

ANALYSIS OF JOB DEMANDS AND SELF-EFFICACY ON JOB SATISFACTION WITH WORK ENGAGEMENT AS AN INTERVENING VARIABLE IN PT. METROMATIKA TEKNOLOGI REKAYASA MEDAN

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Abstract

The purpose of this study was to identify and analyze the direct and indirect effects of work demands and self-efficacy variables on job satisfaction through work involvement as an intervening variable for employees of PT. Metromatika Teknologi Rekayasa Medan. The analysis used is associative analysis, this research method is quantitative. The population in this study are all employees at PT. Metromatika Teknologi Rekayasa Medan totaling 70 people. Sampling method using nonprobability sampling method with census sampling technique. So, the sample in this study is 70 employees at PT. Metromatika Teknologi Rekayasa Medan. The results obtained from this study indicate that: 1) Work demands directly have a significant effect on employee work involvement at PT. Metromatika Teknologi Rekayasa Medan, 2) Self-efficacy directly has a significant effect on employee work involvement at PT. Metromatika Teknologi Rekayasa Medan. 3) Work involvement directly has a significant effect on employee job satisfaction at PT. Metromatika Teknologi Rekayasa Medan, 4) Work demands do not directly influence significantly the job satisfaction of employees PT. Metromatika Teknologi Rekayasa Medan, 5) Self-efficacy has a significant direct effect on employee job satisfaction at PT. Metromatika Teknologi Rekayasa Medan, 6) Job demands indirectly have a significant effect on job satisfaction through the involvement of employees at PT. Metromatika Teknologi Rekayasa Medan, 7) Self-efficacy indirectly has a significant effect on job satisfaction through employee involvement at PT. Metromatika Teknologi Rekayasa Medan. In substructure I, the Adjusted R square value of 0.617 can be called the coefficient of determination, this means that 0.617 (61.7%) work involvement can be obtained and explained by work demands and self-efficacy while the remaining 38.3% ($100\% - 61.7\% = 38.3\%$) explained by variables outside the model that were not examined. In substructure II, the Adjusted R square value of 0.797 can be called the coefficient of determination, this means that 0.797 (79.7%) work involvement can be obtained and explained by work demands and self-efficacy while the remaining 20.3% ($100\% - 79.7\% = 20.3\%$) explained by variables outside the model that were not examined.

Keywords: Job demands, self-efficacy, job involvement, job satisfaction

INTRODUCTION

The transition to era change is slowly starting to provide challenges and situations that cannot be determined solely by understanding and conceptual and technical abilities that can be taken but determines changes in mindset towards a more visionary mindset in determining the attitudes and behavior that should be carried out by human resources in every existing company. These challenges really determine whether the existence of human resources can be said to be adequate and able to compete in the face of a polarized work environment that is unstable and full of work dynamics both internally and externally. This will of course have an impact on human resources, coupled with technological developments and digitalization which must be considered to be able to apply it as a support for more interactive, modern and structured work. Every company in Indonesia must of

course be able to follow the transitional period of change in this era to move to a more modern era of utilizing human resources, utilizing existing facilities such as technology itself as a learning tool to be able to create potential human resources with understanding, insight, as well as a higher commitment in carrying out the work that has been assigned by the company to be achieved as it should be, focusing on positive results for the company and of course a distinct advantage for its human resources. Currently, companies are competing to provide all convenience activities for the community, for other companies that collaborate with the aim of creating digitalization and technology-based innovation for the mutual benefit of all stakeholders within it.

Companies that are currently providing benefits to the community and several technology and information-based clients, one of which is currently in the city of Medan, is PT. Metromatics Engineering Technology is a company operating in the fields of technology, information and communications which has produced several products to support and facilitate needs in the field of education, industry or society in general as well as providing consulting services and services in the field of technology and network infrastructure. Supported by professional experts in their fields, PT. Metromatics Technology Engineering has been trusted to carry out domestic projects from both private companies and government agencies. Prioritize five values applied in the company's internal management including customer focus, integrity, teamwork, quality excellence, and continuous improvement. In accordance with the company's goal, it is to provide the best to create satisfaction for clients and benefits for society.

Job satisfaction is an attitude that can be created in a human resource regarding any results produced while carrying out work in accordance with what was previously expected, so in this case satisfaction provides an important impetus for the personal progress of human resources and of course will have an impact on company in carrying out daily work activities related to this sense of satisfaction. This is in line with several opinions such as explaining that job satisfaction is a general attitude towards the work of a human resource person as the difference between the number of rewards an employee receives and the amount of rewards, they believe they should receive (Robbins, 2015). Regarding job satisfaction, it can be seen that several problems that occur include employees not being able to follow all the rules determined by the company with the dominant answer being no (55%) such as ineffective time management in completing work so this of course has an impact on employee work management to complete work. just in time. Next is not having solid co-workers with a dominant answer of not as much as (65%) such as some employees still having a selfish and individualistic attitude in carrying out their work so this of course has an impact on work relationships which of course will also affect the sense of chemistry and cooperative relationships between employees.

Work involvement is of course an important thing in carrying out work, how employees provide all the abilities and understanding they have to be useful for the company in achieving the best in the future. This is explained by several experts regarding employee work involvement, namely the degree to which an employee is able to commit to an organization and the results of this commitment are determined by how they work and

the length of time they work (Federman, 2015). Work engagement is a condition when humans feel that they have found their full meaning, have motivation in working, and receive positive support from others and are able to work effectively and efficiently in their work environment (Benthal, 2015). Regarding work involvement, it can be seen that several problems that occur include employees not being able to face the risk of difficulties at work with the dominant answer being no (60%) this is an important problem for employees due to the lack of involvement of other employees taking part in looking for solutions and solutions due to having respective work responsibilities, but can actually be minimized by tracking work according to the project completion deadline so that it can be done first. This is of course a work demand that is the responsibility of employees to complete appropriately and quickly.

