

# Kajian terhadap Faktor-Faktor yang Memengaruhi Work Engagement dan Employee Performance (Studi Empiris pada Organisasi Keuangan Pemerintah di Indonesia) = Study of Antecedents of Work Engagement and Employee Performance (An Empirical Study of Government Financial Organization in Indonesia)

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## Abstrak

Organisasi umumnya mencari cara untuk mencapai kinerja yang tinggi dari pegawai tetapi terkadang mengabaikan peran penting keterlibatan kerja. Tujuan utama penelitian ini adalah untuk mengetahui faktor-faktor yang memengaruhi kinerja pegawai, khususnya pegawai negeri sipil. Kami mengumpulkan data dengan mensurvei 321 pegawai negeri sipil yang melakukan flexible working arrangements di tempat kerja mereka. Kemudian, kami mengeksplorasi dampak dari work engagement, khususnya pada bagaimana work engagement bertindak sebagai mediator antara faktor-faktor yang diperiksa sebelumnya terhadap employee performance dengan menggunakan pendekatan covariance-based structural equation modelling (CB-SEM). Temuan kami menunjukkan bahwa flexible working arrangements dan perceived supervisor support berpengaruh positif dan signifikan terhadap work engagement. Selanjutnya, work engagement juga memiliki pengaruh positif dan signifikan terhadap employee performance. Studi ini memberikan kontribusi investigasi terhadap prediktor-prediktor yang memengaruhi employee performance mengingat sedikitnya penelitian tentang employee performance di sektor publik Indonesia khususnya setelah terjadi perubahan pola kerja pasca Covid-19.

.....Organizations generally look for ways to achieve high performance from employees but sometimes leave out the vital role of work engagement. The main purpose of this study is to determine the factors that affect employee performance, with a specific focus on civil servants. Initially, we collect data by surveying 321 civil servants experiencing flexible working arrangements in their workplace. Then, we explore the impact of work engagement, specifically on how it acts as a mediator between the previously examined factors and employee performance using covariance-based structural equation modelling (CB-SEM). Our findings show that flexible working arrangements and perceived supervisor support have a positive and significant effect on work engagement. Furthermore, work engagement has a positive and significant impact on employee performance. This study contributes to the predictors that affect employee performance, considering that there is a few research on employee performance in the Indonesian public sector especially working methods change during post Covid-19.