

ABSTRACT

This study aims to analyze the influence of the work environment, work stress, and employee engagement on job satisfaction at the PT Kereta Api Indonesia (KAI) Head Office in Bandung. The study employs a quantitative approach using an associative method. Data were collected through observation, literature review, and the distribution of questionnaires to 130 respondents selected via probability sampling—specifically, simple random sampling. Data analysis techniques included descriptive statistical analysis, instrument testing, classical assumption testing, multiple linear regression analysis, t-tests, F-tests, and coefficient of determination analysis using SPSS software. The results indicate that the work environment has a positive effect on job satisfaction, work stress has a negative effect on job satisfaction, and employee engagement has a positive effect on job satisfaction. Simultaneously, these three variables significantly influence job satisfaction, with an R-square value of 0.803 and an adjusted R-square value of 0.798. Therefore, employee job satisfaction can be enhanced through an optimal work environment, effective management of work stress, and increased employee engagement within the organization.

Keywords: *Work Environment, Work Stress, Employee Engagement, Job Satisfaction*



ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh Lingkungan kerja, stres kerja, dan keterlibatan karyawan terhadap kepuasan kerja karyawan di PT. Kereta Api Indonesia (KAI) Kantor Pusat Bandung. Penelitian ini menggunakan pendekatan kuantitatif dengan metode asosiatif. Data diperoleh melalui observasi, studi kepustakaan, dan penyebaran kuesioner kepada 130 responden yang dipilih menggunakan teknik probability sampling dengan metode simple random sampling. Teknik analisis data yang digunakan meliputi analisis statistik deskriptif, uji instrumen, uji asumsi klasik, analisis regresi linear berganda, uji t, uji F, dan koefisien determinasi dengan bantuan SPSS. Hasil penelitian menunjukkan bahwa Lingkungan Kerja berpengaruh positif terhadap kepuasan kerja, stres kerja berpengaruh negatif terhadap kepuasan kerja, dan keterlibatan karyawan berpengaruh positif terhadap kepuasan kerja. Secara simultan, ketiga variabel tersebut berpengaruh signifikan terhadap kepuasan kerja dengan nilai R Square sebesar 0,803 dan Adjusted R Square sebesar 0,798. Dengan demikian, kepuasan kerja karyawan dapat ditingkatkan melalui optimalisasi Lingkungan kerja, pengelolaan stres kerja, serta peningkatan keterlibatan karyawan dalam organisasi.

Kata Kunci: Lingkungan kerja, Stres Kerja, Keterlibatan Karyawan, Kepuasan Kerja

