INTRODUCTION

The shift in the world economy has resulted in the increasingly fierce competition in fighting for world economic hegemony; all of that leads to the need to increase Indonesia’s competitiveness in the global arena. The World Economic Forum (WEF) places Indonesia’s Global Competitiveness Index (GCI) 34th in the world from 144 countries (under Singapore, Malaysia, Brunei Darussalam, and Thailand) with a score of 4.6 (scale 7). One of the causes of Indonesia’s competitiveness has not been maximized is the quality of infrastructure, where the WEF gave a score of 4.2 (scale 7) in 72nd place out of 144 countries (Global Competitiveness Report edition 20015-2015).

The Special Capital Region (DKI) of Jakarta has its attractions for the population of Indonesia, especially those in the neighboring regions of Bogor, Depok, Tangerang, and Bekasi (Bodetabek). As a result, the number of trips to Jakarta is hefty on the streets in the city of Jakarta. In the past decade, the growth of Jabodetabek travel growth by 58%. The number of vehicles is increasing as the population grows. The total number of people trips in 2017 is 47.5 million people trips/day, commuting movements 4.06 million people/day, other movements (passing Jakarta and internal Bodetabek) 20.02 million people/day (Direktorat dan Pengembangan, Badan Pengelola Transportasi Jabodetabek).

The growth of the trip can cause various impacts, among which the most felt is the increasing congestion, air quality, public health, and various other social problems. These impacts ultimately lead to significant economic losses stemming from congestion reaching 67.5 trillion. Specifically, the effects of transportation include (a) The share capital of public transport in the Greater Jakarta area in 2012 was only around 17%; while the target of 2029 is above 60%. (b) The average travel speed at peak times is around 6-9 km/day; ideally, for urban areas, the average speed is 20 km/day. (c) Average travel time per trip (the distance of 10-20 km is around 23 hours; generally, the community spends about 4-6 hours per day, which is equivalent to 50-70% of productive time. (d) General community losses due to traffic disputes reach IDR 39.9 trillion/year to 65 trillion/year, which is equivalent to 2-3% of DKI Jakarta's GDP (ADHK) in 2015. That is, if the transportation sector contributes around 6-7 Jakarta PDRB 7%, then the range of 40% is a waste considering the transportation sector is a derivative need of economic and social activities of the community. (e) Environmental aspects, waste of fuel consumption in the road network is around 20%; this level is proportionally higher indicated by the gas emission indicators waste (Direktorat dan Pengembangan, Badan Pengelola Transportasi Jabodetabek).

In the development agenda, one of them is increasing people's productivity and competitiveness in international markets, where there are two priority sub-agendas related to the transportation sector, namely: (a) building national connectivity to achieve balanced development. (b) Developing urban mass transportation. Jabodetabek Transportation Management Agency (BPTJ) has the task of developing, managing, and improving integrated transportation services in the Greater Jakarta area; in its implementation refer to the Jabodetabek Transportation Master Plan (RITJ) established through the Presidential Regulation (Peraturan Presiden Nomor 103 Tahun (2015) Tentang Badan Pengelola Transportasi Jakarta, Bogor, Depok, Tangerang, dan Bekasi).
The results of the 2017 essential performance indicators review of the Jabodetabek Transportation Management Agency have not reached the target due to several factors, including human resources, funding, facilities and infrastructure, information technology, regulations and policies, institutions, implementation management, performance, and service impact (Strategic Plan BPTJ, 2017). This study only examines one of the causes, namely human resources, which emphasizes individual work performance that can affect organizational performance.

In past studies of individual work performance influenced by several factors including perceived organizational support (Eisenberger et al., 1986), organizational based self-esteem (Pierce et al., 1986), and work engagement (Schaufeli et al., 2006). Armstrong & Taylor (2014): resourcing, performance management, learning & development, reward management, employee relations, engagement, motivation, and skills. The current study focused on individual work performance influenced by perceived organizational support (Eisenberger et al. 1986), organizational based self-esteem (Pierce et al., 1986) and work engagement (Schaufeli, Martinez et al., 2002) which are the construction of a research model as well as its novelty.