Work demands are something that must be faced by human resources wherever they are in the company and where they work, because this is an absolute requirement for the company to give human resources a sense of job responsibility to do it as well and as optimally as possible to get the best results. This is in line with several opinions, such as explaining that work demands are processes or activities that must be completed immediately by a worker within a certain period of time (Vanchapo, 2020). related to work demands, it can be seen that several problems that occur include employees not being able to achieve the targets given by the company with the dominant answer being no (55%) this is reflected in the company's need to get clients to work together to produce a superior product, because more and more companies are This kind of offering of superior products will be an important task for the company to maximize this with the superiority of the product and the negotiation skills of the employees. Next is work that is not easy or difficult to do with the dominant answer being no (65%) this is because technology and application-based work requires full concentration and requires several revisions.

Self-efficacy is something that employees must possess positively to provide more attitude and self-confidence in carrying out the work assigned by the company optimally. This is in line with several opinions such as explaining that self-efficacy is a belief in a person's ability to organize and carry out the actions needed to manage prospective situations (Bandura, 2019). This belief will influence the way a person thinks, feels and motivates him to act. Self-efficacy is a person's belief about their competence in a particular field, so that having confidence in one's abilities is expected to increase a person's sense of satisfaction with human resources in carrying out a job (Woofolk, 2020). related to self-efficacy, it can be seen that several problems that occur include employees not being able to control their emotions at work with the dominant answer being no (75%) this is due to the work experiencing problems so that there have been several changes in the technology-based programs being carried out so that this makes Employees feel emotional and angry about their work. Through self-efficacy, of course, this can be minimized. Employees are asked to remain calm and concentrate by doing some relaxation so that they don't focus only on work, so they need to feel relaxed but still fit their goals in completing work responsibilities.

Based on several problems described above, researchers are interested in carrying out more comprehensive research with research entitled "Analysis of Job Demands and Self-Efficacy on Job Satisfaction with Work Involvement as an Intervening Variable in PT Employees. Medan Engineering Technology Metromatics".

Based on the background described above, the author formulates the problem as follows:

1. Do work demands directly have a significant effect on employee work engagement at PT. Medan Engineering Technology Metromatics?
2. Does self-efficacy directly have a significant effect on employee work engagement at PT. Medan Engineering Technology Metromatics?
3. Does work involvement directly have a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics?
4. Do work demands directly have a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics?
5. Does self-efficacy directly have a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics?
6. Do work demands indirectly have a significant effect on job satisfaction through employee work involvement at PT. Medan Engineering Technology Metromatics?
7. Does self-efficacy indirectly have a significant effect on job satisfaction through employee work involvement at PT. Medan Engineering Technology Metromatics?

Based on the problem formulation above, the objectives of this research include the following:

1. To find out and analyze work demands that directly have a significant effect on employee work engagement at PT. Medan Engineering Technology Metromatics.
2. To find out and analyze self-efficacy which directly has a significant effect on employee work engagement at PT. Medan Engineering Technology Metromatics.
3. To find out and analyze work involvement which directly has a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics?
4. To find out and analyze work demands that directly have a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics.
5. To find out and analyze self-efficacy which directly has a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics.
6. To find out and analyze work demands which indirectly have a significant effect on job satisfaction through employee work involvement at PT. Medan Engineering Technology Metromatics.
7. To find out and analyze self-efficacy which indirectly has a significant effect on job satisfaction through employee work involvement at PT. Medan Engineering Technology Metromatics.

LITERATURE REVIEW

Job Satisfaction (Y)

According to Sutrisno (2017) explains that job satisfaction is an employee's attitude towards work which is related to the work situation, cooperation between employees, rewards received from work, and matters involving physical and psychological factors. Job satisfaction is a general attitude towards the work of a human resource person as the difference between the amount of reward an employee receives and the amount of reward, they believe they should receive (Robbins, 2015). Job satisfaction will be able to influence the productivity that a manager really hopes for, so a manager needs to understand what must be done to create job satisfaction for his employees (Hamali, 2016). According to Afandi (2018), Job satisfaction is a positive attitude from workers including feelings and behavior towards their work through assessing one's work as a sense of appreciation in achieving one of the important values of work. Job satisfaction is a feeling of human resources towards their work, whether they like it or not, whether they like it or not, as a result of the interaction of human resources with their work environment as a perception of their mental attitude, as a result of the worker's assessment of their work (Priansa, 2014). Job satisfaction is an emotional attitude that is pleasant and loves one's job, this attitude is reflected in work morale, discipline and work performance (Hasibuan, 2017). Job satisfaction is a feeling of human resources towards their work, whether they like it or not, whether they like it or not, as a result of the interaction of human resources with their work environment as a perception of their mental attitude, as a result of the worker's assessment of their work (Priansa, 2014). Job satisfaction is an emotional attitude that is pleasant and loves one's job, this attitude is reflected in work morale, discipline and work performance (Hasibuan, 2017). Job satisfaction is a feeling of human resources towards their work, whether they like it or not, whether they like it or not, as a result of the interaction of human resources with their work environment as a perception of their mental attitude, as a result of the worker's assessment of their work (Priansa, 2014). Job satisfaction is an emotional attitude that is pleasant and loves one's job, this attitude is reflected in work morale, discipline and work performance (Hasibuan, 2017).

Based on several expert opinions above, it can be concluded that job satisfaction is the feeling of pleasure and comfort that human resources have in carrying out work management activities in a company work environment that meets the standardization of this feeling of satisfaction for its workers. This feeling of satisfaction will have an impact. which is very positive for workers to provide positive performance for human resources who are effectively involved in the work process.

According to Hasibuan (2017), there are several factors that can influence human resource job satisfaction, including fair and appropriate remuneration, appropriate work placement, the severity of the work, the atmosphere of the work environment, the leader's attitude in leadership, work involvement and self-efficacy. Hasibuan (2017) stated that there are several indicators of job satisfaction, including liking one's job, discipline, work achievements and co-workers. As explained by Nitisemito (2019), there are several benefits to employee job satisfaction, including work can be completed, damage can be reduced,

absenteeism can be reduced, employee turnover is reduced, and work productivity can be increased.

