

# Pengaruh perceived organizational support, quality worklife, dan employee engagement terhadap employee performance di Inspektorat Jenderal Kementerian Perdagangan = Effect of perceived organizational support, quality worklife, and employee engagement to employee performance in the general inspectorate of the Ministry of Trade

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## Abstrak

### <b>ABSTRAK</b><br>

Studi pada kajian ini bertujuan untuk menganalisis pengaruh dari perceived organizational support, quality of worklife dan employee engagement terhadap employee performance di Inspektorat Jenderal Kementerian Perdagangan. Inspektorat Jenderal sebagai peraih WTA-ZI tahun 2017 dan nilai terbaik untuk implementasi SAKIP tahun 2017 di lingkungan Kementerian Perdagangan. Data dalam penelitian ini dikumpulkan melalui kuesioner yang dibagikan kepada 104 pegawai dan studi literatur yang didapatkan dari Sekretariat Inspektorat Jenderal. Metode analisis yang digunakan yaitu analisis deskriptif dan pendekatan SEM yang dalam pengolahan datanya menggunakan aplikasi software SMARTPLS3. Hasil dalam pengolahan data yang dilakukan terhadap 104 pegawai negeri sipil pada Inspektorat Jenderal menunjukkan bahwa perceived organizational support dan quality of worklife mempunyai pengaruh secara signifikan terhadap employee engagement namun tidak berpengaruh secara signifikan terhadap employee performance. Sedangkan employee engagement berpengaruh secara signifikan terhadap employee performance. Berdasarkan uji hubungan tidak langsung perceived organizational mempunyai pengaruh terhadap employee performance melalui mediasi employee engagement dan variabel quality of worklife mempunyai pengaruh terhadap employee performance melalui mediasi employee engagement.

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### <b>ABSTRACT</b><br>

The study of this study aims to analyze the effect of perceived organizational support, quality of work life and employee engagement to employee performance in the Inspectorate General of the Ministry of Commerce. Inspectorate General as WTA ZI winner in 2017 and the best value for SAKIP implementation in 2017 within Ministry of Trade. The data in this study were collected through questionnaires distributed to 104 employees and literature studies obtained from the Secretariat of the Inspectorate General. The analytical method used is descriptive analysis and SEM approach in the data processing using SMARTPLS3 software application. The results of data processing performed on 104 civil servants at the Inspectorate General showed that perceived organizational support and quality of worklife had significant influence on employee engagement but did not significantly influence employee performance. While employee engagement had significant effect on employee performance. Based on perceived organizational indirectness test have influence to employee performance through mediation of employee engagement and variable quality of worklife have influence to employee performance through mediate employee engagement.