The importance of research is done considering the various problems of low individual work performance that indicate having a reciprocal relationship between employees and organizations that effectively provide perceived organizational support to employees which is a construction embedded in social exchange theory (Shanock & Eisenberger, 2006) which is defined as global belief regarding the extent to which organizations value employee contributions and care about their well-being (Eisenberger et al., 1986).

Similarly, organizational based self-esteem is basically that employees feel self-esteem in doing work and contribute fully to the organization. This self-esteem is related to organizational and work contexts, such as respect for managerial, organizational, work complexity, and stability in the use of time (Pierce et al., 1986). Individual self-esteem influences behavior and performance both at work and in public life because it provides positive energy to employees, so organizational based self-esteem influences individual work performance and organizational performance. Furthermore, work engagement is characterized by vigor, dedication, and absorption (Schaufeli, et al., 2006). Some research states that employees who have high work engagement are also top performers. It is suspected that work engagement affects individual work performance and contributes to the low performance of Jabodetabek transportation integration services, as shown in the organization's KPI. This study aims to describe the effect of perceived organizational support, organizational based self-esteem, and work engagement on individual work performance.

LITERATURE REVIEW

Individual Work Performance (IWP):

Fogaca et al., (2018) suggested that job performance in a multi-dimensional perspective must be defined as a matter of behavior and outcomes that are relevant to organizational goals. Context variables, such as the results or effectiveness of macro indicators, are generally also related to performance. Performance refers to the skills, professional competencies, and expertise applied in the context of the task or the way individuals act in terms of effectiveness and efficiency that supports organizational achievement. While Ramawickrama et al., (2017) based on several kinds of literature, namely a function of individual abilities, skills, and efforts in given situations. This definition focuses on the statement that job performance is own behavior that is relevant to organizational goals.

Kazan & Gumus (2013) said that the notion of performance emphasizes quantifiable and qualitative measurable results, namely performance is a degree of achievability to predetermined business objectives. Performance is a result as well as quantitative and qualitative measurements of efforts to achieve the aim. Dhammika (2013) suggested that employee performance or job performance, in other words, is defined as individual behaviors regarding self-control and those affecting the achievement of organizational goals. Emphasizing the meaning of job performance between actions, behaviors, and outcomes or employee outcomes contribute to and in accordance with corporate goals expressed in this definition scalable actions, behaviors and outcomes that employees engage in or bring about that are linked and contribute to organizational goals (Viswesvaran & Ones, 2000). The two primary criteria of meaningful performance are the quantity of work and quality of work (Ramawickrama et al., 2017). The opinions of Viswesvaran & Ones and Opatha complement each other where the definitions unite the results, behaviors, responsibilities to the task that can be measured through the quality and quantity of the work to contribute to organizational goals. Thus it can be concluded that performance is a combination of physical and psychological behavior in individuals measured from all aspects as well as producing work or outcomes with authority and responsibility in achieving organizational goals.

In this study, individual performance instruments use individual work performance quests (IWPQ) proposed by Koompans et al., (2014). Performance covers the dimensions: (a) Task performance: the proficiency with which individuals perform the core substantive or technical task central to his or her job. (b) Contextual performance: behaviors that support the organizational, social, and psychological environment in which the technical core must function. (c) Counterproductive work behavior: behavior that harms the wellbeing of the organization.

The individual work performance questionnaire (IWPQ) is a generic instrument that is suitable for all types of work. In this case, using the IWPQ in employee performance measurement instruments at the Jabodetabek Transportation Management Agency is expected to be able to provide a precise and clear picture of the level of individual
performance that impacts on the performance of the organization's transportation integration services. IWPQ consists of several versions as Koopmans (2014) stated: IWPQ version 0.1 consists of 34 statements, IWPQ version 0.2 consists of 27 statements and finally it was extracted in IWPQ version 0.3 which only uses 18 statements. This study uses version 0.3 because it has the same level of validity, but the content is shorter and can represent all types of work, including the object of this study.