Work Engagement (Z)

According to Robbins (2015), work engagement is where an employee is said to have work engagement in his work if the employee can identify himself psychologically with his work, and considers his performance important for himself, apart from the organization. Job involvement is conceptualized as organizational members carrying out their work roles, working and expressing themselves physically, cognitively and emotionally during work (Kahn, 2014). Work engagement is characterized as positivity, fulfillment, work from the center of the mind (Schaufeli et.al, 2013). According to Wellins & Concelman (2013) stated that work involvement is the force that motivates employees to improve their performance at a higher level, this energy is in the form of commitment to the organization, sense of ownership of work and pride, more effort (time and energy), enthusiasm and interest, commitment in carrying out work. Employee work engagement is the degree to which an employee is able to commit to an organization and the results of this commitment are determined by how they work and the length of time they work (Federman, 2015). Work engagement is a condition when humans feel that they have found their full meaning, have motivation in working, and receive positive support from others and are able to work effectively and efficiently in their work environment (Benthal, 2015). Employee work engagement is the degree to which an employee is able to commit to an organization and the results of this commitment are determined by how they work and the length of time they work (Federman, 2015). Work engagement is a condition when humans feel that they have found their full meaning, have motivation in working, and receive positive support from others and are able to work effectively and efficiently in their work environment (Benthal, 2015). Employee work engagement is the degree to which an employee is able to commit to an organization and the results of this commitment are determined by how they work and the length of time they work (Federman, 2015). Work engagement is a condition when humans feel that they have found their full meaning, have motivation in working, and receive positive support from others and are able to work effectively and efficiently in their work environment (Benthal, 2015).

Based on several expert opinions above, it can be concluded that work engagement is a thought concept where employees who have a sense of engagement, in other words, feel connected to their work so that when they work, they will be more enthusiastic in doing their work.

According to Bakker (2017), there are several factors that influence work engagement, including job resources, salience of resources, and personal resources. Bakker (2017) further stated that indicators of work involvement are vigor, dedication, and absorption. As explained by Federman (2015), there are characteristics of work involvement including focus on completing work, feeling like you are a team, being able to feel pressure and working with change.

Job Demands (X1)

Work demands can negatively burden employees and positively provide responsibility and increase work competence with all the increasing demands, moreover, requiring individuals to be able to increase their efforts involved in completing a job (Lee et al., 2017). Work demands can be a trigger for fatigue because the workload is too high but has limited time so that there is a problem through high desire for a job by requiring work to be completed first rather than other personal matters (Casmiasi et.al., 2013). According to Bakker et. al (2016) job demands are a situation where employees are viewed from the workload carried out in their work environment in order to create a sense of satisfaction in carrying out work activities. Work demands are processes or activities that must be completed immediately by a worker within a certain time period (Vanchapo, 2020). If a worker is able to complete and adapt to a number of tasks given, then this does not become a job requirement. However, if the worker is unsuccessful then these tasks and activities become a workload. Work demands are the amount of work that must be carried out by a position or organizational unit and are the product of work volume and time norms (Rolos et.al., 2018). Work demands are processes or activities that must be completed immediately by a worker within a certain time period (Vanchapo, 2020). If a worker is able to complete and adapt to a number of tasks given, then this does not become a job requirement. However, if the worker is unsuccessful then these tasks and activities become a workload. Work demands are the amount of work that must be carried out by a position or organizational unit and are the product of work volume and time norms (Rolos et.al., 2018). Work demands are processes or activities that must be completed immediately by a worker within a certain time period (Vanchapo, 2020). If a worker is able to complete and adapt to a number of tasks given, then this does not become a job requirement. However, if the worker is unsuccessful then these tasks and activities become a workload. Work demands are the amount of work that must be carried out by a position or organizational unit and are the product of work volume and time norms (Rolos et.al., 2018). If the worker is unsuccessful then these tasks and activities become a workload. Work demands are the amount of work that must be carried out by a position or organizational unit and are the product of work volume and time norms (Rolos et.al., 2018). If the worker is unsuccessful then these tasks and activities become a workload. Work demands are the amount of work that must be carried out by a position or organizational unit and are the product of work volume and time norms (Rolos et.al., 2018).

Based on several expert opinions above, it can be concluded that work demands are a responsibility and one of the things that must be carried out given to workers to be able to carry out work as well and optimally as possible to meet the company's common goals effectively in accordance with mutual expectations.

According to Priansa (2014), there are several factors that can influence work demands, including physical environmental factors including workspace design, work planning, work environment conditions and air circulation, while psychological environmental factors include the psychological environment in the workplace which can have positive and negative impacts as well as a poor monitoring system. or inefficient. As

further explained by Munandar (2014), there are several indicators of work demands, including targets that must be achieved, work conditions and work standards. There are several impacts resulting from work demands, including decreased work quality, customer complaints and increased absenteeism rates (Diana, 2019).

Self-Efficacy (X2)

According to Bandura (2019), self-efficacy is a belief in one's ability to organize and carry out the actions necessary to manage prospective situations. This belief will influence the way a person thinks, feels and motivates him self to act. Self-efficacy is a person's belief about their competence in a particular field, so that having confidence in one's abilities is expected to increase a person's sense of satisfaction with human resources in carrying out a job (Woofolk, 2020). Efficacy that exists in an employee is a form of confidence in a person regarding his abilities that he is able to do something or overcome a situation that he will be successful in doing so. According to Alwisol (2015), Self-efficacy is a view or perception of oneself about how oneself can function according to the situation at hand. Self-efficacy is important for teenagers to be able to continue to face all the changes that occur. Self-efficacy is related to the belief that a worker has the ability to carry out the expected actions (Widiyanti & Marheni, 2013). Self-efficacy is a person's evaluation of his abilities and competencies directly in his work involvement in carrying out tasks, achieving goals, overcoming obstacles (Baron & Byrne, 2014). Self-efficacy is a belief that a person has regarding his or her ability to learn or do something (Schunk, 2018). Self-efficacy is a belief about one's abilities. A person can carry out their work successfully because they see the opportunity with several actions so that they obtain the results they achieve (Daeny, 2016). Self-efficacy is a person's belief regarding his or her chances of successfully achieving a particular task, as well as self-assessment of whether he or she can carry out good or bad actions (Kreitner & Kinicki, 2015).

