

ABSTRAK

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PENGARUH KEPEMIMPINAN SUPORTIF, PERILAKU KEWARGANEGARAAN ORGANISASI, KETERIKATAN KERJA TERHADAP KINERJA KARYAWAN DENGAN KEPUASAN KERJA SEBAGAI INTERVENING PADA PT. KARISMA SEJAHTERA LOGISTIK
(xv + 155 halaman; 8 gambar; 23 tabel; 4 lampiran)

Penelitian ini menganalisis pengaruh kepemimpinan suportif, perilaku kewarganegaraan organisasi, dan keterikatan kerja terhadap kinerja karyawan dan kepuasan kerja, serta peran kepuasan kerja sebagai mediator.

Metode yang digunakan adalah kuantitatif dengan purposive sampling, data dikumpulkan melalui kuesioner dan dianalisis menggunakan PLS-SEM serta aplikasi SMART PLS, dengan 113 responden.

Hasil penelitian ini menunjukkan:

1. Kepemimpinan suportif tidak berpengaruh positif terhadap kinerja karyawan.
2. Perilaku kewarganegaraan organisasi berpengaruh positif signifikan terhadap kinerja karyawan.
3. Keterikatan kerja tidak berpengaruh signifikan terhadap kinerja karyawan.
4. Kepemimpinan suportif berpengaruh positif signifikan terhadap kepuasan kerja.
5. Perilaku kewarganegaraan organisasi berpengaruh positif signifikan terhadap kepuasan kerja.
6. Keterikatan kerja berpengaruh positif signifikan terhadap kepuasan kerja.
7. Kepuasan kerja berpengaruh positif signifikan terhadap kinerja karyawan.
8. Kepuasan kerja berperan sebagai mediator signifikan antara kepemimpinan suportif dan kinerja karyawan.
9. Kepuasan kerja juga berperan sebagai mediator signifikan antara perilaku kewarganegaraan organisasi dan kinerja karyawan serta antara keterikatan kerja dan kinerja karyawan.

Referensi : **108 (1998 - 2024)**

Kata Kunci : Kepemimpinan Suportif, Perilaku Kewarganegaraan Organisasi, Keterikatan Kerja, Kepuasan Kerja, Kinerja Karyawan

ABSTRACT

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THE IMPACT OF SUPPORTIVE LEADERSHIP, ORGANIZATIONAL CITIZENSHIP BEHAVIOR, AND WORK ENGAGEMENT ON EMPLOYEE PERFORMANCE AND JOB SATISFACTION, AS WELL AS THE ROLE OF JOB SATISFACTION AS AN INTERVENING

(xv + 155 pages; 8 figures; 23 tables; 4 appendices)

This study analyzes the impact of supportive leadership, organizational citizenship behavior, and work engagement on employee performance and job satisfaction, as well as the role of job satisfaction as a mediator.

The research uses a quantitative method with purposive sampling, data collected through questionnaires, and analyzed using PLS-SEM and the SMART PLS application, with 113 respondents.

The results show that: 1) Supportive leadership does not have a positive effect on employee performance. 2) Organizational citizenship behavior has a significant positive effect on employee performance. 3) Work engagement does not have a significant effect on employee performance. 4) Supportive leadership has a significant positive effect on job satisfaction. 5) Organizational citizenship behavior has a significant positive effect on job satisfaction. 6) Work engagement has a significant positive effect on job satisfaction. 7) Job satisfaction has a significant positive effect on employee performance. 8) Job satisfaction plays a significant mediating role between supportive leadership and employee performance. 9) Job satisfaction also plays a significant mediating role between organizational citizenship behavior and employee performance, as well as between work engagement and employee performance.

References : 108 (1998 - 2024)

Key Words : Supportive Leadership, Organizational Citizenship Behavior, Work Engagement, Job Satisfaction, Employee Performance