

## EMPLOYEE ENGAGEMENT FACTORS ANALYSIS ON EMPLOYEES OF PT. MUTIA CULINARY CONCEPT (MUTIA GARDEN) MEDAN

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### Abstract

The aims of this study are to find out Employee Engagement Factors Analysis on Employees of PT. Mutia Culinary Concept (Mutia Garden) Medan. This study uses a quantitative approach, where the procedure used in this study is a descriptive model in order to see the factorial contribution. Based on the results of research and discussions that have been carried out in this study, Of the five existing internal factors, it shows that the internal factors have a strong relationship with the variables formed. Likewise for external factors, the five factors have a very strong relationship with the factors formed. In other words, the greater the value of communalities, the better the factor analysis, because the greater the characteristics of the original variable that can be represented by the formed factors. In this study, the strongest relationship strength is pride in the company on internal factors with a coefficient of 0.812 or 90.1%, and the weakest is compensation for external factors, which is 0.557 or 74.6%. In general, the results of this study state that the research subjects as a whole have high internal and external factors of employee engagement because the hypothetical mean/average value < the empirical mean/average value, where the difference exceeds the number of Standard Deviation/Standard Deviation. Subject category descriptions show that as many as 25 people have high internal factors and 15 people who are. On external factors There are 28 people belonging to the high category and 12 people in the medium category.

**Keyword:** employee; engagement factors; PT.Mutia Culinary

### I. INTRODCUTION

A company is an organization founded by a person or group of people or other entities whose activities are to produce and distribute. The ability of a company in achieving company goals is an achievement for the company's management. The company also always has a goal in increasing organizational productivity in terms of human resources.

According to Werther and Davis (in Sutrisno, 2009) human resources are employees who are ready, capable and alert in achieving organizational goals. Human resources (HR) have a function as an asset so they must be trained and developed their abilities. The scope of human resources generally discusses matters relating to human beings, including employees.

According to Hasibuan (2002), employees are individuals who sell services both in terms of thought and energy and receive compensation whose amount has been determined in advance. According to Subri (in Manulang, 2002) employees are residents of working age (aged 15-64 years) or the total population in a country that produces goods and services if there is a demand for their labor and if they want to participate in these activities.

Employees can stay in a company if they feel comfortable and happy to work in the company. Feelings of comfort and pleasure are caused by various factors within the company, including

the work itself, salary, work environment both physical and non-physical and other things that can affect the employee's psychology. The differences that exist in employees make companies need special ways to find out what things can make an employee feel comfortable and happy to work in the company. Companies must precisely provide what employees want and need.

Employee engagement can be influenced by factors that can be grouped into two forms, namely internal factors or originating from within the employee and external factors originating from outside the employee. There are several internal factors that can affect the level of employee engagement, including the background of the employee's life (biography), personality characteristics, employee confidence in the company, feelings of pride in the company, and employee perceptions that the work done is important, has a purpose, and has meaning for itself. While the things that can affect the level of employee engagement based on external factors, namely, organizational culture, leadership style, senior manager's attention to the existence of employees, company reputation, compensation, employees to make decisions, the quality of communication between organization, a cohesive and mutually supportive work team, clear description of the type of work to be carried out, the availability of resources needed by employees to support performance, and the delivery of organizational values and goals to employees. (Lockwood, 2009).

Based on observations made by researchers, employees at PT. Mutia Culinary Concept (Mutia Garden) Medan shows a feeling of enthusiasm in doing their job, employees work with enthusiasm in doing their job. Even employees forget the time in doing their work, as time does not seem to have passed and turned into evening. Employees also in carrying out their duties keep in mind their position, limits to their superiors and can cooperate with colleagues at work. This form of cooperation can be seen from the services provided by the employees. It is proven by the satisfaction of consumers for the hospitality, cuisine and cleanliness of the restaurant. These are some of the characteristics of employee engagement, namely: employees consistently speak positively about their company. Employees also have the loyalty to survive with the company. Employees also contribute to the company's success by expressing creativity and providing input to superiors.

Based on the results of observations made at PT. Mutia Culinary Concept (Mutia Garden) Medan by researchers also shows the personality characteristics of employees who are optimistic at work and have high enthusiasm in carrying out their duties. Employees also admitted that they believed that the performance and reputation company. Employees have a sense of pride to be able to work for these companies and their duties is an important thing to do. At work, employees also have the same goal, namely to advance the same company by working from the heart and channeling their abilities to the company. The company for employees is also not only a place for them to earn a living or find material, but the company is a place to accommodate the aspirations, ideas and abilities of its employees.

