ABSTRACT

As an effort to increase competitive advantage, PT. PLN (Persero) Distribusi Jawa Timur, is now starting to refer to the Malcolm Baldrige Criteria for Performance Excellence (MBCFPE) that has been used as a reference for almost all business units in Indonesia by executing Employee Engagement Survey, a survey measuring employee loyalty to the company that introduced by PT. PLN (Persero) Head Office for all business units. PT. PLN (Persero) Distribusi Jawa Timur feels the need of formulating criterion of employee satisfaction according to local conditions in order to describe the real condition of this business unit and to assess whether the questionnaire of employee engagement survey which was made by PT. PLN (Persero) is still relevant for use in subsequent measurement of employee satisfaction.

This research added some employee satisfaction criterion to improve employee engagement survey that have been used previously. The addition of several criterion then formed as a new alternative. In this new alternative, the measurement of job satisfaction and employee satisfaction will be done separately, referred to the measurements contained in the MBCFPE. So there are two types of surveys that are
conducted, the Employee Satisfaction Survey and the Employee Engagement Survey. This study revealed that the criterion contained in the Employee Engagement Survey issued by PT. PLN Head Office are less able to describe the level of job satisfaction and loyalty of employees in accordance with the internal condition of PT. PLN (Persero) Distribusi Jawa Timur. As improvements, ESS and EES obtained through AHP and selection of alternatives through TOPSIS method are considered as better ones in describing the satisfaction and employee loyalty.

**Keywords:** Employee Engagement, Employee Satisfaction, TOPSIS