Based on several expert opinions above, it can be concluded that self-efficacy is the confidence of human resources in facing all types of work and challenges at work in order to get the best results as personal proof of improving employee performance.

According to Ghufron & Risnawati (2014), there are several factors that can influence self-efficacy, including experiences of success, experiences of other people, verbal persuasion and psychological conditions. As explained by Bandura (2019), there are indicators of self-efficacy including cognitive processes, motivation processes, motivation processes and selection processes. There are several functions of self-efficacy including choice behavior, effort made and endurance as well as thought patterns and emotional reactions.

Conceptual Framework

According to Sugiyono (2017), the connecting conceptual framework explains theories, namely between independent variables and dependent variables or intervening variables. Based on this description, a systematic scheme of the conceptual framework can be described as follows:

a) The relationship between work demands and work involvement

Work demands can negatively burden employees and positively provide responsibility and increase work competence with all the increasing demands, moreover, requiring individuals to be able to increase the effort involved in completing a job (Lee et al., 2017). Work demands can be a trigger for fatigue because the workload is too high but has limited time so that there is a problem through high desire for a job by requiring work to be completed first rather than other personal matters (Casmiasi et.al., 2013).

b) The Relationship between Self-Efficacy and Work Engagement

Self-efficacy is a person's evaluation of his abilities and competencies directly in his work involvement in carrying out tasks, achieving goals, overcoming obstacles (Baron & Byrne, 2014). Self-efficacy is a belief that a person has regarding his or her ability to learn or do something (Schunk, 2018). The character of an individual who has high self-efficacy is when the individual believes that they are able to handle a situation they face effectively, is persistent in completing tasks, is self-confident, views difficulties as challenges, is strongly committed to himself, invests strong effort in what he does. did it

c) Relationship between work involvement and job satisfaction

Work engagement is a positive attitude held by employees towards the organization or company they work in and can work together to improve personal performance and satisfaction and for the benefit of their organization (Robinson et.al, 2015). Work engagement is a condition where a person is able to commit to the organization emotionally and intellectually (Lockwood, 2015). Work engagement is a condition of serious and consistent feelings and thoughts that do not only focus on certain objects, events, individuals, behaviors (Bakker, 2017).

d) The Relationship between Job Demands and Job Satisfaction

According to Bakker et.al (2016) job demands are a situation where employees are viewed from the workload carried out in their work environment in order to create a sense of satisfaction in carrying out work activities. Work demands are processes or activities that must be completed immediately by a worker within a certain time period (Vanchapo, 2020). If a worker is able to complete and adapt to a number of tasks given, then this does not become a job requirement. However, if the worker is unsuccessful then these tasks and activities become a workload.

e) The Relationship between Self-Efficacy and Job Satisfaction

Self-efficacy is a person's belief about their competence in a particular field, so that having confidence in one's abilities is expected to increase a person's sense of satisfaction with human resources in carrying out a job (Woofolk, 2020). Efficacy that exists in an employee is a form of confidence in a person regarding his abilities that he is able to do something or overcome a situation that he will be successful in doing so. Self-efficacy is a

view or perception of oneself about how oneself can function according to the situation at hand (Alwisol, 2015).

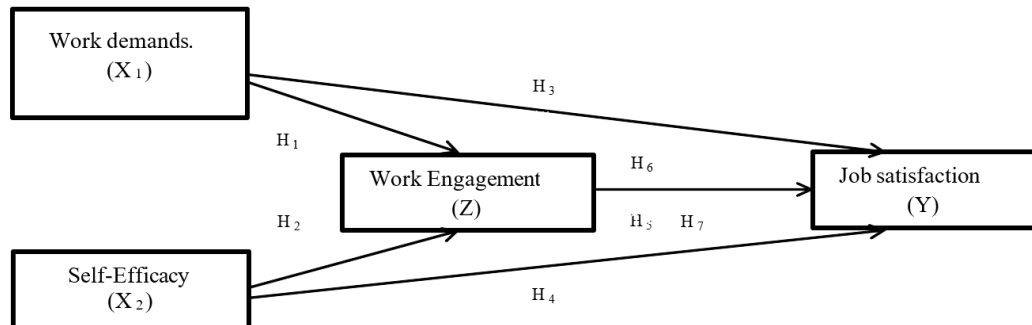


Figure 1. Conceptual Framework

Source: by the author (2023)

Research Hypothesis

According to Sugiyono (2017) explains that a hypothesis is an assumption or conjecture about something that is made to explain that thing which is often required to be checked. The hypotheses in this research are as follows:

1. Work demands directly have a significant effect on employee work engagement at PT. Medan Engineering Technology Metromatics.
2. Self-efficacy directly has a significant effect on employee work engagement at PT. Medan Engineering Technology Metromatics.
3. Work involvement directly has a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics.
4. Work demands directly have a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics.
5. Self-efficacy directly has a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics.
6. Work demands indirectly have a significant effect on job satisfaction through employee work involvement at PT. Medan Engineering Technology Metromatics.
7. Self-efficacy indirectly has a significant effect on job satisfaction through employee work involvement at PT. Medan Engineering Technology Metromatics.

METHOD

Types and Methods of Research

The type of research that the author uses in this research is associative research, which aims to determine the relationship between two or more variables (Sugiyono, 2017). The research method in this study is a quantitative method, which is a research method used to examine certain populations and samples by collecting data using research instruments to test predetermined hypotheses (Sugiyono, 2017). The analysis in this research uses path analysis to determine the direct and indirect influence between variables in a research study.

Place and time of research

This research was carried out at PT. Metromatics Engineering Technology Medan, in Jalan Kualu Gg. Order No. 8J, Medan Petisah, Medan City, North Sumatra. The research was conducted from February 2023 - July 2023

Population and Sample

The population is all members and parts of research subjects who have certain characteristics and whose information is needed by researchers for survey needs (Stockemer, 2019). The population in this study were all employees at PT. Medan Engineering Technology Metromatics numbers 70 people. A sample is a collection of people taken from a portion of the population appointed by the researcher based on predetermined criteria (Stockemer, 2019). The sampling method uses a nonprobability sampling method with census sampling techniques. According to Sugiyono (2017), Census sampling is a sampling technique where all members of the population are sampled, research conducted on populations under 100 should be carried out by census, so that all members of the population are sampled as subjects studied or as respondents who provide information. So, the sample in this study was 70 employees at PT. Medan Engineering Technology Metromatics.

