

## ABSTRAK

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### **PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT, TRAINING AND DEVELOPMENT*, DAN *EMPLOYEE ENGAGEMENT* TERHADAP *EMPLOYEE PERFORMANCE* YANG DIMEDIASI OLEH *EMPLOYEE ENGAGEMENT* PADA KANTOR DIREKSI PT XYZ**

(xvi + 113 halaman; 24 tabel; 8 gambar; 6 lampiran)

Kinerja karyawan Kantor Direksi PT XYZ menunjukkan penurunan kinerja sebesar 3,65% dari tahun 2022 hingga 2023 atau di bawah target yang ditetapkan oleh manajemen. Penurunan ini mungkin disebabkan oleh peningkatan tuntutan pekerjaan tanpa disertai peningkatan kompetensi dan kapasitas individu. Berdasarkan hasil survei keterikatan kerja yang dilakukan perusahaan tahun 2022, sebanyak 54% karyawan merasa *disengaged* dengan perusahaan dan pekerjaannya. Selain itu, ditemukan adanya perlakuan yang tidak adil dalam intensitas pelatihan. Keadaan ini yang memengaruhi kinerja karyawan di PT XYZ. Data primer dikumpulkan melalui *Google Form* yang dibagikan langsung kepada 484 karyawan melalui *WhatsApp*, sehingga menghasilkan 220 responden. Data tersebut kemudian dianalisa menggunakan program smartPLS 4.0 dengan metode *partial least square equation analysis*. Hasil penelitian yang didapatkan menunjukkan bahwa ada pengaruh positif *perceived organizational support, training and development, employee engagement* terhadap *employee performance*. Sebagai variabel mediasi, *employee engagement* memediasi hubungan antara *perceived organizational support* dan *training and development* terhadap *employee performance*. Studi ini memberikan panduan bagi PT XYZ agar dapat meningkatkan *engagement* dan *performance*.

**Kata Kunci:** *Perceived Organizational Support, Training, and Development, Employee Engagement, Employee Performance*

Referensi: 109 (2012 – 2024)

## **ABSTRACT**

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***THE INFLUENCE OF PERCEIVED ORGANIZATIONAL SUPPORT,  
TRAINING AND DEVELOPMENT, AND EMPLOYEE ENGAGEMENT ON  
EMPLOYEE PERFORMANCE MEDIATE BY EMPLOYEE ENGAGEMENT  
AT THE KANTOR DIREKSI PT XYZ***

(xvi + 113 pages; 24 tables; 8 figures; 6 appendixes)

*PT XYZ employees' performance shows a decline of 3.65% from 2022 to 2023 or below the target set by management. This decrease may be caused by increased job demands without an accompanying rise in individual competence and capacity. Based on the 2022 employee engagement survey, as many as 54% of employees feel disengaged with the company and their work. Apart from that, it was found that there was unfair treatment in terms of training intensity. This situation can affect employee performance at PT XYZ. Primary data was collected via a Google Form distributed directly to 484 employees by WhatsApp, resulting in 220 responses. The data was then analyzed using the smartPLS 4.0 program with the partial least squares equation analysis method. The results show a positive of perceived organizational support, training and development, and employee engagement on employee performance. As a mediating variable, employee engagement mediates the relationship between perceptions of organizational support and training and development on employee performance. This study guides for PT XYZ to increase employee performance.*

**Keywords:** *Perceived Organizational Support, Training and Development,  
Employee Engagement, Employee Performance*

*References: 109 (2012 – 2024)*