

Pengaruh Perceived Organizational Support dan Servant Leadership terhadap Employee Performance: Eksplorasi Work Engagement sebagai Mediator Kunci di Sektor Publik = The Influence of Perceived Organizational Support and Servant Leadership on Employee Performance: Exploring Work Engagement as a Key Mediator in the Public Sector

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Abstrak

Perubahan lingkungan bisnis yang dinamis dan disruptif memaksa manajemen untuk memiliki strategi dalam melakukan pengelolaan SDM secara memadai. SDM memiliki peran kritikal dalam mencapai kinerja organisasi melalui dukungan job resources yang berasal dari lingkungan bekerja. Perubahan paradigma pada sektor publik terhadap pengelolaan SDM semakin menuju ke arah yang efektif dan efisien. Penelitian ini dilakukan untuk menganalisis hubungan antara perceived organizational support (POS) dan servant leadership terhadap employee performance melalui peran mediasi work engagement pada Aparatur Sipil Negara (ASN) Organisasi Keuangan Pemerintah. Penelitian ini dilakukan dengan melakukan cross-sectional study melalui survei kuesioner google form dengan sampel sebanyak 305 responden ASN yang berkedudukan di Kantor Pusat Organisasi Keuangan Pemerintah. Teknik analisis data dilakukan dengan menggunakan metode Covariance Based – Structural Equation Modeling (CB-SEM). Hasil penelitian menunjukkan bahwa POS dan servant leadership memiliki pengaruh positif signifikan terhadap work engagement. Selanjutnya, work engagement mampu memediasi secara penuh dan signifikan hubungan POS dan servant leadership terhadap employee performance, serta work engagement memiliki pengaruh positif signifikan terhadap employee performance. Penelitian ini memiliki kontribusi terhadap implikasi manajerial untuk dapat diterapkan bagi organisasi, pimpinan, dan individu pada sektor publik terkait konsep yang berkaitan dengan variabel yang diteliti.

.....The dynamic and disruptive business environment necessitates management to adopt adequate human resource management strategies. Human resource management plays a critical role in achieving organizational performance through job resources support from the work environment. Paradigm shifts in the public sector toward more effective and efficient human resource management have been observed. This study aims to analyze the relationship between perceived organizational support (POS) and servant leadership on employee performance, mediated by work engagement, among Civil Servants (ASN) in Government Financial Organizations. A cross-sectional study using a survey questionnaire through Google Form was conducted, with a sample of 305 respondents comprising ASN at the Central Office of Government Financial Organizations. The data analysis was performed using Covariance-Based Structural Equation Modeling (CB-SEM). The research findings reveal that both POS and servant leadership have a significant positive impact on work engagement. Furthermore, work engagement fully mediates the relationship between POS, servant leadership, and employee performance, with work engagement also significantly influencing employee performance. This research offers managerial implications that can be applied to organizations, leaders, and individuals in the public sector concerning the concepts related to the variables under study.