

**PENGARUH *JOB CRAFTING* DAN *PERCEIVED ORGANIZATIONAL SUPPORT* TERHADAP *WORK ENGAGEMENT* PEGAWAI GEN Z
INSTANSI X**

SKRIPSI

Diajukan Kepada Universitas Islam Negeri Sunan Ampel Surabaya untuk
Memenuhi Salah Satu Persyaratan dalam Menyelesaikan Program Strata Satu (S1)
Psikologi (S.Psi)



NADHIFAH AMALIA CAHYANTO
11010120021

**PROGRAM STUDI PSIKOLOGI
FAKULTAS PSIKOLOGI DAN KESEHATAN
UNIVERSITAS ISLAM NEGERI SUNAN AMPEL
SURABAYA
2024**

PERNYATAAN KEASLIAN PENELITIAN

Dengan ini saya menyatakan bahwa skripsi yang berjudul “ Pengaruh *Job Crafting* Dan *Perceived Organizational Support* Terhadap *Work Engagement* Pegawai Gen Z Instansi X “merupakan karya asli yang diajukan untuk memperoleh gelar Sarjana Psikologi di Universitas Islam Negeri Sunan Ampel Surabaya. Sepanjang pengetahuan yang saya teliti, tidak terdapat karya yang sama persis ditulis atau diterbitkan oleh orang lain kecuali yang secara tertulis di acu dalam naskah ini dan disebutkan dalam daftar pustaka.

Surabaya, 14 Juni 2024



Nadhifah Amalia Cahyanto

HALAMAN PERSETUJUAN

SKRIPSI

*Pengaruh Job Crafting dan Perceived Organizational Support Terhadap Work
Engagement Pegawai Gen Z Instansi X*

Oleh:

Nadhifah Amalia Cahyanto
11010120021

Telah disetujui untuk diajukan pada Sidang Skripsi

Surabaya, 14 Juni 2024

Dosen Pembimbing



Sofly Bulgres, M.Psi, Psikolog
NIP. 197609222009122001

HALAMAN PENGESAHAN

SKRIPSI

**PENGARUH JOB CRAFTING DAN PERCEIVED ORGANIZATIONAL
SUPPORT TERHADAP WORK ENGAGEMENT PEGAWAI GEN Z
INSTANSI X**

Yang disusun oleh
Nadhifah Amalia Cahyanto
11010120021

Telah dipertahankan di depan Tim Penguji
Pada Tanggal 28 Juni 2024



Susunan Tim Penguji


Penguji 1


Sofiy Balqis, M.Psi, Psikolog
NIP. 197609222009122001

Penguji 2


Dr. Lufiana Harnany Utami, S.Pd, M.Si
NIP. 197602272009122001

Penguji 3


Endang Wahyuni, S.Ag, M.Psi
NIP. 197212142007102002

Penguji 4


Dr. Romyun Alvy Khoirivah, M.Si
NIP. 198306272014032001



KEMENTERIAN AGAMA
UNIVERSITAS ISLAM NEGERI SUNAN AMPEL SURABAYA
PERPUSTAKAAN

Jl. Jend. A. Yani 117 Surabaya 60237 Telp. 031-8431972 Fax.031-8413300
E-Mail: perpus@uinsby.ac.id

LEMBAR PERNYATAAN PERSETUJUAN PUBLIKASI
KARYA ILMIAH UNTUK KEPENTINGAN AKADEMIS

Sebagai sivitas akademika UIN Sunan Ampel Surabaya, yang bertanda tangan di bawah ini, saya:

Nama : Nadhifah Amalia Cahyanto
NIM : 11010120021
Fakultas/Jurusan : Psikologi dan Kesehatan/Psikologi
E-mail address : namaliacahyanto@gmail.com

Demi pengembangan ilmu pengetahuan, menyetujui untuk memberikan kepada Perpustakaan UIN Sunan Ampel Surabaya, Hak Bebas Royalti Non-Eksklusif atas karya ilmiah :

Skripsi Tesis Desertasi Lain-lain (.....)

yang berjudul :

Pengaruh *Job Crafting* dan *Perceived Organizational Support* terhadap *Work Engagement* Pegawai

Gen Z Instansi X

beserta perangkat yang diperlukan (bila ada). Dengan Hak Bebas Royalti Non-Eksklusif ini Perpustakaan UIN Sunan Ampel Surabaya berhak menyimpan, mengalih-media/format-kan, mengelolanya dalam bentuk pangkalan data (database), mendistribusikannya, dan menampilkan/mempublikasikannya di Internet atau media lain secara **fulltext** untuk kepentingan akademis tanpa perlu meminta ijin dari saya selama tetap mencantumkan nama saya sebagai penulis/pencipta dan atau penerbit yang bersangkutan.

Saya bersedia untuk menanggung secara pribadi, tanpa melibatkan pihak Perpustakaan UIN Sunan Ampel Surabaya, segala bentuk tuntutan hukum yang timbul atas pelanggaran Hak Cipta dalam karya ilmiah saya ini.