Data collection technique

Data collection techniques are a systematic and objective way to obtain or collect oral and written information. The data collection technique used in this research is a questionnaire.

Data analysis technique

Data Quality Test

Validity test

To determine feasibility: to determine the appropriateness of the items in a list of questions (questionnaire) that will be presented to respondents, it is necessary to test the validity of each question to be greater ($>$) 0.30 then the question items are considered valid (Rusiadi, et al. 2014).

Reliability Test

To determine the stability and consistency of respondents in answering items related to the construct of questions prepared in the form of a questionnaire. The reliability of a variable construct is said to be good if it has a Cronbach's alpha value greater than ($>$) 0.60 (Rusiadi, et al. 2014).

Classic assumption test

Normality test

According to Ghozali (2015), the normality test aims to determine whether in the regression model the dependent variable and independent variables have a contribution or not. A good regression model is normal or close to normal distribution data.

Multicollinearity Test

Multicollinearity testing is seen from the VIF (Variance Inflation Factor) and tolerance. Tolerance measures selected independent variables that are not explained by other independent variables. So, a low tolerance value is the same as a high VIF value (because $VIF = 1/\text{tolerance}$). The cut off value that is commonly used to indicate the presence of multicollinearity is a tolerance value > 0.01 or the same as a VIF value < 10 .

Heteroscedasticity Test

According to Ghozali (2015), the heteroscedasticity test aims to test whether in the regression model there is inequality of variance from the residuals of one observation to another. If the variance from the residual from one observation to another is constant, it is called homoscedasticity and if it is different, it is called heteroscedasticity.

Path Analysis (Path Analyze)

The path analysis model consists of two structural equations with two substructurals, namely: X1 and X2 as exogenous variables and Y1 and Y2 as endogenous variables (variable Y1 as an intervening variable) with structural equations, namely:

Structural equation:

$$Y1 = \text{Py1x1}.X1 + \text{Py1x2}.X2 + \text{Py1}.e1$$
$$Y2 = \text{Py21x1}.X1 + \text{Py21x2}.X2 + \text{Py2y1}.e1y2$$

Partial Test (t-test)

The Partial Test shows how far the independent variables (social media marketing and online tourism destination review) partially influence the dependent variable (tourists' decision to visit).

Sobel Test

The Sobel test is used to determine the effect of the mediating variable, namely employee engagement. A variable is called an intervening variable if it influences the relationship between the independent variable and the dependent variable. Mediation hypothesis testing can be carried out using a procedure developed by Sobel (1982) and known as the Sobel test (Ghozali, 2018). According to Ghozali (2018), the Sobel test is carried out to test the indirect influence of variable X on Y through Z.

Determination Test

According to Ghozali (2015) the coefficient of determination (R²) is a tool to measure how far the model's ability is to explain variations in the dependent variable. The coefficient of determination value is between zero or one. A small R² value means that the ability of

the independent variables to explain variations in the dependent variable is very limited and conversely, if the value is close to 1, it means that the independent variables provide almost all the information needed to predict the dependent variables.

RESULTS AND DISCUSSION

Results of Respondent Characteristics

Table 1. Results of Respondent Characteristics: Gender, Age, Status and Length of Work

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Man	48	68.6	68.6	68.6
	Woman	22	31.4	31.4	100.0
	Total	70	100.0	100.0	
Age					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-30 Years	41	58.6	58.6	58.6
	31-41 Years	26	37.1	37.1	95.7
	42-52 Years	3	4.3	4.3	100.0
	Total	70	100.0	100.0	
Status					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not married yet	31	44.3	44.3	44.3
	Widower	4	5.7	5.7	50.0
	Widow	1	1.4	1.4	51.4
	Marry	34	48.6	48.6	100.0
	Total	70	100.0	100.0	
Length of work					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-2 Years	36	51.4	51.4	51.4
	3-4 Years	24	34.3	34.3	85.7
	5-6 Years	8	11.4	11.4	97.1
	> 6 Years	2	2.9	2.9	100.0
	Total	70	100.0	100.0	

Based on Table 1 above, it is clear from the 70 respondents that the majority of PT employees. Metromatics ReKayasa Teknologi Medan 48 people (68.6%) are male, the

majority of employees are PT. Metromatics Engineering Technology Medan aged 20-30 years 41 people (58.6%), the majority of employees of PT. Metromatics Rekayasa Teknologi Medan has unmarried status of 31 people (44.3%), the majority of whom have worked for a long time at PT. Medan Technology Engineering Metromatics 1-2 years 36 people (51.4%).

Validity and Reliability Test Results

Table 2. Validity Test Results for Job Demands (X1), Self-Efficacy (X2), Work Involvement (Z) And Job Satisfaction (Y)

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	31.46	24,716	,555	,836
X1.2	31.29	23,048	,687	,822
X1.3	31.41	23,695	,604	,831
X1.4	31.49	23,471	,660	,825
X1.5	31.36	25,392	,496	,841
X1.6	31.51	24,311	,560	,835
X1.7	31.36	26,030	,353	,856
X1.8	31.44	25,062	,517	,840
X1.9	31.31	23,436	,696	,821
Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	31.40	26,475	,455	,913
X2.2	31.40	23,519	,867	,881
X2.3	31.60	26,620	,580	,902
X2.4	31.50	25,297	,697	,894
X2.5	31.50	25,587	,621	,900
X2.6	31.53	25,267	,706	,894
X2.7	31.37	23,657	,848	,883
X2.8	31.39	23,545	,853	,882
X2.9	31.51	25,964	,536	,906
Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted

Z.1	32.04	19,897	,470	,819
Z.2	31.96	18,360	,620	,802
Z.3	32.09	17,848	,669	,796
Z.4	32.16	18,337	,641	,800
Z.5	32.06	19,069	,599	,806
Z.6	32.03	18,492	,543	,811
Z.7	32.10	19,657	,386	,830
Z.8	32.00	20,261	,364	,830
Z.9	32.03	18,782	,542	,811
Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1	31.43	20,451	,654	,842
Y.2	31.51	20,022	,718	,835
Y.3	31.59	21,551	,616	,846
Y.4	31.43	20,451	,654	,842
Y.5	31.60	21,084	,555	,851
Y.6	31.60	22,301	,506	,855
Y.7	31.44	20,859	,506	,858
Y.8	31.51	20,485	,587	,849
Y.9	31.66	21,852	,552	,852

It is known that the statistical results of the validity test show that the statement items on all variables of job demands (X1), self-efficacy (X2), work involvement (Z) and job satisfaction (Y) are said to be valid because the corrected item total correlation value is > 0.30.

