EMPLOYEE ENGAGEMENT AND MECHANICAL EXPERIENCES AS PERFORMANCE INDICATORS : A STUDY OF MECHANICAL EMPLOYEES OF PT BAS, KARAWANG, INDONESIA

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ABSTRACT---Employees with high engagement to the company they work for, will provide a lot of benefits to the company such as productivity levels, good service to customers and low turnover or exit of employees in the company, one measure of the performance of a mechanic at PT . BAS is Mechanical Experiences, which is one of the criteria to see individuals in work. Seeing the above phenomenon, then this research is done to know there is a relationship between Employee Engagement with Mechanical Experiences as performance indicator at PT. BAS. The subjects sampled in this study are employees who work in PT. BAS and located in South Kalimantan. The number of samples used for this research is 52 employees. The sample technique used in this research is Non-Probability Sampling, with Convenience Sampling method. Using the Product Moment from Pearson, obtained coefficient of expression of an employee engagement with mechanical experience of - 0.098 and sig = 0.489 with $p > 0,05$. Referring to the result of data analysis that has been described, it can be concluded that there is no significant relationship between employee engagement with mechanical experience in mechanical employees at PT. BAS.

KeyWords---Employee Engagement, Mechanical Experiences.

I. INTRODUCTION

Humans are unique creatures, this uniqueness is seen from the differences of each individual, both in thinking, feeling and behaving. As a worker this uniqueness can be seen from the results of existing performance, some have high performance, some have mediocre performance, and some have high performance. Based on the above the experts in the field of psychology and other disciplines are interested in devoting their research to understanding how workers display their performance. Motyka (2018) who made a review that statistically employee engagement has a significant relationship to performance.

Understanding and knowledge of the performance of workers is very important information for employers, because the outcome of performance is very influential on the sustainability of a business or company (Saudi, 2018).

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Every company has indicators to assess different performance, several aspects used to measure employee performance, among others, how quickly someone does a job, how many items or improvements made in the allotted time, how many mistakes were made in a process the work resulted in product failure, how many units of goods were sold, how many customer complaints were received, how much training was carried out, how many workers were recruited and so forth.

The output of good performance is expected to provide strength for the sustainability of a company's business, both when economic conditions are good or when the global economic conditions are not good.

To get optimal employee performance, good and professional human resource management is needed. Good management is expected to be able to improve company performance, and vice versa, the wrong management of human resources will result in poor company performance, even though the existing human resources potentially have high competence, but low achievement. According to Rivai (2006) this could have happened as a result of inappropriate positions, or from unsupportive work environments, so that makes someone less calm at work.

In addition to competence, According to Noe et al (2014) factors that influence work performance or high productivity are employee engagement, employees who have involvement and commitment to the company where they work, will provide many benefits to the company such as high productivity, good service to customers and the low turnover or entry and exit of employees.

Many company organizations on a large scale, both large and small, make large investments to create high employee engagement. There are even some companies that make employee engagement a healthy benchmark for whether a company, business consultant and former General Electric CEO Jack Welch (Mello, 2015) states that there are three indicators that can be seen in a healthy company, first employee engagement, second customer satisfaction and third, healthy cash flow.

Jack and Suzy Welch (in Mello, 2015) stated that "*No company, small or large, can win a long journey without empowering its employees to trust the Company's Mission and understand how to achieve it. That is why companies need to measure employee engagement at least once a year using surveys.* "

A survey of 32,000 employees in America found that 63% of workers were not fully engaged in their work, 43% of managers failed to solve the problem and only 26% of respondents believed that managers were involved in making decisions able to influence them. A study from Gallup (in Lintang, 2012) estimates that engaged employees can achieve 12% higher customer satisfaction, 18% higher loyalty and productivity, and 12% higher profitability where they work.