**Perceived Organizational Support (POS):**

Eisenberger et al., (1986) wrote that perceived organizational support (POS) refers to employees' perception of the extent to which the organization values their contribution and gives an impression of their well-being. POS has been found to have important consequences for employee performance and well-being. It is said that POS is an employee's perception of the organization in valuing its contribution and welfare. In some POS studies, it is found to have important consequences on employee performance and well-being that are at the core of all POS studies. In line with the findings, it states that: (a) employees in an organization from global beliefs concern the extent to which the organization values their contribution and care about their well being, (b) such perceived organizational support reduces absenteeism, (c) the relationship between perceived corporate support and absenteeism, (d) the relation between perceived corporate support and absenteeism is greater for employers with a strong exchange ideology than those with a weak exchange of ideology. This finding explains that POS is organizational support perceived by global beliefs about the extent to which organizations value contributions and care for employee welfare. This support reduces the level of employee absence with a strong exchange ideology compared to a weak exchange ideology.

Perceived organizational support is one of the contextual factors that can increase the sense of responsibility or obligation to achieve organizational goals, develop a more positive attitude towards the organization. Recent studies have shown that perceived corporate support has a positive impact on the transfer of training (Caesens et al., 2014).Miller (2016) writes the definition of perceived corporate support is the perception of employees that the organization they work for cares for the employee's need and well-being. Similarly, Yih & Huaik (2011) explained that the theoretical foundation of perceived organizational support is built on social exchange and attribution processes. Perceived organizational support is the perception or assessment of employees about how much the organization values contributions and pays attention to employees. Therefore, employees who receive positive support from their organizations usually respond by engaging in pro-organizational behavior (Stinglhamber, 2014).

Measurement of perceived organizational support uses a short form that has been developed since 1986 using 36 items, 17 items, and even eight items (Eisenberger et al., 1986). The 8 item scale refers to Shanock & Eisenberger (2006) that because the original size is unidimensional and has high internal reliability, the use of shorter versions is considered excellent. The following version 8 items are widely used by researchers as a standard measurement of the POS level of an employee: (a) The organization's value is my contribution to its well-being. (b) The organization fails to appreciate any extra effort from me. (c) The organization would ignore any complaints from me. (d) The organization cares about my well-being. (e) Even if I did the best job possible, the organization would fail to notice. (f) The organization cares about my general satisfaction at work. (g) The organizational shows are very little concern for me. (h) The organization takes pride in my accomplishment at work.

**Organizational Based Self Esteem (OBSE):**

Kanning & Hill (2012) explained that self-esteem in the early 1890s by William James showed that everyone formed ideas about their characteristics (such as needs, abilities, attractions, etc.). Therefore they got an impression of their character own. In its development stated that self-concept is not only limited to self-description but also always contains an evaluation that is described as self-esteem. Because in self-concept everyone shows some aspects of self-esteem. This self-evaluation illustrates the positive aspects of one's self-concept and positively correlates with job satisfaction and job performance (Judge & Kammeyer-Mueller, 2012).

Stauffer III (2016) argues that self-esteem is the overall value set by the individual himself. Self-esteem is also a component of an individual's identity related to core beliefs about their self-esteem. Self-esteem has a significant relationship with self-identity because both work together constantly verifying and reaffirming an individual's core beliefs about themselves and their environment (Sekiguchi et al., 2013).

Ibrahim (2014) suggests the definition of self-esteem is the primary appraisal of one makes of oneself, as it concerns the overall value that one places on oneself, as a person. While Indrayanto (2012) explains that self-esteem is a belief in self-values based on overall self-evaluation. Self-esteem feelings are shaped by our circumstances and how other people treat us. The positive atmosphere in the self-esteem survey is that I feel that I am very meaningful like everyone else, while the negative questions are that I think that I don't have much to be proud of. People who agree with positive statements have high self-esteem where they see themselves as valuable, capable and acceptable.

Thus it can be concluded that self-esteem is a belief in self-values based on overall self-evaluation which includes self-identify as individuals that are shaped by our circumstances and how other people treat us for the self-esteem that we show. The higher the self-confidence, the more confidence you have in doing positive things.