Table 3. Reliability Test Results for Job Demands (X1), Self-Efficacy (X2), Work Involvement (Z) and Job Satisfaction (Y)

Reliability Statistics		
Variable	Cronbach's Alpha	N of Items
X1	,850	9
X2	,906	9
Z	,829	9
Y	,863	9

It is known that the statistical results of the reliability test show that the statement items on all variables of job demands (X1), self-efficacy (X2), work involvement (Z), and

job satisfaction (Y) are said to be reliable/reliable because the Cronbach's alpha value is > 0. 60.

Substructure Normality Test Results I and II

Table 4. Kolmogorove-Smirnov Test Results for Substructures I and II

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residuals
N		70
Normal Parameters, b	Mean	0E-7
	Std. Deviation	2.95775750
Most Extreme Differences	Absolute	,080
	Positive	,080
	Negative	-.049
Kolmogorov-Smirnov Z		,668
Asymp. Sig. (2-tailed)		,764
a. Test distribution is Normal.		
b. Calculated from data.		
One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residuals
N		70
Normal Parameters, b	Mean	0E-7
	Std. Deviation	2.30463249
Most Extreme Differences	Absolute	,079
	Positive	,048
	Negative	-.079
Kolmogorov-Smirnov Z		,658
Asymp. Sig. (2-tailed)		,779
a. Test distribution is Normal.		
b. Calculated from data.		

Based on Table 4 above, it is known that the results of the Kolmogorove-Smirnov test for substructure I have a significance value of 0.764 > 0.05 and the results of the Kolmogorove-Smirnov test for substructure II have a significance value of 0.779 > 0.05 so it can be concluded that the data tested is distributed.

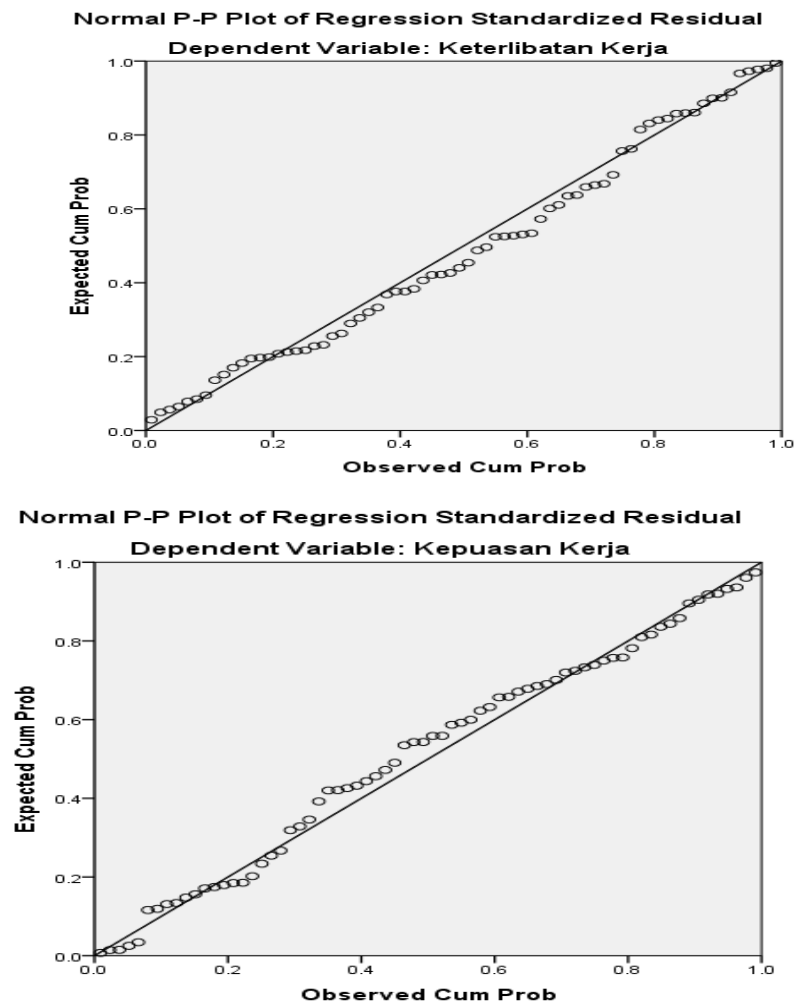
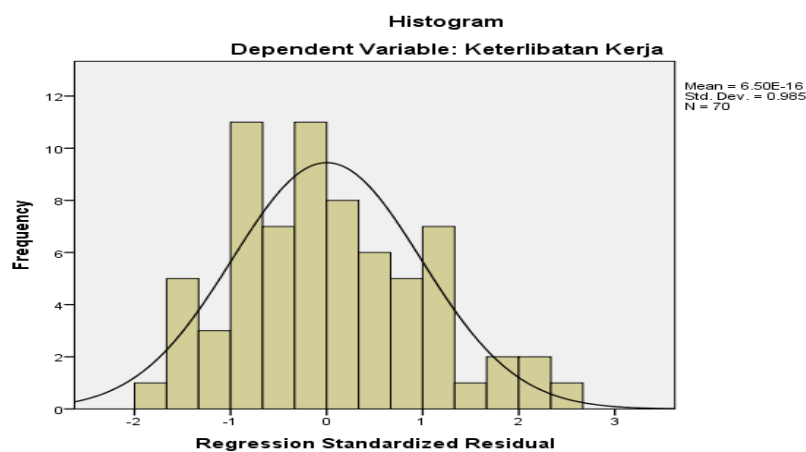


Figure 1. PP-Plot Test Results for Substructures I and II

Based on Figure 2. PP-Plot normality test for substructures I and II on the histogram graph towards a balanced convexity in the middle and the PP-Plot points are between the diagram lines, the data is declared normal.



