

TABLE OF CONTENTS

APPROVAL PAGE	ii
DECLARATION OF ORIGINALITY	iii
PROLOGUE	iv
ABSTRACT	vi
TABLE OF CONTENTS.....	vii
LIST OF FIGURES	x
LIST OF TABLE	xi
CHAPTER 1	1
INTRODUCTION.....	1
1.1 Description of research object.....	1
1.1.1 History of PT. Pertamina (Persero) Refinery Unit VI Balongan	1
1.1.2 Logo of PT. Pertamina	2
1.1.3 Organizational structure	3
1.2 Background	4
1.3 Problem statement.....	12
1.4 Research Question.....	12
1.5 Research Objectives	13
1.6 Scope of Study	13
1.7 Significance of The Study	13
1.8 Writing sequence.....	14
CHAPTER II	15
LITERATURE REVIEW.....	15
2.1 Literature Review	15
2.1.1 Human Resource Management	15
2.1.2 Organizational Behavior	16
2.1.3 Employee Engagement.....	17
2.1.4 Job Satisfaction	20
2.1.5 Performance	22
2.1.6 Relationship of Employee engagement (X1) and Job satisfaction (X2) towards Performance (Y)	23

2.2 Previous Research	25
2.3 Research Framework.....	32
2.4 Research Hypothesis	33
CHAPTER III	35
RESEARCH METHODOLOGY	35
3.1 Characteristics of Research	35
3.2 Operational Variables.....	36
3.2.1 Measurement Scale	38
3.3 Research Stages.....	39
3.4 Sample and Population.....	39
3.4.1 Population	39
3.4.2 Sample.....	40
3.5 Data Collection and Data Sources.....	41
3.5.1 Primary Data	41
3.5.2 Secondary data	41
3.6 Validity and Realibility Test	41
3.6.1 Validity.....	41
3.6.2 Reliability.....	45
3.7 Data Analysis Technique and Hypothesis Testing.....	47
3.7.1 Descriptive Statistics.....	47
3.7.2 Classic Assumption Test.....	48
3.7.3 Multiple Regression Analysis	49
3.7.4 Hypothesis Testing.....	50
CHAPTER IV	53
RESULT AND DISCUSSION OF RESEARCH	53
4.1 Characteristics of Respondents	53
4.1.1 Characteristics of Respondents by Gender	53
4.1.2 Characteristics of Respondents by Age.....	54
4.1.3 Characteristics of Respondents by Working period.....	55
4.1.4 Characteristics of Respondents by Education	57
4.1.5 Characteristics of Respondents by Working section.....	58
4.2 Research Results	59

4.2.1. Descriptive Analysis	59
4.2.2 Classic Assumption Test	65
4.2.4. Hypothesis Testing.....	69
4.3 General Discussion.....	72
CHAPTER V	77
CONCLUSION AND SUGGESTION	77
5.1 Conclusions	77
5.2 Suggestions	78
5.2.1. Practical Aspects	78
5.2.2 Theoretical Aspects	79
REFERENCES	80
APPENDIX I	83
APPENDIX II	85
APPENDIX III	96
APPENDIX IV	114
APPENDIX V	115
APPENDIX VI.....	149
APPENDIX VII	151
APPENDIX VIII	152