

ABSTRAK

PERILAKU PEKERJA MILENIAL DI AIRLANGGA UNIVERSITY PRESS

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Dominasi generasi milenial mulai dirasakan oleh setiap organisasi saat ini. Kehadirannya memberikan warna baru dalam dinamika lingkungan kerja. Keadaan ini dapat menjadi tantangan sekaligus peluang dalam meningkatkan dan mengembangkan organisasi. Milenial memiliki karakteristik yang berbeda. Perbedaan ini seringkali menimbulkan konflik antar generasi dalam lingkungan kerja. Dibutuhkan pemahaman yang tepat tentang makna bekerja bagi milenial dan perilaku pekerja milenial di AUP (*Organization Commitment, Employee Engagement, dan Organizational Citizenship Behavior*). Penelitian bertujuan memahami makna bekerja bagi pekerja milenial AUP dan mengungkap perilaku pekerja milenial AUP. Penelitian menggunakan pendekatan deskriptif kualitatif dengan metode analitis. Teknik pengumpulan data dilakukan dengan observasi, wawancara semiterstruktur dan dokumentasi. Hasil penelitian, didapatkan data bahwa makna pekerjaan berbeda pada tiap informan berdasarkan perkembangan pribadinya dan persepsi sejarah yang dilaluinya. Pekerja milenial AUP cenderung lebih berkomitmen pada diri sendiri dan rekan kerja dibandingkan komitmen pada organisasi. *Employee engagement* pekerja milenial beragam, berada pada tingkatan *engaged* dan *not engaged*. Mereka tidak segan membantu rekan kerja saat dibutuhkan. Keinginan untuk selalu berkembang yang diimbangi dengan usaha mereka meningkatkan kompetensi diidentifikasi ke dalam dimensi *individual iniatif* dan *self development* yang dianggap sebagai kunci dari *Organizational Citizenship Behavior*. Hasil penelitian ini dapat dijadikan acuan organisasi dalam menciptakan lingkungan kerja produktif dan ideal bagi seluruh karyawan.

Kata Kunci: pekerja milenial, makna bekerja, *organization commitment, employee engagement, organizational citizenship behavior*

ABSTRACT

MILLENNIAL WORKERS BEHAVIOR AT AIRLANGGA UNIVERSITY PRESS

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The dominance of millennial generation is starting to be felt by every organization today. Its presence gives a new color in the dynamics of the work environment. This situation can be a challenge as well as an opportunity in improving and developing organizations. Millennial has different characteristics. This difference often creates conflicts between generations in the work environment. A proper understanding of the meaning of work for millennials and the behavior of millennial workers is needed at the AUP (Organization Commitment, Employee Engagement, and Organizational Citizenship Behavior). The study aims to understand the meaning of work for AUP millennial workers and uncover the behavior of AUP millennial workers. The study used a qualitative descriptive approach with analytical methods. Data collection techniques are done by observation, semistructured interviews and documentation. The results of the study, obtained data that the meaning of work is different for each informant based on personal development and historical perceptions in its path. AUP millennial workers tend to be more committed to themselves and coworkers than to organizational commitment. Employee engagement Millennial workers are diverse, at the engaged and not engaged levels. They do not hesitate to help colleagues when needed. The desire to always develop which is balanced with their efforts to improve competence are identified in the dimensions of individual initiative and self development which are considered as the key of Organizational Citizenship Behavior. The results of this study can be used as an organizational reference in creating a productive and ideal work environment for all employees.

Keywords: millennial workers, the meaning of work, organization commitment, employee engagement, organizational citizenship behavior