One psychological aspect that provides positive energy for employees at work is the high level of self-esteem associated with work and organization. Self-esteem based on this organization has a positive impact because employees will involve themselves fully in the organization. Several OBSE definitions were stated by Sumanasiri et al., (2016) organization based self esteem clearly differs from global self esteem and takes self esteem and appear to provide more accurate measurements of self esteem with regard to the organizational context and the job in terms of OBSE antecedent's managerial respect, mechanistic organization, job complexity, and stability across time.
Dwitasari et al., (2016) suggested that organizational based self-esteem is the level of confidence of organizational members that they can satisfy their needs by participating and taking roles in organizations. Employees who value themselves as meaningful people will make organizational goals and values a part of their lives; this will encourage employees to remain in the organization.

The OBSE indicator is presented by several experts who form the basis of measuring the employee's OBSE level. Since it was first developed by Pierce et al., (1986) until now other researchers have used indicators that divide into 10 statements including: I am taken seriously, I am trusted, I am important, I can make a difference, I am valuable, I am helpful, I count around here, I am cooperative, There is faith in me, I am efficient (Sumanasiri et al., 2016). Therefore this study uses these indicators as standard indicators that have been used by some previous researchers called "The 10-Item Scale "remembers that this instrument has been validated and used by researchers all over the world, although there are some researchers who modify it according to the object and needs.

Based on several definitions it can be concluded that organizational based self-esteem is a psychological construct in which employees have a level of confidence in all the resources or values they have as a result of social construction internalizing self-esteem in work and organizations.

Work Engagement (WE):

Work engagement first appeared in 1965, writing that with the emergence of positive psychology and positive behavior (Bai & Liu, 2018). After years of research and exploration by experts, the concept of individual input at work places that work engagement is defined as individuals within the organization that can integrate into work and expresses themselves freely. It also is divided into three dimensions of physiological, cognitive, and emotional. Work engagement theories: (1) Work engagement work as a work-related state of mind that is construed in vigor, dedication, and absorption. (2) Work engagement has been related to positive outcomes for organizations and employees. (3) It has also been shown to be related to profitability, customer satisfaction, and profit. (4) Work engagement has also been found to increase team performance as it can be considered the combined effort of engaged individual employees. (5) Highly engaged employees can influence others, which in turn helps the team perform better as a whole.

Previous studies have shown that self-efficacy is more related to vigor and dedication than to Halbesleben & Wheeler absorption, (2008). Significant correlations showed that higher core self-evaluations felt more energized and dedicated while working, but not always absorbing their work more. Instead, POS was found to be correlated together and positively with the dimensions of work engagement.

Jaupi & Llaci (2015) states that work engagement has a positive relationship with various matters relating to the organization and employees. Also, work engagement has a positive effect on corporate financial acceptance, proactive behavior, learning motivation, and improving employee performance (Bakker, 2010).

Employee work engagement measurement uses the Utrecth Work Engagement Scale (UWES) measurement scale, which has good and reliable internal consistency. The statement contained in the questionnaire is the result of an adaptation of UWES that was popularized by Schaufeli et al., (2006) dividing the dimensions and indicators as follows: (a) Vigor (high levels of energy and resilience, willingness to invest effort, not being easily fatigued , persistence in the face of difficulties. (b) Dedication (sense of significance from one's work, feeling enthusiastic, proud about one's job, feeling inspired, and challenged by it. (c) Absorption (being totally and happily immersed in one's work, having difficulties detaching oneself from it, time s quickly, forgets everything else that is around.

Based on the opinion of experts, it can be concluded that work engagement is a psychological state of employees, expressing it freely and integrated into work divided into three physiological, cognitive, and emotional dimensions and characterized by vigor, dedication, and absorption to achieve organizational goals and success.

**RESEARCH METHOD**

This research was conducted at the Jabodetabek Transportation Management Agency (BPTJ) Ministry of Transportation of the Republic of Indonesia. The study uses a quantitative approach with explanatory design. The population is the state civil apparatus with a total sampling technique so that a total of 228 respondents. Data collection techniques using a questionnaire and data processed using SEM.

