

## ABSTRACT

*This study aims to analyze the effect of competence, workload and work environment on the performance of guidance and counseling teachers/counselors with work motivation as intervening variables in SMA, SMK, MA Negeri in West Jakarta. The population of this study were Guidance and Counseling teachers/Counselors for SMA, SMK, MA Negeri in West Jakarta, totaling 94 people with a total sample of 94 people. The sampling technique used is saturated sampling, which uses the entire population as a sample. The data analysis method uses the Structural Equation Model-Partial Least Square (SEM-PLS) with the help of SmartPLS version 3.0 software. The results of the study show that in Competency, Workload and Work Environment have a significant and significant effect on Work Motivation. The dominant factor influencing Work Motivation is Competence in the Professional Competency dimension with indicators of implementing a comprehensive counseling program. Competence, workload, work environment and work motivation affect the performance of guidance and counseling teachers/counselors. Workload has a negative and significant effect on work motivation. However, workload has a negative but not significant effect on the performance of the guidance counselor/counselor. Work Motivation partially mediates the influence of competence on the performance of the guidance counselor/counselor and partially mediates the influence of the work environment on the performance of the guidance counselor/counselor teacher. Meanwhile, work motivation cannot mediate the effect of workload on the performance of the guidance counselor/counselor. From this research it is hoped that it can add references and knowledge regarding competence, workload and work environment as well as work motivation on the performance of the guidance counselor/counselor teacher and can be used as input material and assist the guidance counselor/counselor teacher in improving their performance as well as being taken into consideration by school leaders and policy makers.*

*Keywords: Competence, Workload, Work Environment, Work Motivation, Performance, Guidance and Counseling, Counselor.*

## ABSTRAK

Penelitian ini bertujuan untuk menganalisis Pengaruh Kompetensi, Beban Kerja dan Lingkungan Kerja terhadap Kinerja Guru Bimbingan dan Konseling/Konselor dengan Motivasi Kerja sebagai Variabel *Intervening* pada SMA, SMK, MA Negeri di Jakarta Barat. Populasi penelitian ini adalah guru Bimbingan dan Konseling/Konselor SMA, SMK, MA Negeri di Jakarta Barat, sebanyak 94 orang dengan jumlah sampel sebanyak 94 orang. Teknik sampling yang digunakan yaitu sampling jenuh, yaitu menggunakan seluruh jumlah populasi sebagai sampel. Metode analisis data menggunakan *Structural Equation Model-Partial Least Square* (SEM-PLS) dengan bantuan software SmartPLS versi 3.0. Hasil dari penelitian menunjukkan bahwa dalam Kompetensi, Beban Kerja dan Lingkungan Kerja berpengaruh dan signifikan terhadap Motivasi Kerja. Faktor dominan yang mempengaruhi Motivasi Kerja yaitu Kompetensi dalam dimensi Kompetensi Profesional dengan indikator mengimplementasikan program BK yang komprehensif. Kompetensi, Beban Kerja, Lingkungan Kerja dan Motivasi Kerja berpengaruh terhadap Kinerja Guru Bimbingan dan Konseling/Konselor. Beban kerja berpengaruh negatif dan signifikan terhadap motivasi kerja. Namun beban kerja berpengaruh negatif tetapi tidak signifikan terhadap Kinerja Guru BK/Konselor. Motivasi Kerja memediasi secara parsial pengaruh kompetensi terhadap Kinerja Guru BK/Konselor dan memediasi parsial pengaruh lingkungan kerja terhadap Kinerja Guru BK/Konselor. Motivasi Kerja tidak dapat memediasi pengaruh Beban Kerja terhadap Kinerja Guru BK/Konselor. Dari penelitian ini diharapkan dapat menambah referensi dan pengetahuan mengenai kompetensi, beban kerja dan lingkungan kerja serta motivasi kerja terhadap kinerja guru BK/Konselor dan dapat berguna sebagai bahan masukan dan membantu guru BK/Konselor dalam meningkatkan kinerja mereka serta menjadi bahan pertimbangan bagi pimpinan sekolah dan pemangku kebijakan.

**Kata kunci:** Kompetensi, Beban Kerja, Lingkungan Kerja, Motivasi Kerja, Kinerja, Bimbingan dan Konseling, Konselor.