Demikian pernyataan ini yang saya buat dengan sebenarnya.

Surabaya, 24 Juli 2024

Penulis

(Nadhifah Amalia Cahyanto)

INTISARI

Keterlibatan kerja pegawai secara penuh penting bagi keberlangsungan dan kemajuan suatu organisasi. Tujuan penelitian ialah untuk mengetahui pengaruh *job crafting* dan *perceived organizational support* terhadap *work engagement* pegawai gen z instansi x. Subjek dalam penelitian merupakan pegawai tetap pada salah satu instansi pemerintah yang mencakup 173 pegawai. Penelitian menggunakan metode kuantitatif korelasional. Analisis data dengan analisis regresi linier berganda. Dalam penelitian menggunakan tiga instrumen, diantaranya *Utrecht Work Engagement Scale*, *Job Crafting Scale*, *Perceived Organizational Support Scale*. Hasil penelitian menunjukkan bahwa *job crafting* dan *perceived organizational support* masing-masing berpengaruh secara signifikan terhadap *work engagement*. Selain itu, *job crafting* dan *perceived organizational support* secara bersama-sama juga berpengaruh terhadap *work engagement*. Dengan demikian, dalam pembentukan *work engagement* dua variabel yaitu *job crafting* dan *perceived organizational support* termasuk variabel yang penting.

Kata Kunci: *work engagement, job crafting, perceived organizational support*



UIN SUNAN AMPEL
S U R A B A Y A

ABSTRACT

Full employee work engagement is important for the sustainability and progress of an organization. The aim of the research are to The influence of job crafting and perceived organizational support on work engagement of Gen Z employees at X agencies. The subjects in the research were permanent employees at a government agency which included 173 employees. The research used quantitative correlational methods. Data analysis using multiple linear regression analysis. The research used three instruments, including the Utrecht Work Engagement Scale, Job Crafting Scale, and Perceived Organizational Support Scale. The research results show that job crafting and perceived organizational support each have a significant effect on work engagement. Apart from that, job crafting and perceived organizational support together also influence work engagement. Thus, in forming work engagement, two variables, namely job crafting and perceived organizational support, are important variables.

Keywords: work engagement, job crafting, perceived organizational support



UIN SUNAN AMPEL
S U R A B A Y A

DAFTAR ISI

HALAMAN JUDUL	i
KEASLIAN PENELITIAN	ii
HALAMAN PERSETUJUAN.....	iii
HALAMAN PENGESAHAN	iv
HALAMAN PERSETUJUAN PUBLIKASI	v
KATA PENGANTAR.....	vi
DAFTAR ISI	ix
DAFTAR TABEL	xi
DAFTAR GAMBAR.....	xii
DAFTAR LAMPIRAN	xiii
INTISARI	xiv
ABSTRACT	xv
BAB I PENDAHULUAN.....	1
A. Latar Belakang Masalah.....	1
B. Rumusan Masalah	6
C. Tujuan Penelitian	7
D. Manfaat Penelitian	7
E. Keaslian Penelitian.....	8
BAB II KAJIAN PUSTAKA.....	11
A. <i>Work Engagement</i>	11
1. Pengertian <i>Work Engagement</i>	11
2. Dimensi <i>Work Engagement</i>	12
3. Faktor-Faktor Penyebab <i>Work Engagement</i>	13
B. <i>Job Crafting</i>	16
1. Pengertian <i>Job Crafting</i>	16
2. Dimensi <i>Job Crafting</i>	18
3. Faktor-Faktor yang Mempengaruhi <i>Job Crafting</i>	19
C. <i>Perceived Organizational Support</i>	21
1. Pengertian <i>Perceived Organizational Support</i>	21
2. Aspek <i>Perceived Organizational Support</i>	23

3. Faktor-Faktor yang Mempengaruhi <i>Perceived Organizational Support</i>	23
D. Hubungan <i>Job Crafting</i> dan <i>Perceived Organizational Support</i> dengan <i>Work Engagement</i>	25
E. Kerangka Teori	26
F. Hipotesis	27
BAB III METODE PENELITIAN.....	29
A. Identifikasi Variabel dan Definisi Operasional.....	29
B. Populasi, Teknik Sampling dan Sampel	30
1. Populasi.....	30
2. Teknik Sampling	31
3. Sampel.....	31
C. Teknik Pengumpulan Data	32
1. Instrument Pengukuran <i>Work Engagement</i>	32
2. Instrument pengukuran <i>Job Crafting</i>	33
3. Instrument pengukuran <i>Perceived Organizational Support</i>	34
D. Validitas dan Reliabilitas Instrumen.....	35
1. Uji Validitas	35
2. Uji Reliabilitas	38
E. Analisis Data	39
BAB IV HASIL DAN PEMBAHASAN.....	44
A. Hasil Penelitian	44
B. Pengujian Hipotesis.....	51
C. Pembahasan.....	53
BAB V PENUTUP.....	60
A. Kesimpulan	60
B. Saran	61
DAFTAR PUSTAKA	63
LAMPIRAN	72