**RESULT AND DISCUSSION**

Hypothesis test results to see the significant value of each level of meaningful relationship set at 5% which means the tolerance limit of errors that can be tolerated; in other words, the level of confidence of the hypothesis testing is 95%. If the p-value <0.05, it can be said that the dependent variable has a significant effect on the dependent variable. Following are the results of each hypothesis test.
Figure 1. Hypothesis Test Results (SEM)

**H1: The effect of perceived organizational support on individual work performance:**

The results of the first hypothesis test showed a p-value of 0.000 <0.05 then the H1 hypothesis was accepted; it means that perceived organizational support has a positive and significant effect on individual work performance on Jabodetabek transportation integration services. The value of standardized regression weights (β) shows the magnitude of influence that is 0.229.

The findings of the first hypothesis support the theory put forward by Shanock & Eisenberger (2006), which states that a high level of perceived organizational support raises employee awareness of the achievement of organizational goals. Thus, employees who have a higher level of perceived corporate support will have a higher sense of involvement as well, so that employees exert the effort needed to help achieve organizational goals through increased job performance. In line with this, the results of this study also support the findings of a study conducted by Kurtessis et al., (2015); in the study revealed that there is a positive relationship between perceived organizational support for performance through several variables. Shanock & Eisenberger (2006) states that when employees feel the organization supports by empowering them in completing work, respecting each employee's input or input, then employees have a more positive mood, higher job satisfaction, and reduce withdrawal behavior.

It also supports organizational support theory proposed by Shanock & Eisenberger (2006), which states firmly that perceived organizational support can meet the socio-emotional needs and is used by employees to improve individual work performance. This theory also states that employees act according to the norms of reciprocity, as in the business world and their dedication to the organization and its benefits in the future. A large amount of evidence shows that employees with high levels of perceived organizational support rate their work better (eg, increased job satisfaction, more positive moods, reduce stress) and contribute more to the organization (e.g., increased affective organizational commitment, increased performance, turnover decreased).

Thus the conclusion was drawn that the more valued contributions of employees in the Jabodetabek Transportation Management Agency (BPTJ) of the Ministry of Transportation of the Republic of Indonesia and the BPTJ increasingly concerned about employee welfare, and there were concern in satisfying each individual in the workplace, then these things could increase individual work employee performance. This can be seen from the side of the improvement of careful work planning, timeliness in completing each work and can take the initiative to start new tasks. Also, it can increase their work knowledge and can continue to provide more creative solutions for each problem encountered.

**H2: Effect of organizational based self-esteem on individual work performance:**

The results of the second hypothesis test showed a p-value of 0.000 <0.05 then the H2 hypothesis was accepted; it means that organizational based self-esteem has a positive and significant effect on individual work performance on Jabodetabek transportation integration services. The value of standardized regression weights (β) shows the amount of influence that is 0.439.

The findings of this second hypothesis consistently support the theory proposed by Pierce & Gardner (2004) which states that organizational based self esteem is a psychological construct that has been demonstrated in various studies. One of them is a positive correlation to self-esteem and intrinsic performance motivation, performance, job satisfaction that lead to organizational commitment. Individuals with high organizational based self esteem show a career orientation that is stronger or less interested in slowing work than people with low OBSE.

The results of this study also support previous studies conducted by Sui & Wang (2014) who succeeded in proving that organizational based self-esteem contributes to improving employee performance, or in other words organizational based self-esteem has a positive effect on employee performance. Also, the results of this study
support research conducted by Indrayanto (2012) in which explicitly revealed that the need to build an attitude based on organizational based self-esteem to improve employee performance.

Thus, the conclusion can be drawn that the more permeable, and considered an essential part of the organization, and given the space to be able to make differentiation in carrying out their duties and responsibilities as an employee in the Jabodetabek Transportation Management Agency (BPTJ) of the印尼 Ministry of Transportation, the things it can improve the individual work performance of employees. Employees who feel an essential part of the BPTJ and can work together, then this has proven to be positive and significant in improving the individual work performance of the employees.

H3: The effect of perceived organizational support on work engagement:
The results of the third hypothesis test showed a p-value of 0.000 < 0.05 then the H3 hypothesis was accepted; it means that perceived organizational support has a positive and significant effect on work engagement on Jabodetabek transportation integration services. The value of standardized regression weights ($\beta$) shows the amount of influence that is 0.263.