**Table 1: Number of Employees at PT. Mutia Culinary Concept**

Month	Number of employees	Outgoing employee
January	147	0
February	165	0
March	163	2
April	169	0
May	178	0
June	172	6
July	174	0
August	171	3
September	173	0

Source: HR PT. Mutia Culinary Concept

Based on the table the number of employees at PT. Mutia Culinary Concept above, we can see the number of employees in January was 147 people and in September it was 173 people. Where the number of employees who do not continue to work as many as 11 people. Based on the data we can conclude the employee turnover rate at PT. Mutia Culinary Concept Medan, which is 6.9%. There is also the notion of employee turnover is the change of employees to employees. If employees perceive themselves as ineffective, unwelcome or unnecessary employees, the employee may leave (Ivancevich, 2009).

The moreThe happier the employees, the more engaged and loyal they are. The turnover rate is quite low for the employees of PT. Mutia Culinary Concept Medan proves that employees who work at PT. Mutia Culinary Concept Medan is quite engaged in his work.

Based on general phenomena and data obtained from observations and interviews conducted by researchers on employees of PT. Mutia Culinary Concept (Mutia Garden) Medan, it can be concluded that employees and companies have an attachment to each other. Given the importance of employee engagement for companies, researchers feel it is important to conduct research related to what factors can affect employee engagement.

Based on the description above, the researcher is interested in conducting a study with the title "Analysis of Employee Engagement Factors for Employees of PT. Mutia Culinary Concept (Mutia Garden) Medan".

## II. LITERATURE REVIEW

### 2.1 Employee Engagement

Employee engagement was first proposed by the Gallup research group (Endres & Smoak, 2008). Employee engagement can predict increased employee performance, profitability, employee retention, resulting in customer satisfaction, and success for the organization (Bates, 2004; Baumruk, 2004; Richman, 2006). Harter, Schmidt, and Hayes (2002) define employee engagement as a form of individual involvement and satisfaction and enthusiasm in doing work. This is in line with what was stated by Frank (in Saks, 2006) that employee engagement as a number of efforts given exceeds what is expected by the organization (directionary effort)

at work. Employees who are engaged with the organization will be emotionally and intellectually committed to the organization. With this commitment.

### **a. Factors Affecting Employee Engagement**

Engagement employees can be influenced by factors that can be grouped into 2 forms, namely internal factors or factors originating from the employee and external factors originating from outside (environment) employees.

There are 5 internal factors in increasing employee engagement according to Lockwood (2009).

#### **1. Characteristicsbiographical**

Rivai (2007) states that many studies have analyzed biographical characteristics, in the form of age, gender, marital status and years of service. Based on the results of the research stated that these characteristics affect performance, absenteeism, turnover rate and job satisfaction.

According to Rivai (2007) biographical characteristics are personal characters consisting of:

- a. Age
- b. Gender
- c. Statusmarriage
- d. Years of service

#### **2. Characteristicspersonality**

In the organizational context, personality is a combination of physical and mental characteristics that are relatively stable and provide identity to individuals. These characteristics or traits include a person's appearance, thoughts, actions and feelings as a result of interacting genetic and environmental influences (Kreitner & Kinicki, 2014). Engagement occurs when the work that conducted in accordance with values personal, interests, abilities and employee personality. Individual personality traits tend affect the extent of the experienceemployees and demonstrate employee engagement in the workplace.

#### **3. Feeling proud of the company**

Pride is a form of employee trust in the organization, it can be done by modifying the organization's goals so that it includes something more than passive loyalty to the organization. In other words, organizational commitment implies an active relationship between employees and the company or organization. Because employees who show high commitment have a desire to provide more energy and responsibility in supporting the welfare and success of the organization where they work.

#### **4. Employees' perception that work is meaningful and has a purpose**

Chalofsky (in Herudiati, 2013) defines the meaning of work as a significant contribution to finding one's life purpose. This condition supports to carry out work with enthusiasm and a view that is the spiritual basis of one's work.

