

ABSTRAK

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PENGARUH *JOB MOTIVATION*, *WORKING ENVIRONMENT*, *COMPETENCY*, DAN *JOB PLACEMENT* TERHADAP *EMPLOYEE PERFORMANCE* YANG DIMEDIASI OLEH *EMPLOYEE ENGAGEMENT* (STUDI PADA PEJABAT FUNGSIONAL PENATA KANSELERAI KEMENTERIAN LUAR NEGERI RI TAHUN 2023)

(xvii + 138 halaman; 30 tabel; 13 gambar; 12 lampiran)

Keberhasilan kinerja di setiap organisasi diukur berdasarkan sejauh mana tujuan-tujuan tercapai, dan masalah timbul ketika hasil kerja berada di bawah target. Berdasarkan Indeks Evaluasi Akuntabilitas untuk Institusi Pemerintah tahun 2021, Kementerian Luar Negeri gagal mencapai skor yang ditargetkan selama tahun 2019-2020. Dari segi keuangan, mereka juga gagal mempertahankan Indikator Kinerja Pelaksanaan Anggaran tahun lalu. Jabatan Fungsional Penata Kanselera (JFPK) sebuah kelompok fungsional non-diplomat yang mendukung kementerian dalam mengelola masalah keuangan ini, juga melaporkan memiliki *Employee Engagement Index* terendah dibandingkan dengan posisi lainnya—Diplomat dan Pranata Informasi Diplomatik. Studi ini menggunakan *employee engagement* sebagai variabel mediasi untuk menguji efek *job motivation*, *working environment*, *competency*, dan *job placement* terhadap *employee performance*. Metode *cross-sectional* digunakan untuk mendapatkan data kuantitatif dari kuesioner *online* yang dimodifikasi berdasarkan pertanyaan-pertanyaan yang sudah ada dalam literatur sebelumnya. Data dikumpulkan dari 163 JFPK menggunakan teknik *sampling non-probability*. Metode statistik PLS-SEM kemudian digunakan untuk menganalisis data tersebut. Hasil penelitian menunjukkan bahwa *job motivation* dan *working environment* memengaruhi *employee engagement*, tetapi tidak berpengaruh pada *performance*. *Competency*, *job placement*, dan *employee engagement* memengaruhi *employee performance*. Sebagai variabel mediasi, *employee engagement* memediasi hubungan antara *job motivation* dan *working environment* terhadap *employee performance*. Studi ini memberikan panduan bagi Kementerian Luar Negeri RI agar dapat meningkatkan *engagement* dan *performance* JFPK.

Keywords: *Performance, engagement, motivation, working environment, competency, job placement.*

Referensi: 107 (2012 – 2023)

ABSTRACT

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THE IMPACT OF JOB MOTIVATION, WORKING ENVIRONMENT, COMPETENCY, AND JOB PLACEMENT ON EMPLOYEE PERFORMANCE MEDIATED BY EMPLOYEE ENGAGEMENT (CASE STUDY OF CHANCERY ADMINISTRATOR AT MOFA 2023)

(xvii + 138 pages; 30 tables; 13 figures; 12 appendices)

Successful work at any organization is measured by how many goals are achieved, and problems occur when the work results are below the target. Based on the Accountability Evaluation for the Government Institutions Index 2021, the Ministry of Foreign Affairs failed to attain the targetted score during 2019-2020. From a financial aspect, they also failed to maintain the Budget Execution Performance Indicator last year. The Chancery Administrator (CA), a non-diplomat functional group supporting the Ministry responsible for managing these financial matters, also reported having the lowest Employee Engagement Index compared to other positions—Diplomats and Diplomatic Information Administrators. This study used employee engagement as a mediation variable to examine the effects of job motivation, work environment, competency, and job placement on employee performance. The cross-sectional method is used to get quantitative data from an online questionnaire modified based on pre-existing questions from earlier literature. Data were gathered purposefully from a group of 163 CA using a non-probability sampling technique. PLS-SEM statistic method was then used to analyze it. The results showed that job motivation and work environment affect employee engagement, but no effect on performance. Competency, job placement, and employee engagement affects employee performance. As a mediating variable, employee engagement mediates the relationship between job motivation and working environment to employee performance. The study offered guidance for the MoFA Indonesia to improve CA's employee engagement and performance.

Keywords: *Performance, engagement, motivation, working environment, competency, job placement.*

References: 107 (2012 – 2023)