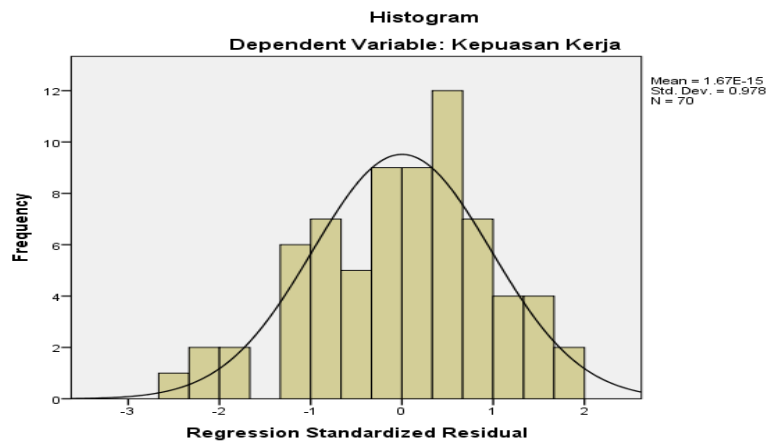


Figure 3. Substructure Histogram Test Results I and II

Based on Figure 3 above, the histogram test for substructures I and II is used to see the results of the normality test. The image above is in accordance with the provisions of the normality test which states that data is said to be normal if the line forms a bell and is in the middle, so it is normally distributed.

Multicollinearity Test Results

Table 5. Multicollinearity Test Results for Substructures I and II

Coefficients ^a											
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero - order	Partial s	Part	Tolerance	VIF
1	(Constant)	7,940	2,735		2,904	,005					
	Work demands	,325	,082	,325	3,948	,000	,578	,434	,294	,820	1,219
	Self-Efficacy	,569	,078	,598	7,265	,000	,736	,664	,541	,820	1,219
a. Dependent Variable: Work Engagement											
Coefficients ^a											
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero - order	Partial s	Part	Tolerance	VIF
1	(Constant)	5,363	2,278		2,354	,022					
	Work demands	-.047	,072	-.044	-.650	,518	,393	-.080	-.036	,665	1,503
	Self-Efficacy	,753	,082	,751	9,163	,000	,883	,748	,508	,459	2,180
	Work Engagement	,217	,096	,206	2,266	,027	,733	,269	.126	,372	2,687
a. Dependent Variable: Job Satisfaction											

Based on Table 5, it is known that the results of the multicollinearity test for the variables job demands (X1), self-efficacy (X2), work involvement (Z), and job satisfaction (Y) in substructures I and II have tolerance values > 0.10 and VIF < 10 then this research is declared free from multicollinearity problems.

Heteroscedasticity Test Results

Table 6. Gletsjer Substructure Test Results I and II

Coefficientsa											
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partials	Part	Tolerance	VIF
1	(Constant)	7,971	1,462		5,450	,000					
	Work demands	-.114	,044	-.314	-2,576	,112	-.394	-.300	-.284	,820	1,219
	Self-Efficacy	-.065	,042	-.189	-1,553	,125	-.322	-.186	-.171	,820	1,219
a. Dependent Variable: Abs_RES											
Coefficientsa											
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial s	Part	Tolerance	VIF
1	(Constant)	4,968	1,291		3,848	,000					
	Work demands	-.031	,041	-.110	-.760	,450	-.233	-.093	-.089	,665	1,503
	Self-Efficacy	,002	,047	,008	,045	,964	-.200	,006	,005	,459	2,180
	Work Engagement	-.062	,054	-.219	-1,133	,261	-.277	-.138	-.133	,372	2,687
a. Dependent Variable: Abs_RES											

Based on Table 6 above, it is known that the Glatjsjer test on substructures I and II for all variables shows a significant value greater than 0.05. Thus, it can be concluded that this research data is free from heteroscedasticity problems.

Partial Test Results (t-test)

Table 7. Partial Test Results (t-test) for Substructure I

Coefficientsa											
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial s	Part	Tolerance	VIF
1	(Constant)	7,940	2,735		2,904	,005					
	Work demands	,325	,082	,325	3,948	,000	,578	,434	,294	,820	1,219

	Self-Efficacy	,569	,078	,598	7,265	,000	,736	,664	,541	,820	1,219
a. Dependent Variable: Work Engagement											

1) The Effect of Work Demands on Work Engagement

The t-calculated value of work demands is $3.948 > 1.66$ ($nk = 70-4 = 66$ at $0.05/5\%$) and is significant $0.000 < 0.05$, so that H_a is accepted, and H_o is rejected, then work demands are directly affected and significant to work engagement. (Hypothesis 1 is accepted)

2) The Influence of Self-Efficacy on Work Engagement

The t-calculated value of self-efficacy is $7.265 > 1.66$ ($nk = 70-4 = 66$ at $0.05/5\%$) and is significant $0.000 < 0.05$, so that H_a is accepted, and H_o is rejected, then self-efficacy directly influences and significant to work engagement. (Hypothesis 2 is accepted)

Table 8. Partial Test Results (t-Test) for Substructure II

Coefficients ^a											
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero - order	Partial s	Part	Tolerance	VIF
1	(Constant)	5,363	2,278		2,354	,022					
	Work demands	-.047	,072	-.044	-,650	,518	,393	-.080	-.036	,665	1,503
	Self-Efficacy	,753	,082	,751	9,163	,000	,883	,748	,508	,459	2,180
	Work Engagement	,217	,096	,206	2,266	,027	,733	,269	,126	,372	2,687
a. Dependent Variable: Job Satisfaction											

1) The Influence of Job Demands on Job Satisfaction

The t-calculated value of job demands is $-0.650 < 1.66$ ($nk = 70-4 = 66$ at $0.05/5\%$) and is significant $0.518 < 0.05$, so H_a is rejected, and H_o is accepted, so direct job demands are not significant effect on job satisfaction. (Hypothesis 3 is rejected).