DAFTAR TABEL

Tabel 1. Pegawai tetap gen z.....	30
Tabel 2. <i>Blue Print Utrecht Work Engagement Scale</i>	33
Tabel 3. <i>Blue Print Job Crafting Scale</i>	34
Tabel 4. <i>Blue Print Perceived Organizational Support Scale</i>	35
Tabel 5. Hasil Uji Validitas <i>Utrecht Work Engagement Scale</i>	36
Tabel 6. Hasil Uji Validitas <i>Job Crafting Scale</i>	36
Tabel 7. Hasil Uji Validitas <i>Perceived Organizational Support Scale</i>	37
Tabel 8. Hasil Reliabilitas <i>Utrecht Work Engagement Scale</i>	38
Tabel 9. Hasil Reliabilitas <i>Job Crafting Scale</i>	39
Tabel 10. Hasil Reliabilitas <i>Perceived Organizational Support Scale</i>	39
Tabel 11. Hasil Uji Normalitas	41
Tabel 12. Hasil Uji Heteroskedastisitas.....	41
Tabel 13. Hasil Uji Multikolinieritas.....	42
Tabel 14. Hasil Klasifikasi Subjek Berdasarkan Umur	44
Tabel 15. Hasil Klasifikasi Subjek Berdasarkan Jenis Kelamin	45
Tabel 16. Hasil Klasifikasi Subjek Berdasarkan Tahun Lahir	45
Tabel 17. Hasil Klasifikasi Subjek Berdasarkan Pendidikan Terakhir	46
Tabel 18. Pedoman Hasil Pengukuran.....	46
Tabel 19. Hasil Kategori <i>Work Engagement</i>	46
Tabel 20. Hasil Kategori <i>Job Crafting</i>	47
Tabel 21. Hasil Kategori <i>Perceived Organizational Support</i>	47
Tabel 22. Tabulasi Silang Umur dengan <i>Work Engagement</i>	48
Tabel 23. Tabulasi Silang Jenis Kelamin dengan <i>Work Engagement</i>	49
Tabel 24. Tabulasi Silang Tahun Lahir dengan <i>Work Engagement</i>	49
Tabel 25. Tabulasi Silang Pendidikan Terakhir dengan <i>Work Engagement</i>	50
Tabel 26. Tabulasi Silang <i>Job Crafting</i> dengan <i>Work Engagement</i>	50
Tabel 27. Tabulasi Silang <i>Perceived Organizational Support</i> dengan <i>Work Engagement</i>	51
Tabel 28. Hasil Uji T Parsial.....	51
Tabel 29. Hasil Uji F Simultan.....	52
Tabel 30. Hasil Koefisien Determinasi (R Square)	52

DAFTAR GAMBAR

Gambar 1. Kerangka Teori.....	27
-------------------------------	----



UIN SUNAN AMPEL
S U R A B A Y A

DAFTAR LAMPIRAN

Lampiran 1. Kuesioner Penelitian.....	73
Lampiran 2. <i>Output</i> Reliabilitas dan Validitas.....	76
Lampiran 3. <i>Output</i> Uji Asumsi Klasik	79
Lampiran 4. <i>Output</i> Kategorisasi Variabel	80
Lampiran 5. <i>Output</i> Tabulasi Silang	83
Lampiran 6. <i>Output</i> Analisis Regresi Linier Berganda.....	86



UIN SUNAN AMPEL
S U R A B A Y A

DAFTAR PUSTAKA

- Aisyah, S. (2022). Pengaruh Job Crafting Terhadap Work Engagement Melalui Mindfulness Sebagai Mediator. *Jurnal Indonesia Sosial Teknologi*, 3(8), 852–866. <https://doi.org/10.36418/jist.v3i8.463>
- Albana, H. (2019). Pengaruh Job Crafting terhadap Kinerja Karyawan yang Dimediasi oleh Work Engagement di PT. Terminal Teluk Lamong Surabaya. *Jurnal Ilmu Manajemen*, 7(1), 210–219. www.indonesia-investments.com,
- Aldrin, N., & Merdiaty, N. (2019). Effect of job crafting on work engagement with mindfulness as a mediator. *Cogent Psychology*, 6(1). <https://doi.org/10.1080/23311908.2019.1684421>
- Angelia, D., & Astiti, D. P. (2020). Gaya Kepemimpinan Transformasional: Tingkatkan Work Engagement. *Psikobuletin: Buletin Ilmiah Psikologi*, 1(3), 187. <https://doi.org/10.24014/pib.v1i3.9940>
- Anggiadinata, N. S. (2015). Peran Theistic Sanctification of Work Terhadap Work Engagement pada Karyawan PT. Krakatau Steel (Persero) Tbk. (2015). In *Psychology*. <https://doi.org/https://doi.org/10.13140/RG.2.2.26751.25765>
- Ansori, M. A., & Wulansari, N. A. (2021). The effect of perceived organizational support and psychological capital on OCB: mediating role of engagement. *Diponegoro International Journal of Business*, 4(2), 69–81. <https://doi.org/10.14710/dijb.4.2.2021.69-81>
- Aziz, R. J., Prakoso, H., & Putera, V. S. (2023). Pengaruh Job Crafting terhadap Work Engagement pada Dosen. *Bandung Conference Series: Psychology Science*, 3(2), 890–898. <https://doi.org/10.29313/bcsp.v3i2.7415>
- Azizah, R., & Ratnaningsih, I. Z. (2018). Hubungan Antara Job Crafting Dengan Keterikatan Kerja Pada Karyawan Generasi Y Di Kantor Pusat PT . Bank Bukopin, Tbk Jakarta. *Jurnal Empati*, 7(April), 167–173.
- Azwar, S. (2016). *Metode Penelitian*. Pustaka Pelajar.
- Azwar, S. (2017). *Reliabilitas dan Validitas*. Pustaka Pelajar.
- Bakker, A. B., & Demerouti, E. (2007). The Job Demands-Resources model: State of the art. *Journal of Managerial Psychology*, 22(3), 309–328. <https://doi.org/10.1108/02683940710733115>
- Bakker, A. B., & Demerouti, E. (2008). Towards a model of work engagement. *Career Development International*, 13(3), 209–223. <https://doi.org/10.1108/13620430810870476>
- Bakker, A. B., & Leiter, M. P. (2010). *Work Engagement: A Handbook of Essential*