These findings are in line with the theory of Saks (2006) stating that perceived organizational support is high, becoming more engaged in work and organization, this is part of the norm of reciprocity in social exchange theory so that it helps organizations achieve their goals. On the other hand, these findings also consistently support previous research conducted by Caesens et al., (2014) who managed to prove that perceived organizational support plays an essential role in influencing work engagement where there is a positive influence between perceived organizational support for work engagement and influencing negative to workaholism, then work engagement has a positive effect on job satisfaction. The results of this development are in line with statements made by Kralj & Solnet (2011) in which his research proves that perceived organizational support has a positive and significant effect on work engagement in the context of Gen Y and non Gen Y groups. Similarly, research conducted by Dwitasari et al., (2015) which states that there is a partial effect of perceived organizational support for work engagement.

Furthermore, these findings also consistently support research conducted by Man & Hadi (2013), which reveals that there is a positive and positive relationship between perceived organizational support for work engagement. Also, Yih & Htaik (2011) also supports this finding where in the study it was proven that perceived organizational support strengthened employee confidence in which the organization recognized the social exchange between loyalty and rewards to improve performance.

Thus, the conclusion can be drawn that the more valued the contribution is, and the BPTJ is increasingly concerned about the welfare of employees, and there is concern in satisfying each individual at work as an employee at the Jabodetabek Transportation Management Agency (BPTJ) of the Indonesian Ministry of Transportation, these things can increase employee morale in carrying out every work task and feel full of energy in facing workdays, and can make employees feel more challenged in carrying out each work task.

H4: The effect of organizational based self-esteem on work engagement:
The hypothesis test results showed a p-value of 0.000 < 0.05, then the H4 hypothesis was accepted; it means that organizational based self-esteem has a positive and significant effect on work engagement on Jabodetabek transportation integration services. The value of standardized regression weights ($\beta$) shows the magnitude of the effect that is 0.458.

The results of the fourth hypothesis test are in line with Hobson's (2006) theory, which reveals that employees who value themselves as meaningful people will make organizational goals and values a part of their lives. This will make employees want to stay in an organization. The results of this study are in line with the theory put forward by Pierce et al., (1989) which states that individuals with high organizational based self-esteem are individuals who have a sense of personal adequacy as members of the organization and satisfaction from their organizational roles. Furthermore, it is said that organizational based self-esteem is the level of organization members’ belief that they can satisfy their needs by participating and taking part in an organization.

Thus, it can be concluded that increasingly given trust, and is considered an essential part of the organization, and given space to be able to make work differentiation as an employee in the Jabodetabek Transportation Management Agency (BPTJ) of the Indonesian Ministry of Transportation, these things can increase a sense of enthusiasm employees in carrying out each work assignment and feel full of energy in facing work days, and can make employees feel challenged in carrying out each work task.

H5: The effect of work engagement on individual work performance:
The hypothesis test results showed a p-value of 0.000 < 0.05, then the H5 hypothesis was accepted; it means that work engagement has a positive and significant effect on work engagement on Jabodetabek transportation integration services. The value of standardized regression weights ($\beta$) shows the amount of influence that is 0.432.

The findings of the fifth hypothesis support the theory of Xanthopoulou et al., (2009) which reveals that work engagement has a positive effect on performance (e.g., performance in roles, i.e., outcomes and behaviors that are needed directly in realizing organizational goals, creativity, organizational behavior), as well as influencing individual targets. The theory shows that employees who have work engagement work better every day. Furthermore, he stated that to build and improve work engagement, which ultimately led to an increase in employee performance.

The results of this study support previous research, Breevaart et al., (2015), which states that work engagement has a positive effect on job performance. Also, Bakker et al., (2008) who managed to prove that work engagement was
found to have a positive effect on job performance. Even the results of other studies show that there is a direct effect of work and personal resources on work engagement, and the direct effect of work engagement on job performance and turnover intentions is statistically significant (Kim, Han & Park (2019)).