2) The Influence of Self-Efficacy on Job Satisfaction

The t-calculated value of self-efficacy is $9.163 > 1.66$ ($nk = 70-4 = 66$ at $0.05/5\%$) and is significant $0.000 < 0.05$, so that H_a is accepted, and H_o is rejected, then self-efficacy directly influences and significant to job satisfaction. (Hypothesis 4 is accepted)

3) The Effect of Work Involvement on Job Satisfaction

The t-calculated value of work involvement is $2.266 > 1.66$ ($nk = 70-4 = 66$ at $0.05/5\%$) and is significant $0.027 < 0.05$, so that H_a is accepted, and H_o is rejected, then work involvement directly influences and significant to job satisfaction. (Hypothesis 5 is accepted)

Sobel Test

Table 9. Sobel Test Results

Variable	Unstandardized	Std. Error
Job Demands on Work Engagement	0.325(a)	0.082 (sa)
Self-Efficacy on Work Engagement	0.569 (b)	0.078 (sb)
Work Involvement on Job Satisfaction	0.217 (c)	0.096 (sc)

Table 10. Sobel Test Calculation Results X1 to Y Through Z

Extrinsic Motivation		Statistical Tests	P-Value	Conclusion
a	0.325	1,963	0.049	Significant Influence
c	0.217			
sa	0.082			
sc	0.096			

Source: Sobel Test

Based on Table 10 above, it is known that work demands indirectly have a significant effect on job satisfaction through work involvement, seen from the p-value of $0.049 < 0.05$. (Hypothesis 6 is accepted)

Table 11. Sobel Test Calculation Results X2 to Y Through Z

Training		Statistical Tests	P-Value	Conclusion
b	0.569	2,159	0.030	Significant Influence
c	0.217			
sb	0.078			
sc	0.096			

Source: Sobel Test

Based on Table 11. above, it is known that self-efficacy indirectly has a significant effect on job satisfaction through work involvement, seen from the p-value of $0.030 < 0.05$. (Hypothesis 7 is accepted).

Determination Test Results

Table 12. Substructure Determination Test Results I and II

Model	R	R Square	Adjusted R Square	Std. Error of The Estimate
1	,792a	,628	,617	3,002
2	,893a	,797	,788	2,356

Based on Table 12, it is known that in substructure I the Adjusted R square value of 0.617 can be called the coefficient of determination, this means that 0.617 (61.7%) of work involvement can be obtained and explained by work demands and self-efficacy while the

remaining 38.3% ($100\% - 61.7\% = 38.3\%$) explained by variables outside the model that were not studied. In substructure II, the adjusted R square value of 0.797 can be called the coefficient of determination, this means that 0.797 (79.7%) of work involvement can be obtained and explained by work demands and self-efficacy while the remaining 20.3% ($100\% - 79.7\% = 20.3\%$) explained by variables outside the model that were not studied

CLOSING

Conclusion

- 1) Work demands directly have a significant effect on employee work engagement at PT. Medan Engineering Technology Metromatics.
- 2) Self-efficacy directly has a significant effect on employee work engagement at PT. Medan Engineering Technology Metromatics.
- 3) Work involvement directly has a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics.
- 4) Work demands do not directly have a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics.
- 5) Self-efficacy directly has a significant effect on employee job satisfaction at PT. Medan Engineering Technology Metromatics.
- 6) Work demands indirectly have a significant effect on job satisfaction through employee work involvement at PT. Medan Engineering Technology Metromatics.
- 7) Self-efficacy indirectly has a significant effect on job satisfaction through employee work involvement at PT. Medan Engineering Technology Metromatics.

Suggestion

- 1) Based on the respondent's statement on the work demands variable with the first lowest mean (X1.6-3.81) regarding "Able to work under pressure", in this case it is recommended that employees work optimally by paying attention to several important things before and when starting work to minimize the occurrence of errors in the work process which cause the creation of several obstacles, it is hoped that employees will prepare more effective work strategies to facilitate the completion of the work.
- 2) Based on the respondent's statement on the work demands variable with the second lowest mean (X1.4-3.84) regarding "Able to take full responsibility for the work carried out", in this case it is recommended that employees be able to carry out work professionally to complete the work that has been given quickly and precisely in accordance with the promises given to partners/customers.
- 3) Based on the respondent's statement on the self-efficacy variable with the first lowest mean (X2.3-3.80) related to "Able to motivate oneself to improve competence at work" in this case it is recommended that employees be able to improve work competence in various ways, one of which is creating new creative and innovative things at work to support this improvement in the long term so that employees are not in their comfort zone.

- 4) Based on the respondent's statement on the self-efficacy variable with the second lowest mean (X2.6-3.87) regarding "Able to control feelings of anxiety and depression at work", in this case it is recommended that employees at work should pay attention to negative emotional attitudes such as anxiety, anger and depression which can hinder work, it is necessary to have a calm and relaxed attitude at work, take the positive side of work to further improve one's quality from various work challenges that come at any time.
- 5) Based on the respondent's statement on the work involvement variable with the lowest mean (Z.7-3.96) regarding "Full concentration in completing work", in this case it is recommended that employees at work not think about various things that are obstacles to good work that come from internally and external work so that employees can concentrate and focus on the work to be completed.
- 6) Based on the respondent's statement on the job satisfaction variable with the lowest mean (Y.9-3.96) regarding "Having strong and solid colleagues", in this case it is recommended that employees be able to work together to build effective teamwork to solve all problems, type of work to achieve work targets and the company's good name in the eyes of partners/customers.
- 7) Based on the respondent's statement on the job satisfaction variable with the lowest mean (Y.5-3.96) regarding "Able to work according to target", in this case it is recommended that employees be able to complete their work with predetermined work targets by carrying out appropriate time management and apply the principles of optimal teamwork in achieving the best results for the work carried out.

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**ANALYSIS OF JOB DEMANDS AND SELF-EFFICACY ON JOB
SATISFACTION WITH WORK ENGAGEMENT AS AN
INTERVENING VARIABLE IN PT. METROMATIKA ...**

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