

ABSTRAK

Penelitian ini bertujuan untuk mengeksplorasi bagaimana *information flow*, *information adequacy*, *interaction supportiveness* dan *job engagement* berdampak pada *organizational commitment*. Penelitian ini menggunakan metode deskriptif dan verifikatif untuk mengeksplorasi hubungan antara *information flow*, *information adequacy*, dan *interaction supportiveness* terhadap *organizational commitment* dengan *job engagement* sebagai intervensi. Data dikumpulkan dengan menggunakan kuesioner, observasi dan telaah pustaka yang melibatkan sampel sebanyak 250 orang karyawan yang dipilih menggunakan *accidental sampling*. Pengujian hipotesis dilakukan menggunakan *path analysis* dengan bantuan program SmartPLS. Hasil penelitian menunjukkan bahwa *information adequacy* dan *job engagement* berpengaruh langsung terhadap *organizational commitment* pada karyawan generasi Y di Surabaya–Sidoarjo, sedangkan *information flow* dan *interaction supportiveness* tidak berpengaruh langsung. Namun demikian, ketiga variabel tersebut (*information flow*, *information adequacy*, dan *interaction supportiveness*) terbukti berpengaruh signifikan terhadap *job engagement*. Selanjutnya, *job engagement* terbukti memediasi pengaruh *information flow*, *information adequacy*, dan *interaction supportiveness* terhadap *organizational commitment*.

Kata kunci: *Information flow*, *information adequacy*, *interaction supportiveness*, *job engagement*, *organizational commitment*.

ABSTRACT

This study aims to explore how information flow, information adequacy, interaction supportiveness, and job engagement impact organizational commitment. A descriptive and verificative approach was employed to examine the relationship between information flow, information adequacy, and interaction supportiveness on organizational commitment, with job engagement as the intervening variable. Data were collected through questionnaires, observations, and literature reviews involving a sample of 250 employees selected using accidental sampling. Hypothesis testing was conducted using path analysis with the assistance of SmartPLS software. The results show that information adequacy and job engagement have a direct influence on organizational commitment among Generation Y employees in the Surabaya–Sidoarjo area, while information flow and interaction supportiveness do not have a direct effect. However, the three variables (information flow, information adequacy, and interaction supportiveness) were found to significantly affect job engagement. Furthermore, job engagement was proven to mediate the effect of information flow, information adequacy, and interaction supportiveness on organizational commitment.

Keywords: Information flow, information adequacy, interaction supportiveness, job engagement, organizational commitment.