Theory and Research. Psychology Press.

- Bakker, A. B., & Oerlemans, W. G. M. (2019). Daily job crafting and momentary work engagement: A self-determination and self-regulation perspective. *Journal of Vocational Behavior*, *112*, 417–430. <https://doi.org/10.1016/j.jvb.2018.12.005>
- Bakker, A. B., & Schaufeli, W. B. (2010). Defining and measuring work engagement: Bringing clarity to the concept. In *Work Engagement: A Handbook of Essential Theory and Research*. In *Psychology Press*. <http://psycnet.apa.org/psycinfo/2010-06187-002>
- Bakker, A. B., Schaufeli, W. B., Leiter, M. P., & Taris, T. W. (2008). Work engagement: An emerging concept in occupational health psychology. *Work and Stress*, *22*(3), 187–200. <https://doi.org/10.1080/02678370802393649>
- Bakker, A. B., Schaufeli, W. B., Salanova, M., & Gonzalez-Roma, V. (2002). The Measurement Of Engagement And Burnout:A Two Sample Confirmatory Factor Analytic Approach. *Journal of Happiness Studies*, *3*(2), 5. <https://doi.org/10.1103/PhysRevE.63.021114>
- Bakker, A. B., Tims, M., & Derks, D. (2014). Daily job crafting and the self-efficacy – Performance relationship. *Journal of Managerial Psychology*, *29*(5), 490–507. <https://doi.org/10.1108/JMP-05-2012-0148>
- Bashori, K., & Diah Sari, E. Y. (2022). Menakar Work Engagement Karyawan Selama Pandemi. *Analitika*, *14*(1), 22–33. <https://doi.org/10.31289/analitika.v14i1.6029>
- Butarbutar, M., Anisah, H. U., Theng, B. P., Setyawati, C. Y., & Nurul, P. Y. (2022). *Metodologi Penelitian : Pendektan Multidisipliner*.
- Databoks. (2023). *Jumlah Pegawai ASN di Indonesia Berdasarkan Jenisnya (Semester I-2023)*. [https://databoks.katadata.co.id/datapublish/2023/09/14/jumlah-asn-di-indonesia-capai-428-juta-orang-pada-semester-i-2023-mayoritas-pns#:~:text=Laporan Badan Kepegawaian Negara \(BKN,mencapai 3%2C79 juta orang.](https://databoks.katadata.co.id/datapublish/2023/09/14/jumlah-asn-di-indonesia-capai-428-juta-orang-pada-semester-i-2023-mayoritas-pns#:~:text=Laporan Badan Kepegawaian Negara (BKN,mencapai 3%2C79 juta orang.)
- DataIndonesia. (2023a). *Ikuti Survei DataIndonesia.id Soal Generasi Z di Indonesia*. <https://dataindonesia.id/varia/detail/ikuti-survei-dataindonesiaid-soal-generasi-z-di-indonesia>
- DataIndonesia. (2023b). *Mayoritas ASN di Indonesia Merupakan Generasi Milenial pada 2022*. <https://dataindonesia.id/tenaga-kerja/detail/mayoritas-asn-di-indonesia-merupakan-generasi-milenial-pada-2022>
- Dwitasari, A. I., Ilhamuddin, I., & Widyasari, S. D. (2015). Pengaruh Perceived Organizational Support dan Organizational-Based Self Esteem Terhadap

