

ABSTRACT

Total Reward combines Transactional Reward and Relational Reward can meet any level of employee's needs therefore will foster employee to invest their Job involvement (cognitive energy), Job satisfaction (emotional reaction), Intrinsic motivation (physical energy) actively into complete work role performance. If employee shows Job Engagement during work in turn will create superior performance that are directly involved in the accomplishment of core job tasks involved in organization's 'technical core' (task performance) and also motivational behavior such cooperation, helpfulness, innovation, contribute to organization by fostering a social and psychological environment conducive to accomplishment of work involved in organization's 'technical core' (contextual performance). Result of the study taken by questionnaire to employee of Sekretariat Pengadilan Pajak confirm our hypotheses relationships between Total Reward and Job Engagement also relationships between Job Engagement and Job Performance. In fact our results support our hypotheses that mediating role of Job Engagement accounts for relationships between Total Reward and Job Performance.

Keywords : Total Reward, Job Engagement, Job Performance, Mediating Role of Job Engagement

ABSTRAK

Total Reward merupakan kombinasi Imbalan Transaksional dan Imbalan Relasional dipercaya mampu memenuhi seluruh kebutuhan pegawai sehingga akan mendorong pegawai untuk menginvestasikan *Job involvement* (energi kognitif), *Job satisfaction* (reaksi emosional), *Intrinsic motivation* (energi fisik) secara aktif ke dalam pekerjaan. Apabila pegawai telah menunjukkan *Job Engagement* dalam bekerja pada gilirannya akan menghasilkan kinerja yang superior dalam pelaksanaan tugas pokok pekerjaan yang berkaitan secara langsung terhadap tugas pokok organisasi (*task performance*) dan sesuatu yang bersifat motivasional seperti kemampuan bekerja sama, membantu sesama, inovasi yang terbukti turut membantu pencapaian kinerja organisasi (*contextual performance*). Hasil penelitian ini yang dilaksanakan melalui penyampaian kuesioner kepada pegawai Sekretariat Pengadilan Pajak mengkonfirmasi hipotesis pengaruh *Total Reward* terhadap *Job Engagement* dan pengaruh *Job Engagement* terhadap Kinerja Pegawai. Begitu pula dengan hipotesis peran *Job Engagement* sebagai mediator dalam hubungan *Total Reward* dengan Kinerja Pegawai.

Kata Kunci : *Total Reward*, *Job Engagement*, Kinerja Karyawan, Peran *Job Engagement* sebagai Mediator.