In line with Singh and Chalofsky, Wrzesniewski (2003) defines the meaning of work as a worker's understanding of the content or content in the workplace and the values of work as a result of the continuation of the act of pleasure (sense making).

### **III. RESEARCH METHODS**

This study uses a quantitative approach, where the procedure used in this study is a descriptive model in order to see the factorial contribution (Sugiyono, 2012). The purpose of factorial in this study is to see the contribution or effective contribution of each factor in employee engagement of PT. Mutia Culinary Concept (Mutia Garden) Medan.

### **IV. RESULTS AND DISCUSSION**

#### **4.1 Administration Preparation**

Administrative preparation includes all licensing matters submitted to parties related to research.

The permit application includes the following stages:

- a. The researcher asked for permission to take data from the Psychology Study Program, Faculty of Psychology, University of Medan Area which was addressed to the Head Office of PT. Mutia Culinary Concept (Mutia Garden) Medan with the number 187/FPSI/01.10/II/2022 in order to conduct research at the Head Office of PT. Mutia Culinary Concept (Mutia Garden) Medan.
- b. After getting permission from the company, new researchers can carry out research according to the schedule and regulations that apply at PT. Mutia Culinary Concept (Mutia Garden) Medan.

#### **4.2 Measuring Tool Preparation**

The measuring instrument prepared in this study is a psychological scale, namely the scale of internal factors and external factors of employee engagement.

##### **a) Internal employee engagement scale**

The internal employee engagement scale in this study was compiled based on internal influencing factors according to Lockwood (2009), namely: employee biographies, personality characteristics, trust in the company, pride in the company, employee perceptions that their work is important, meaningful and has a purpose. The internal employee engagement factor scale consists of 68 items consisting of 11 employee biographical items, 19 personality characteristics items, 10 trust items towards the company, 17 items of pride in the company, and 11 items of employee perception that their work is important, meaningful and has a purpose. The following is a distribution table for the internal employee engagement scale before the trial:

Variable	Factor	Indicator	Favorite	Unfavorable	Total	
Employee engagement	Employee bio	Age	1	2	2	
		Gender	3	4.5	3	
		Status marriage	6.7	8	3	
		Years of service	9.11	10	3	
	Personality characteristics	Extraversion	12.14	13.15	4	
		Friendliness	16.19	17.18	4	
		Caution	20.21	22	3	
		Stability emotional	23.25	24.26	4	
		Openness to experience	27.3	28.29	4	
	Trust to company	Attitude Organization to ideas-ideaemployee	31.32	33.34	4	
		Responses to employees who have problem	35	36.37	3	
		Response to well-being and health employee	39	38,40	3	
	Proud of the company	Become a person who be grateful	41.43	42	3	
		Enjoying work as if there is no burden or stressed	44.47	45.46	4	
		Always give the best	49.5	48.51	4	
		Motivatedcontinue to hone skills for development self	52.53	54	3	
		Don't bother with talk person	55	56.57	3	
	Perceptionemployees that their work is important, meaningful, and has destination	Work as a job	58,60	59.61	4	
		Work as a career	62.63	64	3	
		Job as call	65.67	66.68	4	
		<b>Total</b>		<b>35</b>	<b>33</b>	<b>68</b>

b) Employee engagement external scale

The external scale of employee engagement in this study was compiled based on external factors that influence according to Lockwood (2009), namely: organizational culture, leadership style, senior managers' attention to the existence of employees, company reputation, compensation, opportunities to develop employee careers, opening opportunities for employees to provide opinions, the right of employees to make decisions, the quality of communication between organizations, a cohesive and mutually supportive work team, the clarity of the type of work carried out, the availability of resources needed by employees to support performance, and the delivery of organizational values and goals to employees. Where the researchers grouped it into factors: leadership, work environment, compensation, training,

and teamwork based on other research conducted by Anitha (2014). The psychological scale of employee engagement external factors consists of 52 items consisting of 16 leadership items, 12 work environment items, 7 compensation items, 6 training items, and 11 teamwork items. The following is a table of the distribution of the external factor scale before the trial:

Variable	Aspect	Indicator	Favorite	Unfavorable	total l	
<i>Employee engagement</i>	Leader an	Leader be a source inspiration	1	2.3	3	
		The leader who communicate an important employee role in success company	4.6	5	3	
		The leader who oriented to future	7.8	9	3	
		The leader who involve subordinate to the vision you have	10	11.12	3	
		Leader Becomes mentor/role model for his subordinates	13	14.15	3	
		Leader oriented to importance Teamwork	16	-	1	
	Environment work	Concern for feelings and needs employees	17,18,20	19	4	
		Give the feedback positive	21.22	23.24	4	
		The environment that supportive	25.27	26.28	4	
	Compensation	Compensation financial	29,30,32	31	4	
		Non-compensation financial	33.34	35	3	
	Training	Help more employees deep focus work	36	37	2	
		Gives a taste believe in employees at in doing his job	38	39	2	
		Give opportunity promotion	40	41	2	
	Teamwork	There is a deal towards team mission	43	42.44	3	
		All members obey the rules applicable team	45.46	47	3	
		There is a division responsibility and authority fair	48	49	2	
		Employee adapt to change	50.52	51	3	
	<b>Total</b>			<b>29</b>	<b>23</b>	<b>52</b>

### 4.3 Testing of Measuring Instruments

Tests on measuring instruments were carried out before the research was carried out, with the aim of knowing the validity and reliability of the scale used so that the research results could be justified. The trial was carried out on February 11-18 through the google form. There was also the number of samples who filled out the questionnaire during the specified time, namely 53 people. A total of 53 employees is sufficient as a source of data that represents the population needed by researchers and in order to shorten the time required. In the trial of this measuring instrument, researchers used employees at the company PT. Mutia Culinary Concept (Mutia Garden) Medan. After testing the measuring instrument, the researcher tabulated the results of the data from the scale trial and then calculated the data results. Calculation of the results of the validity of using computer tools SPSS program (Statistical Package for Social Science) for windows version 13.0. testing the validity of items on the scale of internal and external employee engagement factors using the Product Moment correlation technique. The reliability of the measuring instrument was tested using the Alpha Cronbach technique. The results of the analysis of the validity and reliability of the measuring instrument are as follows:

#### a) Internal Employee Engagement Scale Validity and Reliability

Based on the results of the calculation of the validity of the internal employee engagement scale, the results obtained from 68 items, there are 42 valid items and 26 invalid or invalid items. The valid item validity coefficient ranges from 0.307 to 0.690 with a significant level or  $p > 0.300$ . The dropped statement items have different item correlation coefficients  $< 0.300$ . The calculation results can be seen in the attachment. The alpha reliability coefficient of the internal employee engagement factor scale is 0.913. This measuring instrument can be said to have high reliability or reliable so that it can be used in this study. The results of the calculation of the reliability of the internal employee engagement scale can be seen in the appendix. Details of the distribution of valid and failed items on the internal employee engagement scale can be seen in the following table:

Variable	Factor	Indicator	Favorite	Unfavorable	Total
Employee engagement	Employee bio	Age	1*	2	2
		Gender	3*	4.5*	3
		Status marriage	6.7*	8	3
		Years of service	9.11	10	3
	Personality characteristics	Extraversion	12*,14*	13.15*	1
		Friendliness	16*,19	17*.18*	1
		Caution	20.21*	22	2
		Stability emotional	23.25	24.26	4
	Openness to experience	27.30*	28.29	3	
	Trust to company	Organizational attitude towards ideas employee	31.32*	33*,34	2



		Responses to employees who have problem	35	36.37	3
		Response to well-being and health employee	39	38,40	3
	Proud of the company	Become a person who be grateful	41*,43*	42	1
		Enjoying work as if there is no burden or stressed	44.47	45*,46	3
		Always give the best	49.5*	48*,51	2
		Motivatedcontinue to hone skills for development self	52.53*	54	2
		Don't bother with talk person	55	56*.57	2
	Perceptionemp loyees that their work is important, meaningful, and has destination	Work as a job	58*,60*	59.61	2
		Work as a career	62.63	64	3
		Job as call	65.67*	66*,68*	1
	<b>Total</b>		<b>19</b>	<b>23</b>	<b>42</b>

**Information :**

(\*) : item that is dropped or invalid

**b) External Employee Engagement Scale Validity and Reliability**

Based on the results of the calculation of the external employee engagement scale, the results obtained from 52 items, there are 36 valid items and 16 invalid or invalid items. The coefficient on the validity of the valid external employee engagement scale items ranges from 0.359 to 0.694 with a significant level or  $p > 0.300$ . The dropped statement items have a correlation coefficient of item discrepancy  $< 0.300$  and valid statement items have a coefficient of  $> 0.300$ . Results calculations can be seen in the attachment.