- Work Engagement. *Mediapsi*, 01(01), 40–50.
<https://doi.org/10.21776/ub.mps.2015.001.01.5>
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived Organizational Support. *Journal of Applied Psychology*, 71(3), 500–507.
- Ersa, A. A. P. (2020). Pengaruh Persepsi Dukungan Organisasi Terhadap keterikatan kerja Karyawan Pada PT Tamora Agro Lestari Kuantan Singingi. *E-Jurnal Manajemen Universitas Islam Riau*, 1–23.
- Faadhillah, N., & Suhana, A. (2023). Pengaruh Job Crafting terhadap Work Engagement pada Anggota Unit Satreskrim Polrestabes. *Bandung Conference Series: Psychology Science*, 3(1), 631–639.
<https://doi.org/10.29313/bcsps.v3i1.6696>
- Fadila, D. A. (2022). Pengaruh Job Demands Terhadap Work Engagement Pada Karyawan Pt. Alamjaya Wirasentosa Tanjung Morawa. *Psychology*.
- Fatsiyah, D. (2021). Pengaruh Job Loyalty, Job Crafting Dan Job Satisfaction Terhadap Organizational Citizenship Behavior (OCB): Studi Pada Karyawan THL Pemadam Kebakaran di Kantor Satuan Polisi Pamong Praja Kebumen. *Journal of Community Service and Empowerment (JCSE)*.
stieputrabangsa.ac.id
- Fazriati, N. F. (2017). Pengaruh Job Crafting Terhadap Work Engagement Yang Dimediasi Oleh Person Job Fit Pada PT. Berlian Jasa Teminal Indonesia. *Jurnal Ilmu Manajemen (JIM)*, 5(3), 1–9.
- Forbes. (2020). *3 Reasons Gen Z Is The Most Awesome Generation There Is*.
<https://www.forbes.com/sites/tonyewing/2020/07/01/3-reasons-gen-z-is-the-most-awesome-generation-there-is/?sh=1c0377882c9a>
- Forbes. (2021). *How Gen-Z Is Bringing A Fresh Perspective To The World Of Work*.
<https://www.forbes.com/sites/ashleystahl/2021/05/04/how-gen-z-is-bringing-a-fresh-perspective-to-the-world-of-work/?sh=66ff203f10c2>
- Fridayanti, Kardinah, N., & Lestari, T. A. (2022). Teachers ' Work Engagement : The Role of Perceived Organizational Support and Meaningful Work. *Jurnal Ilmiah Psikologi*, 9(1), 67–76. <https://doi.org/10.15575/psy.v9i1.15747>
- Ghozali, L. (2011). *Aplikasi Analisis Multivariat Dengan Program SPSS*. Badan Penerbit Universitas Diponegoro.
- Gunawan, H. (2016). *Pendidikan Karakter Konsep dan Implementasi*. Alfabeta.
- Hamdi, A. S. (2014). *Metode Penelitian Kuantitatif* (A. Anas (ed.)). Deepublish.
- Handayani, D. A. (2017). Hubungan antara Work Engagement dengan Organizational Citizenship Behavior pada Karyawan Kontrak. *Jurnal Ilmiah*

Psikologi, 9(1), 58–68.

- Hardianto, Y., & Ratna, D. (2022). Pengaruh Perceived Organizational Support Terhadap Work Engagement Pada Karyawan Panghegar Stone Quarry. *Jurnal Penelitian Pendidikan, Psikologi Dan Kesehatan*, 3(1), 1–6.
- Havila, H., & Budiman, A. (2022). Pengaruh Job Crafting terhadap Work Engagement pada Pegawai Unit Pelayanan Teknis BPPD. *Bandung Conference Series* ..., 200–206. <https://proceedings.unisba.ac.id/index.php/BCSPS/article/view/2934>
- Imran, M. Y., Elahi, N. S., Abid, G., Ashfaq, F., & Ilyas, S. (2020). Impact of perceived organizational support on work engagement: Mediating mechanism of thriving and flourishing. *Journal of Open Innovation: Technology, Market, and Complexity*, 6(3). <https://doi.org/10.3390/JOITMC6030082>
- Irawati, T., & Sinambela, F. C. (2023). Job Crafting Training Design as an Effort to Increase Work Engagement on Workers. *Psikostudia : Jurnal Psikologi*, 12(1), 138. <https://doi.org/10.30872/psikostudia.v12i1.9580>
- Januardi, A., Prakoso, R. H., & Putera, V. S. (2023). Pengaruh Job Crafting terhadap Work Engagement. *Psychology Science*.
- Jaya, M. R., Prakoso, H., & Putra, V. S. (2020). Pengaruh Perceived Organizational Support Terhadap Work Engagement Pada Karyawan Marketing di PT. Len Industri. *Prosiding Psikologi*, 6, 883–888. <http://dx.doi.org/10.29313/v6i2.24480>
- Jayanti, H. D. (2022). Hubungan Efikasi Diri dan Job Crafting dengan Work Engagement pada Karyawan. *Jurnal Cakrawala Ilmiah*, 1(8.5.2017), 2003–2005.
- Jin, J., & Tang, J. (2021). Exploring the effect of perceived organizational support and resilience on Chinese pharmacists' engagement in stressful and competitive pharmaceutical work at hospitals. *Saudi Pharmaceutical Journal*, 29(9), 931–938. <https://doi.org/10.1016/j.jsps.2021.08.003>
- Karina, M., Bila, N. S., Primantari, R., Tara, J. D., Rahmawati, A. F., Murti, N. W., Qintara, M. A., Hanifah, F., Wahyuni, D., A, A. A., & Novita, M. V. (2021). Gen Z insights: Perspective on education. In *Unisri Press*.
- Khairunnisa, P. S., & Sartika, D. (2023). Pengaruh Job Crafting terhadap Work Engagament pada Guru SMP di Kota Bandung. *Bandung Conference Series: Psychology Science*, 3(1), 680–687. <https://doi.org/10.29313/bcps.v3i1.7095>
- Kompas.com. (2019). *Generasi Z Lebih Ambisius dan Optimistis Ketimbang Milenial*. <https://money.kompas.com/read/2019/10/30/081400226/generasi-z-lebih-ambisius-dan-optimistis-ketimbang-milenial?page=all>

