

ABSTRACT

Cheng Lian (01628210001)

THE EFFECT OF CONFLICT MANAGEMENT AND WORK ENVIRONMENT ON WORK PERFORMANCE WITH HUMAN RESOURCE MANAGEMENT AS A MEDIATING VARIABLE

(xii+ 68 pages; 19 tables; 8 figures; 3 appendices)

The purpose of this study is to analysis how conflict management and work environment affects work performance. This study also examine human resources management as a mediating variable. Analysis using 45 respondents using smartPLS as data processing, collected through questionnaire with likert scale. The novelty of this study is human resources management has no role as a mediating variable. Work environment and work performance is $0.030 < 5\%$, H_1 is accepted. work performance $0.002 < 5\%$, H_2 is accepted. Human resource management and work performance $0.618 > 5\%$, H_3 was rejected. Work environment and human resource management in this study showed a value of 0.762 and p values $0.000 < 5\%$ so that it can be said to have a significant effect, and t statistic 9.144 above t table 1.65, H_4 is accepted. Conflict management and human resource management is 0.079 below t table 1.65, so H_5 is rejected. Work environment variables with work performance mediated by human resource management were $0.623 > 5\%$, H_6 was rejected. Human resource management cannot identify conflict management variables with work performance based on the results with path coefficient value of -0.001 and p values $0.973 > 5\%$, t-statistic 0.033 below t table 1.65.

References : 43 (2003 - 2022)

Keyword : conflict management, human resources management, work environment, work performance.