As a contracting company, PT. BAS is a company affected by the global crisis due to falling oil prices and coal prices, to survive in the midst of such a large exposure PT. BAS continues to provide the best for its employees, one of which is by providing incentives, with the aim to keep the employee's motivation and engagement higher and the outputs to increase productivity

One measure of the performance of a mechanic at PT. BAS is Mechanical Experiences, which is one of the criteria to see individual achievements in work, especially mechanical employees for level I-IV (Afandi, 2013). Mechanical Experiences here are not interpreted as experience, but as names and records of mechanical performance at PT BAS. The results of the final value of Mechanical Experiences are usually used for the criteria for providing monthly incentives if the production operational targets are achieved. Optimal Mechanical Experiences values   from predetermined standards in each work area will greatly affect the achievement of Key Performance Indicators (KPI) in the form of high Mean Time Between Failure (MTBF) as well as a decrease in the value of Mean Time to Failure (MTTR).

Based on the background of the problems above, researchers formulated a research problem that is whether there is a relationship between Employee Engagement with Mechanical Experiences in mechanical employees at PT. BASS.

This study aims to prove the relationship between Employee Engagement with Mechanical Experiences in mechanical employees at PT. BAS, in addition, this research is expected to contribute to the company in terms of maintenance and development of psychological aspects, thereby being able to improve employee performance, and can provide insight and knowledge for employee performance development

II. LITERATURE REVIEW

Definition of Employee Engagement

A giant beverage company Molson Coors, illustrates that employees who are engaged are five times less likely to experience workplace accidents, and seven times less work time due to work accident incidents (lost time safety-incidents), compared to employees who have does not have an engagement (Mello, 2015).

Every company and consultant has a different definition of Employee Engagement, following a number of definitions collected by Mello, Caterpillar Company defines Employee Engagement as the commitment, effort, and desire of employees to continue working in their organization. Intuit Company, Inc. describe Employee Engagement, is how employees think, feel, and act on their position, work experience, and company. Meanwhile, according to the Gallup Organization Consultant Employee Engagement is involvement and enthusiasm in working.

Based on some of the definitions above, it can be concluded that employee engagement is an employee engagement and involvement with an organization characterized by enthusiasm in work, involvement in assigned tasks, good commitment to work and the company, and a desire to remain or work at the company. the.

Aspects of Employee Engagement

Mello (2015) mentions that in assessing employee engagement, companies usually use attitude measurements or opinion surveys, here are ten themes:

a. Feel proud of the company you work for

b. Feel satisfied with the company

c. Feel satisfied with his work

d. Have the opportunity to do challenging work

e. Get recognition and good feedback from each contribution.

f. Get support from superiors

g. Having a business that is above average

h. Having a good understanding of the work relationship and the company's mission

i. Has growth prospects with the company

j. Have the intention to remain in the company

Factors that affect employee engagement

Employee engagement is strongly influenced by how managers implement several processes of good human resource management, such as recruitment, selection, training and development, performance appraisal, and compensation programs.

A good recruitment and selection process to get employees who are ready to work according to the demands of the work and vision and mission of the organization. Training and development will provide opportunities for employees to continue to grow and develop with the company. Performance appraisals can provide feedback to employees on their performance objectively so as to provide an understanding of the advantages and disadvantages. A good compensation

system will provide a sense of security for employees because basic needs have been met, added with bonus programs and other incentives.

Employees who are in line with their position and ready to work, commitment from the company to continue developing employees, good input and performance evaluation processes and a good compensation program will greatly affect employee engagement at the company

Mechanical Experiences

Mechanical Experiences is a program or measure of a performance that is used as the basis for incentives for mechanical employees at PT BAS. as explained above, that mechanical experiences is the name of mechanical performance consisting of several indicators.

The calculation of Mechanical Experiences is based on Utilization, work weight, grade (Mechanical Experience), the magnitude of the index that has been determined, as well as the percentage of achievement of the previous Overburden production (Afandi, 2013).

Utilization is how much time an individual use in his work compared to the time determined by his superior in a month. Work weight is the level of difficulty of the job. While the mechanical grade is the mechanical level from the beginner level to the expert level, ordinary beginner level mechanics are given grade I, while the expert level is given level IV.