- Kompas.com. (2023). *Ramai di Media Sosial, Benarkah Gen Z Malas Bekerja?*
- Lazazzara, A., Tims, M., & de Gennaro, D. (2020). The process of reinventing a job: A meta-synthesis of qualitative job crafting research. *Journal of Vocational Behavior*, 116(2018), #pagerange#. <https://doi.org/10.1016/j.jvb.2019.01.001>
- Letona-Ibañez, O., Martinez-Rodriguez, S., Ortiz-Marques, N., Carrasco, M., & Amillano, A. (2021). Job crafting and work engagement: The mediating role of work meaning. *International Journal of Environmental Research and Public Health*, 18(10). <https://doi.org/10.3390/ijerph18105383>
- Madyaratri, M. M., & Izzati, U. A. (2021). Perbedaan Work Engagement Ditinjau dari Masa Kerja pada Karyawan Bagian Produksi. *Jurnal Penelitian Psikologi*, 8(3), 24–35.
- Malaeb, M., Dagher, G. K., & Messarra, L. C. (2022). The Relationship Between Self-Leadership and Employee Engagement in Lebanon and the UAE: The Moderating Role of Perceived Organizational Support. *Personnel Review*. <https://doi.org/https://doi.org/10.37950/ijd.v4i1.196>
- Maulana, M. S., Sofiah, D., & Prasetyo, Y. (2023). Work engagement pada karyawan: Bagaimana peranan perceived organizational support? *INNER: Journal of Psychological Research*, 3(1), 20–27.
- May, D. R., Gilson, R. L., & Harter, L. M. (2004). The psychological conditions of meaningfulness, safety and availability and the engagement of the human spirit at work. *Journal of Occupational and Organizational Psychology*, 77(9), 11–37. <https://doi.org/10.5301/ijao.5000431>
- Mewengkang, M., & Panggabean, H. (2016). Work engagement karyawan MRN terhadap implementasi aplikasi data analisis SDM. *Jurnal Ilmiah Psikologi MANASA*, 5(1), 1–14. <https://ejournal.atmajaya.ac.id/index.php/Manasa/article/view/182>
- Morrow, D. L., & Conger, S. (2018). Job crafting, mindfulness, meaningfulness, and work engagement. *3rd International Symposium on Meaningful Work, March*. <https://www.researchgate.net/publication/323589045>
- Muhid, D. A. (2019). *Analisis Statistik 5 Langkah Praktis Analisis Statistik dengan SPSS for Windows* (M. P. Dona Nur Hidayat, S.Psi. (ed.)). Zifatama Jawara.
- Mulyadi, M. R. V., & Permana, R. H. (2022). Pengaruh Job Crafting Terhadap Work Engagement Pada Karyawan Bagian IT PT X. *Jurnal Riset Psikologi*, 45–52. <https://doi.org/10.29313/jrp.v2i1.828>
- Musenze, I. A., Mayende, T. S., Kalenzi, A., & Namono, R. (2022). Perceived Organizational Support, Self-Efficacy and Work Engagement: Testing for the Interaction Effects. *Journal of Economic and Administrative Sciences*, 38(2),

