

ABSTRACT

This research aims to determine and analyze the role of organizational commitment and employee engagement in mediating the influence of perceived organizational support on employee performance among Civil Servants (PNS) in the Directorate General of Treasury. This quantitative study uses the Structural Equation Modeling Partial Least Square (SEM-PLS) analysis method with the assistance of SmartPLS software version 3.2.9. A total of 334 respondents, who are operational employees working in the State Treasury Service Office (KPPN), were selected using the stratified proportional random sampling method and completed a 44-item questionnaire distributed online. The results of this study indicate that perceived organizational support has a direct positive and significant influence on organizational commitment, employee engagement, and employee performance. Employee engagement has a direct positive and significant effect on employee performance and can partially mediate the influence of perceived organizational support on employee performance. On the other hand, organizational commitment does not have a significant direct influence on employee performance and does not mediate the influence of perceived organizational support on employee performance.

Keyword: Employee Performance, Perceived Organizational Support, Organizational Commitment, Employee Engagement.



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ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan menganalisis peran dari komitmen organisasi dan keterikatan pegawai dalam memediasi pengaruh persepsi dukungan organisasi terhadap kinerja pegawai pada Pegawai Negeri Sipil (PNS) di Ditjen Perbendaharaan. Penelitian berjenis kuantitatif ini menggunakan metode analisis *Structural Equation Modelling Partial Least Square* (SEM-PLS) dengan bantuan software SmartPLS versi 3.2.9. Sebanyak 334 responden yang merupakan para pegawai pelaksana yang bekerja di Kantor Pelayanan Perbendaharaan Negara (KPPN) telah ditetapkan dengan metode *stratified proportional random sampling* dan telah mengisi 44 item pertanyaan kuesioner yang disebarakan secara *online*. Hasil penelitian ini adalah persepsi dukungan organisasi berpengaruh langsung positif dan signifikan baik terhadap komitmen organisasi, keterikatan pegawai, maupun kinerja pegawai. Keterikatan pegawai secara langsung berpengaruh positif dan signifikan terhadap kinerja pegawai serta mampu berperan dalam memediasi sebagian (*partial mediation*) atas pengaruh persepsi dukungan organisasi terhadap kinerja pegawai. Di sisi lain, komitmen organisasi secara langsung tidak berpengaruh signifikan terhadap kinerja pegawai serta tidak memediasi pengaruh persepsi dukungan organisasi terhadap kinerja pegawai.

Kata Kunci: Kinerja Pegawai, Persepsi Dukungan Organisasi, Komitmen Organisasi, Keterikatan Pegawai.



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