Thus, it can be concluded that when employees at the Jabodetabek Transportation Management Agency (BPTJ) of the Ministry of Transportation, are enthusiastic in carrying out every work assignment and feel full of energy in facing daily work, and they feel the job done has given meaning to life and can provide challenges, then it has a positive effect on improving the performance of employees; where can improve work planning more mature, timeliness in completing each job, efficiency in work, and can take the initiative to start new tasks. Also, employees are proven to be able to increase their knowledge of work and can continue to provide creative solutions to solve any problems they face.

**H6: The effect of perceived organizational support on organizational based self-esteem:**

Hypothesis test results showed a p-value of 0.000 < 0.05 then the H5 hypothesis was accepted; it means that perceived organizational support has a positive and significant effect on organizational based self-esteem on Jabodetabek transportation integration services. The value of standardized regression weights (β) shows the amount of influence that is 0.487.

The results of this study support previous research, Twigg & Kang (2011) revealed that perceived organizational support has a positive effect on based self-esteem. Furthermore, this finding also supports research conducted by Uçar & Ötker (2010) in which the study found that perceived organizational support has a role in influencing organizational based self-esteem to have a positive and significant effect.

Thus, it can be concluded that the more valued the contribution is, and the BPTJ is increasingly concerned and aware of employee welfare, and there is a concern in satisfying every individual in the Jabodetabek Transportation Management Agency (BPTJ) of the Ministry of Transportation of the Republic of Indonesia, it is proven to be able to increase trust and ability provide differentiation in carrying out their duties and responsibilities.

**H7: The effect of perceived organizational support on individual work performance through work engagement:**

Hypothesis test results showed a factor loading value of 0.23 (direct impact). Meanwhile, the effect of perceived organizational support on individual work performance through work engagement (indirect effect) with a factor loading value of 0.11.

Thus, it can be seen that the direct effect of perceived organizational support has a greater role or influence on individual work performance when compared to the indirect impacts or through work engagement.

**H8: The effect of organizational based self-esteem on individual work performance through work engagement:**

Hypothesis test results showed a factor loading value of 0.44 (direct effect). Meanwhile, the effect of organizational based self-esteem on individual work performance through work engagement (indirect effect) with a factor loading value of 0.19.

| Path | Effect | Std. Regression Weight |
|------|--------|------------------------|
| Perceived organizational support work engagement individual work performance | Direct | 0.23 |
| | Indirect | 0.11 |
| | Total effect | 0.34 |

**Table 1. Direct Effect and Indirect Effect POS-IWP through Work Engagement**

Thus, it can be seen that the direct effect of organizational based self-esteem has a greater role or influence on individual work performance when compared to the indirect impact or through work engagement.

| Path | Effect | Std. Regression Weight |
|------|--------|------------------------|
| Organizational based self-esteem work engagement individual work performance | Direct | 0.44 |
| | Indirect | 0.19 |
| | Total effect | 0.63 |

**Table 2. Direct Effect and Indirect Effect OBSE-IWP through Work Engagement**

Based on the results of research and discussion, it can be concluded: (1) Perceived organizational support has a positive and significant effect on individual work performance. (2) Organizational based self-esteem has a positive and significant impact on individual work performance. (3) Perceived organizational support has a positive and significant impact on work engagement. (4) Organizational based self-esteem has a positive and significant impact on work performance. (5) Work engagement has a positive and significant impact on individual work performance. (6) Perceived organizational support has a positive and significant impact on corporate based self-esteem.

**CONCLUSION AND FUTURE WORKS**

Based on the results of research and discussion, it can be concluded: (1) Perceived organizational support has a positive and significant effect on individual work performance. (2) Organizational based self-esteem has a positive and significant impact on individual work performance. (3) Perceived organizational support has a positive and significant impact on work engagement. (4) Organizational based self-esteem has a positive and significant impact on work performance. (5) Work engagement has a positive and significant impact on individual work performance. (6) Perceived organizational support has a positive and significant impact on corporate based self-esteem.
The findings of this study prove that the effect of organizational based self-esteem on individual work performance through work engagement is greater than the effect of perceived organizational support on individual work performance through work engagement. The next researcher hopes to deepen perceived organizational support for individual work performance through work engagement.

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