The reliability coefficient of the external employee engagement alpha scale is 0.913. This measuring instrument can be said to have high reliability or reliable so that this measuring instrument can be used in this study. The results of the calculation of the external employee engagement scale can be seen in the appendix.

Details of the distribution of valid items and items that fall on the external employee engagement scale can be seen in the following table:

Variable	Aspect	Indicator	Favorite	Unfavorable	total I	
<i>Employee engagement</i>	Leader an	Leader be a source inspiration	1	2*,3*	3	
		The leader who communicate an important employee role in success company	4*,6*	5	3	
		The leader who oriented to future	7.8	9	3	
		The leader who involve subordinate to the vision you have	10	11.12	3	
		Leader Becomes mentor/role model for his subordinates	13	14*,15*	3	
		Leader oriented to importance Teamwork	16	-	1	
	Environment work	Concern for feelings and needs employees	17,18,20	19	4	
		Give the feedback positive	21*,22	23,24	4	
		The environment that supportive	25.27	26.28	4	
	Compensation	Compensation financial	29*,30*,32	31	4	
		Non-compensation financial	33.34	35	3	
	Training	Help more employees deep focus work	36*	37	2	
		Gives a taste believe in employees at in doing his job	38	39	2	
		Give opportunity promotion	40	41	2	
	Teamwork	There is a deal towards team mission	43	42.44*	3	
		All members obey the rules applicable team	45*,46	47	3	
		There is a division responsibility and authority fair	48*	49*	2	
		Employee adapt to change	50.52	51*	3	
	<b>Total</b>			<b>21</b>	<b>16</b>	<b>37</b>

**Information :**

(\*) : dropped item or invalid

**4.4 Research Implementation**

**1. Determination of Research Subjects**

The research subjects used in this study were employees who worked at PT. Mutia Culinary Concept (Mutia Garden) Medan. Where employees who meet the requirements are employees who have worked for more than a year. There are 40 employees who meet the requirements to

fill out the question form.

## 2. Data Collection Process

The research was carried out on March 8, 2022 to March 23, 2022. Data collection was carried out by providing online and external employee engagement scales to research subjects using internal and external employee engagement scales, both of which consisted of 42 items for the internal scale and 37 item for external scale. The data collection process is carried out by providing an online form by Google Drive which is filled out when employees have free time. In the distribution of the online research scale, the researcher introduces himself and tells the intent and purpose of taking the data. The researcher also includes the procedure for filling out the scale. With permission and support from HR (human Resources) PT. Mutia Culinary Concept (Mutia Garden) Medan, researchers distributed questionnaires to several employees. The data collection process was carried out for two weeks because the subject had ring working hours. Then it is difficult to have free time to fill the scale.

## 4.5 Analysis Research Data and Results

Data analysis technique used in this study is a factor analysis technique with confirmatory factor analysis. Factor analysis is a technique that seeks to find similarities in the dimensions that underlie the variables under study. The purpose of factor analysis is to explain the structure of the relationship between many variables in the form of factors. Prior to the factor analysis, the assumption test was carried out first as a condition for conducting the KMO factor analysis and the Bartlett and MSA tests (measures of sampling adequacy).

### 1. Normality test

The normality test of this distribution is to prove that the distribution of research data that is the center of attention, spreads based on the normal curve principle. The distribution normality test was analyzed using the Kolmogorov and Smirnov (KS) formula. Based on this analysis, it is known that the variable data for internal factors and external factors follow a normal distribution, which is distributed according to the normal curve principle. As a criterion if  $p > 0.050$  then the distribution is declared normal, otherwise if  $p < 0.050$  then the distribution is declared not (Hadi and Pamardiningsih, 2000). The following table is a summary of the results of the calculation of the distribution normality test.