201–228. <https://doi.org/10.1108/jeas-08-2020-0141%0D>

- Najla, E. A., & Prakoso, H. (2022). Pengaruh Job Crafting terhadap Work Engagement pada Karyawan Bagian Sales Bank X. *Jurnal Riset Psikologi*, 53–60.
- Nguyen, H. M., Nguyen, C., Ngo, T. T., & Nguyen, L. V. (2019). The effects of job crafting on work engagement and work performance: A study of Vietnamese commercial banks. *Journal of Asian Finance, Economics and Business*, 6(2), 189–201. <https://doi.org/10.13106/jafeb.2019.vol6.no2.189>
- Noerchoidah, N., & Indriyani, R. (2022). Hasil Work Engagement dari Work Life Balance karyawan: Peran Mediasi Job Crafting. *Jurnal Manajerial*, 9(03), 264. <https://doi.org/10.30587/jurnalmanajerial.v9i03.4265>
- Octorini, A. C. N., Dewi Trirahayu, & Chaerani Nisa. (2021). Pengaruh Work-Life Balance Dan Job Crafting Terhadap Work Engagement Karyawan Pt Bank Tabungan Negara (Persero) Tbk. *JIMP : Jurnal Ilmiah Manajemen Pancasila*, 1(1), 40–55. <https://doi.org/10.35814/jimp.v1i1.2066>
- Peral, S., & Geldenhuys, M. (2016). The effects of job crafting on subjective well-being amongst south African high school teachers. *SA Journal of Industrial Psychology*, 42(1). <https://doi.org/10.4102/sajip.v42i1.1378>
- Phonthatullah, F. (2015). Pengaruh Spiritualitas Di Tempat Kerja, Sumber Daya Pekerjaan, Dan Job Crafting Terhadap Work Engagement. *Psikologi*, 1–141.
- Putra, I. P. D. S. S., & Surya, I. B. K. (2019). The Effect Of Perceived Organizational Support On Work Engagement and Turnover Intention. *International Journal of Education and Social Science Research*, 2(05), 35–47.
- Putri, D. N. (2023). Pengaruh perceived organizational support terhadap work engagement: peran mediasi affective commitment dan moderasi co-worker support. *Jurnal Ilmu Manajemen*, 11(2), 373–383.
- Rabbani, A. D. (2024). Work Engagement Karyawan Generasi Milenial Ditinjau Dari Job Crafting dan Job Demands. *Jurnal Psikologi*, 3(0), 1–23.
- Rahardini, R. (2020). Hubungan Job Crafting Terhadap Keterikatan Kerja Melalui Kepuasan Kerja. *BIMA : Journal of Business and Innovation Management*, 3(1), 73–85. <https://doi.org/10.33752/bima.v3i1.311>
- Rahmayani, W. E., & Wikaningrum, T. (2022). Analisis Perceived Organizational Support, Dukungan Atasan Dan Work Engagement Terhadap Kinerja Karyawan Selama Masa Pandemi Covid-19. *Jurnal Ekonomi Dan Bisnis*, 23(2), 71. <https://doi.org/10.30659/ekobis.23.2.71-85>
- Rahmi, T., Agustiani, H., Harding, D., & Fitriana, E. (2021). Pengaruh perceived

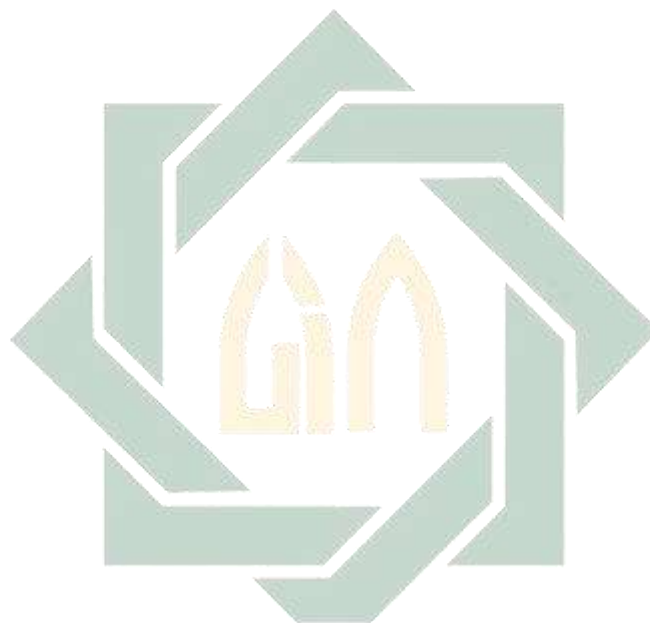
organizational support terhadap work engagement dimediasi oleh regulatory focus ibu bekerja pada masa pandemi Covid-19. *Jurnal Kajian Manajemen Bisnis*, 10(1), 58. <https://doi.org/10.24036/jkmb.11197500>

