukan di Amerika (Sardeshmukh, Sharma dan Golden, 2012), dan dilakukan di Jepang (Nagata dkk., 2021). Namun hal ini belum pernah diteliti di Indonesia, dimana Indonesia memiliki budaya kolektivitas yang tinggi dalam kondisi bermasyarakat. Penelitian ini ditujukan untuk mengidentifikasi pengaruh antara WFH, *Employee Well-being* dan *Employee Engagement* serta membuktikan pengaruh WFH terhadap *Employee Engagement* dengan *Employee Well-being* sebagai mediasi pada generasi *millennials* di Jakarta. Analisis data dilakukan kepada 115 partisipan penelitian yang merupakan generasi *millennials* yang berusia 22-42 tahun, berdomisili di Jakarta dan bekerja dengan pola kerja *hybrid* antara WFH dan WFO. Berdasarkan hasil analisis data penelitian, ditemukan bahwa terdapat pengaruh positif WFH terhadap *Employee Well-being*, WFH terhadap *Employee Engagement*. Ditemukan juga pengaruh positif *Employee Well-being* terhadap *Employee Engagement*. Ditemukan juga bahwa WFH memiliki pengaruh positif terhadap *Employee Engagement* melalui mediasi *Employee Well-being*.

Kata Kunci: *telework*; *Work From Home* (WFH); *employee engagement*; *employee well-being*