**Summary Table of Distribution Normality Test Calculation Results**

Variable	mean	SD	KS	Sig	Information
Internal	130.850	14,318	0.694	0.722	Normal
External	120,900	15,189	0.670	0.761	Normal

Information:

Mean = Average value

KS = Value Kolmogorov-Smirnov

SD = Standard Deviation (Deviation standard)

Sig/ p = Significance

## 2. Testing factor analysis

The initial step of all factors is tested for KMO and Bartlett's Test and MSA (measures of sampling adequacy) values KMO and Bartlett's Test

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy		.879
	Approx. Chi-Square	350,901
Bartlett's Test of Sphericity	df	45
	Sig.	.000

Based on the results of the table above, it can be seen that the KMO and Bartlett's Test scores are 0.879 with a significance level of 0.0000. It means that it is declared significant so that it can be continued because the KMO value is greater than 0.5 and the significance value is less than 0.05.

## 3. MSA (Measures of Sampling Adequacy) Testing

Furthermore, from the results of anti-image matrices obtained MSA values for each variable.

Table

Factor	Coefficient MSA	Criteria	Information
<b>Internal factors</b>			
employee biographies	0.872	>0.5	Fulfill
personality characteristics	0.834	>0.5	Fulfill
trust in the company	0.934	>0.5	Fulfill
sense of pride in the company	0.856	>0.5	Fulfill
perception employee that her job have meaning and purpose	0.862	>0.5	Fulfill
<b>External Factors</b>			
Leadership	0.877	>0.5	Fulfill
work environment	0.895	>0.5	Fulfill
Compensation	0.889	>0.5	Fulfill
Training	0.859	>0.5	Fulfill
Teamwork	0.925	>0.5	Fulfill

In the anti-image matrices all factors have an MSA value above 0.5 so that it can be continued to the next stage of analysis.

After all the variables have sufficient values, the next step is to carry out the core process of factor analysis, namely to carry out the extraction process of a set of existing variables so that one or several factors are formed. The method used in the next stage is Principal Component Analysis to determine the value of the community.

	Initial	Extraction	Criteria	Information
<b>Internal factors</b>				
employee biographies	1,000	0.600	>0.5	Fulfill
personality characteristics	1,000	0.751	>0.5	Fulfill
trust in the company	1,000	0.728	>0.5	Fulfill
sense of pride in the company	1,000	0.812	>0.5	Fulfill
perception employee that his work has meaning and goals	1,000	0.638	>0.5	Fulfill
<b>External Factors</b>				
Leadership	1,000	0.713	>0.5	Fulfill
work environment	1,000	0.788	>0.5	Fulfill
Compensation	1,000	0.557	>0.5	Fulfill
Training	1,000	0.733	>0.5	Fulfill
Teamwork	1,000	0.648	>0.5	Fulfill

Then the value of extraction/factor loading shows how big the relationship level of the variables to the group of factors that will be formed. Of the five existing internal factors, it shows that the internal factors have a strong relationship with the formed variables as well as the factor externally, the five factors have a strong relationship with the formed factor. In other words, the greater the value of communalities, the better the factor analysis, because the greater the characteristics of the original variable that can be represented by the formed factors. In this case, the strongest relationship strength is pride in the company on internal factors with a coefficient of 0.812, and the weakest is compensation for external factors, which is 0.557. Next, look at the value of the component matrix table, the value shown in the component matrix table is the magnitude of the factor loading value or the correlation between a variable and the formed factor.

**Table of matrix components and contributions**

Factor	Extraction	Contribution%
<b>Internal factors</b>		
employee biographies	0.774	<b>77.4</b>
personality characteristics	0.867	<b>86.7</b>
trust in the company	0.853	<b>85.3</b>
sense of pride in the company	0.901	<b>90.1</b>
employees' perception that their work has meaning and purpose	0.799	<b>79.9</b>
<b>External Factors</b>		
Leadership	0.844	<b>84.4</b>
work environment	0.888	<b>88.8</b>
Compensation	0.746	<b>74.6</b>
Training	0.856	<b>85.6</b>
Teamwork	0.805	<b>80.5</b>

From the table above, it is also found that the company's pride in internal factors gives the largest contribution, which is 90.1% and the smallest is compensation for internal factors, which is 74.6%.