All Utilization data, duration of work time, and work weight are written by mechanical employees in a report paper called the Daily Mechanical Report (DMR). After the DMR is filled in, it is then signed by the supervisor. After the supervisor signs it, the DMR form is submitted to the administration department for input.

Following are the results of the overall data processing of the DMR that has been inputted by the administration.

Figure 1. Time Duration and Results from Mechanical Experiences (ME)
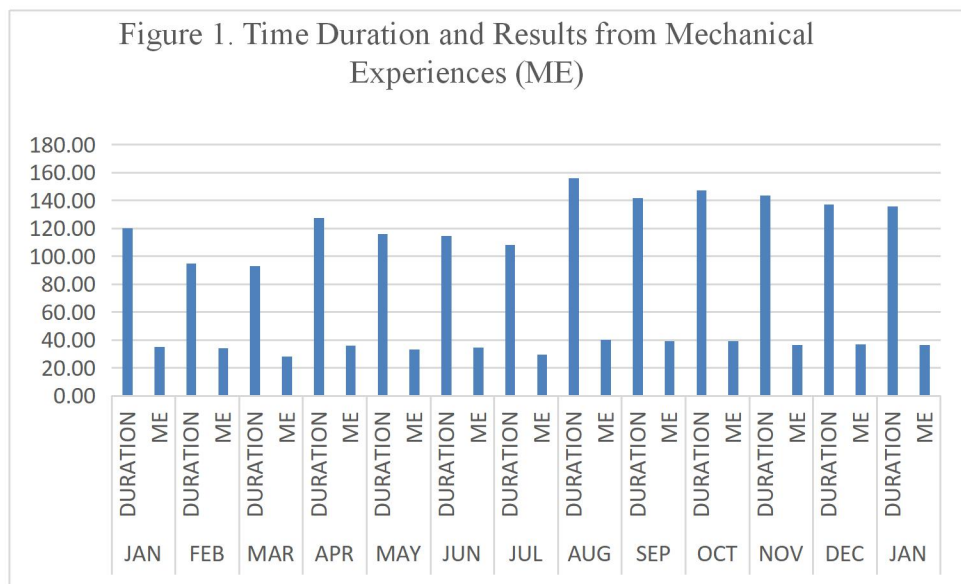
The purpose of this program is to provide personal stimulation to employees to do work according to the targets set by the company while prioritizing Occupational Safety factors, in addition to providing additional appreciation to individuals who contribute more to the company while maintaining the importance of cooperation in the team .

What's interesting about the picture above is the average ME value always ranges between 28-40. The predetermined range ranges from 1- 100.

III. RESEARCH METHODOLOGY

In this research method will discuss the type of research, place and time of research, population and sample, instruments, validity and reliability, data collection procedures and data analysis techniques.

Types of research

This type of research is a correlation technique. In this study, data and information have been collected from respondents using questionnaires and primary data, then the results will be presented descriptively, and at the end of the study will be analyzed to test the hypotheses submitted at the beginning of the study.

Population and Sample

The population in a study is an object or subject that is in an area and meets certain conditions that are related to the problem under study. In this study, the population is the employees of PT. BAS with Mechanical position. The sampling technique used is Non-Probability Sampling, with the Convenience Sampling method. This method was chosen to make it easier for researchers to retrieve data from employees who are on site, because some employees are not on site for long periods of time together with taking roster leave for almost a month.

This is consistent with the opinion of Istijanto (2005) that through this method, researchers attract members of the population based on existing facilities.

The number of samples used for this study were 52 employees located in South Kalimantan.

Data collection instruments

The data collection method uses a measuring instrument in the form of a questionnaire with a Likert scale type, this scale uses a theme mentioned by Mello to measure employee engagement, and Mechanical Experiences data collection from existing data.

Scale of Employee Engagement

The employee engagement scale used in this study uses aspects formulated by Mello (2015) including: feeling proud of the company where he works, feeling satisfied with his company, feeling satisfied with his work, having the opportunity to do challenging work, getting recognition and feedback that is both from each contribution, get support from superiors, have an above average business, have a good understanding of the work relationships and mission of the company, have growth prospects with the company and have the intention to remain in the company.