- Rakhim, A. (2020). Factors that cause work engagement in the millennial performance in bumh. *Proceedings of The ICECRS*, 8, 1–8. <https://icecrs.umsida.ac.id/index.php/icecrs/article/view/422%0Ahttps://icecrs.umsida.ac.id/index.php/icecrs/article/view/422/297>
- Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: A review of the literature. *Journal of Applied Psychology*, 87(4), 698–714. <https://doi.org/10.1037/0021-9010.87.4.698>
- Riyanthi, F. A., & Syarifah, D. (2017). Hubungan Organizational Justice dan Work Engagement pada Karyawan PT. Dua Kelinci. *Jurnal Psikologi Industri Dan Organisasi*, 6, 13–25.
- Sawitri, D. R. (2022). *Perkembangan Karier Generasi Z: Tantangan dan Strategi dalam Mewujudkan SDM Indonesia yang Unggul*. 3(1), 10–27. <https://medium.com/@arifwicaksanaa/pengertian-use-case-a7e576e1b6bf>
- Schaufeli, W. B. (2013). What is engagement? *Employee Engagement in Theory and Practice*, 15–35. <https://doi.org/10.4324/9780203076965-10>
- Schaufeli, W. B., & Bakker, A. B. (2004). Job demands, job resources, and their relationship with burnout and engagement: A multi-sample study. *Journal of Organizational Behavior*, 25(3), 293–315. <https://doi.org/10.1002/job.248>
- Schaufeli, W. B., Petrou, P., Demerouti, E., Peeters, M. C. W., & Hetland, J. (2012). Crafting a job on a daily basis: Contextual correlates and the link to work engagement. *Journal of Organizational Behavior*, 60(1), 1–22. <https://doi.org/10.1002/job>
- Sigit, S. (2003). *Esensi Perilaku Organisasi*. Lukman Offset.
- Sinha, E., & Laghate, K. (2023). Individual self-concept and after-hours work behavior: Effect on employee engagement and the moderating roles of POS and PSS. *Social Sciences and Humanities Open*, 7(1), 100451. <https://doi.org/10.1016/j.ssaho.2023.100451>
- Stephani, D. (2018). Hubungan antara Job Crafting dan Work Engagement pada Karyawan. *Psychopreneur Journal*, 2(1), 30–40.
- Sugiyono. (2018). *Metodelogi Penelitian Kuantitatif dan Kualitatif Dan R&D*. Alfabeta.
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*.
- Sukoco, I., Fu'adah, D. N., & Muttaqin, Z. (2020). Work engagement of millennial

- generation employees. *Jurnal Pemikiran, Penelitian Administrasi Bisnis & Kewirausahaan*, 5(3), 263–281. <http://jurnal.unpad.ac.id/adbispreneur/article/view/29953>
- Svicher, A., & Di Fabio, A. (2021). Job Crafting: A Challenge to Promote Decent Work for Vulnerable Workers. *Frontiers in Psychology*, 12(May). <https://doi.org/10.3389/fpsyg.2021.681022>
- Syah, N. D. (2020). Pengaruh Job Crafting terhadap Work Engagement melalui Psychological Meaningfulness Karyawan PT Boma Bisma Bisma Indra (Persero) Surabaya. *Jurnal Ilmu Manajemen*, 8(4), 1257. <https://doi.org/10.26740/jim.v8n4.p1257-1267>
- Tan, L. P., Yap, C. S., Choong, Y. O., Choe, K. L., Rungruang, P., & Li, Z. (2019). Ethical leadership, perceived organizational support and citizenship behaviors: The moderating role of ethnic dissimilarity. *Leadership and Organization Development Journal*, 40(8), 877–897. <https://doi.org/10.1108/LODJ-04-2019-0160>
- Taneu, N., & Yuliasesti, R. E. (2023). Work Engagement: Psychological Well-Being dan Perceived Organizational Support Perawat di Daerah 3T. *Psyche 165 Journal*, 16(3), 175–182. <https://doi.org/10.35134/jpsy165.v16i3.264>
- Trisnawati, A. A., Sianto, K., Seansyah, L. A., & Saputra, N. (2021). Holistic Work Engagement pada Tenaga Kesehatan di Kota Jakarta Barat: Pengaruh Digital Quotient, Authentic Leadership, dan Perceived Organizational Support selama Covid-19. *Jurnal Akuntansi, Keuangan, Dan Manajemen*, 2(4), 255–278. <https://doi.org/10.35912/jakman.v2i4.425>
- Umaya, F., Maulina, R., & Budiharto, S. (2020). Job Crafting dan Kebosanan Kerja Karyawan. *Gajah Mada Journal of Professional Psychology (GamaJPP)*, 6(2), 165. <https://doi.org/10.22146/gamajpp.57576>
- Utari, H. D., Prakoso, H., & Putera, V. S. (2021). Pengaruh perceived organizational support terhadap work engagement pada karyawan produksi. *Prosiding Psikologi*, 7(1), 134–139. <http://dx.doi.org/10.29313/v7i1.25972>
- Volman, M. (2011). Putting the context back in job crafting causes of job crafting behavior (Thesis). *Master's Thesis Human Resources Studies at Tilburg University, January*, 36. <http://arno.uvt.nl/show.cgi?fid=115918>
- Widarnandana, I. G. D. (2019). Penyusunan Skala Work Engagement Pada Pegawai di Indonesia. *Jurnal Psikologi MANDALA*, 3(1), 15–27.
- Wrzesniewski, A., & Dutton, J. E. (2001). Crafting a Job: Revisioning Employess as Active Crafters of Their Work. In *Academy of Management Review* (Vol. 26, Issue 2, pp. 179–201).
- Yongxing, G., Hongfei, D., Baoguo, X., & Lei, M. (2017). Work engagement and

job performance: The moderating role of perceived organizational support. *Anales de Psicologia*, 33(3), 708–713. <https://doi.org/10.6018/analesps.33.3.238571>

Yulivianto, T. S. (2019). Job Crafting Dan Persepsi Dukungan Organisasi Terhadap Kinerja Karyawan Melalui Keterikatan Kerja. *Jurnal Ilmu Manajemen (JIM)*, 7(4), 1017–1028.



UIN SUNAN AMPEL
S U R A B A Y A