## 2. Hypothetical Mean

All factors in this study were revealed using a scale with a Likert scale format with 4 answer choices, so the hypothetical mean can be found as follows  $((\text{number of items} \times 1) + (\text{number of items} \times 4)) / 2$ , then the hypothetical mean is obtained as follows:

Factor	Number of Items	Hypothetical Mean
<b>Internal factors</b>		
employee biographies	7	17.5
personality characteristics	10	25
trust in the company	7	17.5
sense of pride in the company	10	25
employees' perception that their work has meaning and purpose	6	15
<b>External Factors</b>		
Leadership	10	25
work environment	11	27.5
Compensation	5	12.5
Training	5	12.5
Teamwork	6	15

## 3. Empirical Mean and SD

Based on the results of descriptive analysis, the results of the empirical mean and SD are as follows:

Factor	mean	SD
<b>Internal factors</b>		
employee biographies	21.375	2,761
personality characteristics	34,025	3.932
trust in the company	24,650	3.301
sense of pride in the company	31,450	3,699
employees' perception that their work has meaning and purpose	19,350	2,577
<b>External Factors</b>		
Leadership	32,600	4.396
work environment	35.525	5.079
Compensation	16,850	2.282
Training	16,150	2.359
Teamwork	19,775	3.166

Based on data analysis, the results of statistical analysis obtained mean empirical internal factors of 130.850, for external factors of 120.900.

#### 4. Criteria

In an effort to determine the condition of internal factors and external factors, it is necessary to compare the empirical mean/average value with the hypothetical mean/average value by taking into account the magnitude of the SB or SD number of the variable being measured... if the hypothetical mean/average value < the empirical mean/average value, where the difference exceeds one SB/SD number, it is stated that the research subjects as a whole have high internal factors and external factors and if the hypothetical mean/average value > the empirical mean/average value, where the difference exceeds the number one Standard Deviation/Standard Deviation, it is stated that the research subject has low internal factors and external factors. Furthermore, if the empirical mean/average does not differ (does not exceed the SD or SB number) with the hypothetical mean/average value, then the students' internal factors and external factors are declared moderate.

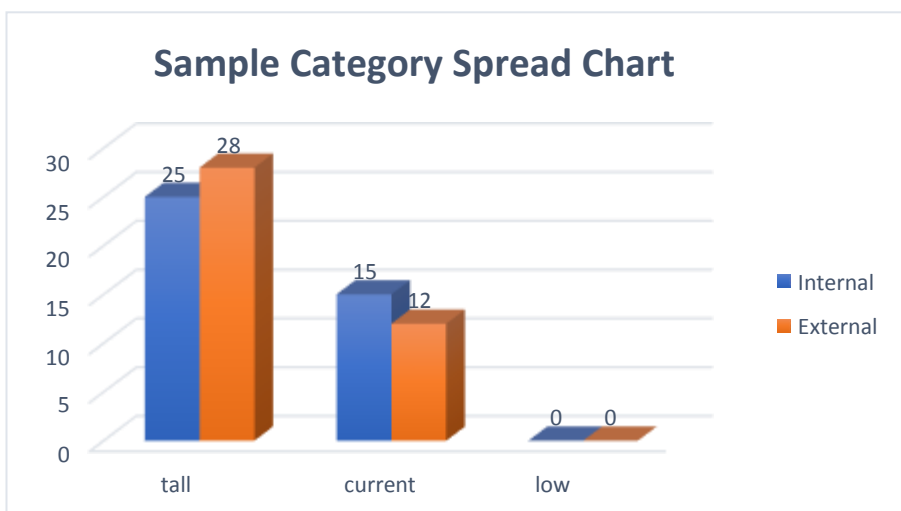
**Table of Calculation Results of the Hypothetical Average Value Empirical Average**

VARIABLE	Average value			
	Hypothetical	Empirical		
<b>Internal factors</b>				
employee biographies	17.5	21.375	2,761	Tall
personality characteristics	25	34,025	3.932	Very tall
trust in the company	17.5	24,650	3.301	tall
sense of pride in the company	25	31,450	3,699	tall
employees' perception that their work have meaning and purpose	15	19,350	2,577	Tall
<b>External Factors</b>				
Leadership	25	32,600	4.396	Tall
work environment	27.5	35.525	5.079	Tall
Compensation	12.5	16,850	2.282	Very tall
Training	12.5	16,150	2,359	Very tall
Teamwork	15	19,775	3.166	tall

**Descriptive subject categorization**

Category								
	Tall		currently		low		Total	
Factor	n	%	N	%	n	%	n	%
Internal	25	62.5	15	37.5	0	0	40	100
External	28	70	12	30	0	0	40	100

**Chart**



**4.6 Discussion**

ToThe 10 tested variables were included in the factor analysis to test the KMO value and the Bartlett Test and MSA. MSA value must be above 0.5. The following is a table of KMO and Bartlett Test scores.