Data Mechanical Experiences

Mechanical experience data is taken from daily mechanical report (DMR) data that is connected with work orders in the BI (Business Inteligent) system of PT. BAS is withdrawn every month as a basis for calculating mechanical month incentives.

Data analysis technique

In accordance with the objectives of the study, to find out whether there is a relationship between Employee Engagement and Mechanical Expericences on PT. BAS, the Pearson Product Moment correlation technique.

IV. RESULTS AND DISCUSSION

Validity and item analysis

The validity test of employee engagement tests uses content validity, by being evaluated by several experts (expert judgment). While the results of the analysis of the resulted in the value of the item's discriminatory power from 0.239-0.802.

Reliability

Reliability test can be seen in the Cronbach's Alpha value, if the Alpha value> 0.60 then the construct of the question which is the variable dimension is reliable (Sujarweni: 199). Cronbach's Alpha value is 0.940 and higher than 0.60, it can be concluded that the measuring instrument is reliable.

Table 1. Reliability Statistics

Cronbach's Alpha	N of Items
,940	31

Test for Product Moment Normality and Correlation

Based on the Kolmogorov-Smirnov normality test results, sig employee engagement results = 0.812, and sig mechanical experience = 0.576, so the sig value> 0.05, which means the two data are normally distributed.

Table 2. One-Sample Kolmogorov-Smirnov Test

		Employee Engagement	Mechanical Experiences
N		52	52
Normal Parameters[a,b]	Mean	105.1154	35.4038
	Std. Deviation	18.51619	9.45217
Most Extreme Differences	Absolute	.088	.108
	Positive	.060	.098
	Negative	-.088	-.108
Kolmogorov-Smirnov Z		.637	.780
Asymp. Sig. (2-tailed)		.812	.576

a. Test distribution is Normal.

b. Calculated from data.

Furthermore, research data analysis was conducted to find out whether there is a relationship between employee engagement with mechanical experiences on mechanical employees at PT BAS.

Based on the analysis of Product Moment from Pearson, a correlation coefficient (rit) was obtained between employee engagement with mechanical experiences of - 0.98 and a level of sig = 0.489 with p> 0.05. This shows that there

is no relationship between employee engagement support with mechanical experiences in mechanical employees at PT. BAS.

Table 3. Correlations

		Employee Engagement	Mechanical Experiences
Employee Engagement	Pearson Correlation	1	-.098
	Sig. (2-tailed)		.489
	N	52	52
Mechanical Experiences	Pearson Correlation	-.098	1
	Sig. (2-tailed)	.489	
	N	52	52

V. RECOMMENDATION

Based on the research results above, here are some suggestions that can be given:

1. PT. BAS should reconsider the amount of weighting for item utilization and the average work weight. So that it really gets maximum results and reflects employees who have high performance and good and vice versa. In addition, the process of inputing a daily mechanical report (DMR) must be done regularly and minimize errors when entering into the system.

2. Employees should fill out the DMR correctly, besides that the DMR document must obtain approval from the supervisor, which is then submitted to the input section to get the appropriate value. This is important because the value obtained can affect the amount of incentives received by mechanical employees.

3. For further research, this study still has many limitations. It is therefore expected that further researchers pay attention to the factors that influence and disrupt the research process and can add other related variables to enrich knowledge in the field of Industrial and Organizational Psychology.

VI. CONCLUSION

Referring to the results of data analysis that has been described, it can be concluded that there is no significant relationship between employee engagement with mechanical experiences on mechanical employees at PT. BASS. After making observations and further studies regarding the absence of a relationship between the two variables above, the researcher looked at several factors including, first, the unbalanced weight percentage of mechanical experience value, where the value of utilization points was 70% compared to the average value the average point value of work is 30%, with the position of employees who all live in the mess will find it difficult to distinguish between those who are diligent and those who are not during working hours. Second, for mechanics employees at level 1 and 2 have more work in trouble shooting activities and other light work, where the weight will be lower, so it tends to be less in number compared to level 3 and 4 mechanical employees.

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