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.879
	Approx. Chi-Square	350,901
Bartlett's Test of Sphericity	df	45
	Sig.	.000

The MSA number and the anti-image matrix table, which is found in the anti-image correlation, show that the employee's biographical value (Q1) is 0.872, personality characteristics (Q2) is 0.834, trust in the company (Q3) is 0.934, pride in the company (Q4) is 0.856, employees' perception that their work has meaning and purpose (Q5) is 0.862, leadership (Q6) is 0.877, work environment (Q7) is 0.895, compensation (Q8) is 0.889, training (Q9) is 0.859, and teamwork (Q10 ) is 0.925.



Based on the factor analysis test, the KMO and Bartlett's Test scores are 0.879 with a significance level of 0.0000. Meaning stated significant so that it can be continued because the KMO value is greater than 0.5 and the significance value is less than 0.05.

Anti-image matrices shows that all factors have an MSA value above 0.5 so that it can be continued to the next stage of analysis. After all the variables have sufficient values, the next step is to carry out the core process of factor analysis, namely to carry out the extraction process of a set of existing variables so that one or several factors are formed. The method used in the next stage is Principal Component Analysis to determine the value of the community.

Then the value of extraction/factor loading shows how big the relationship level of the variables to the group of factors that will be formed. Of the five existing internal factors, it shows that internal factors have a strong relationship with the formed variables as well as external factors, the five factors have a strong relationship with the formed factors. In other words, the greater the value of communalities, the better the factor analysis, because the greater the characteristics of the original variable that can be represented by the formed factors. In this case, the strongest relationship strength is pride in the company on internal factors with a coefficient of 0.812, and the weakest is compensation for external factors, which is 0.557.

Internal factors contributed the largest, which was 90.1% and the smallest was compensation for external factors, which was 74.6%. in line with Robinson (2006) employee engagement can be achieved through the creation of an organizational environment where positive emotions such as employee engagement and pride are driving factors, resulting in increased organizational performance, lower employee turnover and better health. In research conducted at PT. Mutia Culinary Concept (Mutia Garden) Medan shows that pride in the company contributes 90.1% in increasing employee engagement. Pride is a form of employee trust in the company so that it includes something that is more than just passive loyalty to the company. Employees who have this sense of pride. Then compensation is the factor that has the smallest contribution to this research. This compensation itself means that something that employees receive as a form of remuneration for their work. The purpose of this compensation is also to help employees meet needs beyond a sense of fairness, as well as increase employee motivation in completing tasks and responsibilities. Although it has the smallest contribution, the compensation factor for employees of PT. Mutia Culinary Concept (Mutia Garden) Medan still is high. This proves that compensation has a role in employee engagement of this company.

Based on the value of the component matrix table, it is also known that the research subjects as a whole have high internal and external factors. It can be concluded that employees at PT. Mutia Culinary Concept has high engagement. This is influenced by the factors mentioned above which increase the employee's high sense of work engagement. This sense of attachment is influenced by internal and external factors. The value of factor loading on internal factors on employee engagement: employee biographies is 0.774, personality characteristics is 0.867, trust in the company is 0.853, pride in the company is 0.901, and employees' perceptions that their work has meaning and purpose are 0.799.

## V. CONCLUSIONS

Based on the results of research and discussions that have been carried out in this study, it can be concluded the following things:

1. Of the five existing internal factors, it shows that the internal factors have a strong relationship with the variables formed. Likewise for external factors, the five factors have a very strong relationship with the factors formed. In other words, the greater the value of communalities, the better the factor analysis, because the greater the characteristics of the original variable that can be represented by the formed factors. In this study, the strongest relationship strength is pride in the company on internal factors with a coefficient of 0.812 or 90.1%, and the weakest is compensation for external factors, which is 0.557 or 74.6%.
2. In general, the results of this study state that the research subjects as a whole have high internal and external factors of employee engagement because the hypothetical mean/average value < the empirical mean/average value, where the difference exceeds the number of Standard Deviation/Standard Deviation.
3. Subject category descriptions show that as many as 25 people have high internal factors and 15 people who are. On external factors There are 28 people belonging to the high category and 12 people in the medium category.

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