

Kajian terhadap Pengaruh Job Characteristics, Job Crafting dan Perceived Supervisor Support Terhadap Employee Performance dengan Meaningful Work sebagai Mediator: Studi Empiris pada BPJS Kesehatan = Study of the Effect of Job Characteristics, Job Crafting and Perceived Supervisor Support on Employee Performance with Meaningful Work as mediator Empirical study on BPJS Health

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Abstrak

Kinerja dari sebuah pelayanan publik memiliki dampak besar terhadap keberhasilan pembangunan ekonomi dan sosial suatu negara. Keberhasilan pelayanan publik sangat bergantung kepada pelayanan yang diberikan oleh sumber daya manusia di pelayanan publik tersebut. Dengan menggunakan teori motivasi kerja sebagai kerangka utama yang berpengaruh terhadap kinerja pegawai, penelitian ini dilakukan bertujuan melihat pengaruh Job Characteristic, Job Crafting dan Perceived Supervisor Support terhadap Employee Performance yang dimediasi oleh Meaningful Work. Penelitian ini merupakan penelitian kuantitatif, terhadap 605 pegawai BPJS Kesehatan yang merupakan lembaga pelayanan public di bidang jaminan kesehatan. Data penelitian diperoleh melalui kuesioner yang disebar secara online. Analisis hubungan antar variabel dilakukan melalui Structural Equation Model (SEM) dengan menggunakan software LISREL. Hasil dari penelitian ini menunjukkan bahwa Meaningful Work memiliki efek mediasi partial antara variabel Perceived Supervisor Support, Job Crafting dan Job Characteristics terhadap Employee Performance. Perceived Supervisor Support, Job Crafting dan Job Characteristics juga mempunyai pengaruh langsung secara signifikan terhadap employee performance. Implikasi dari penelitian ini adalah secara teoretis menguatkan teori motivasi kerja di sector pelayanan publik, implikasi manajerial bagi manajemen BPJS Kesehatan dan saran untuk penelitian yang akan datang.

.....Public service performance has a key role in the economic and social development of the country. The success of public services is highly dependent on the services provided by human resources in the public service. By using the theory of work motivation as the main framework that affects employee performance, this study was conducted to see the effect of Job Characteristics, Job Crafting, and Perceived Supervisor Support on Employee Performance mediated by Meaningful Work. This research is a quantitative study, on 605 BPJS Kesehatan employees which are public service institutions in the field of health insurance. Research data were obtained through questionnaires distributed online. Analysis of the relationship between variables was carried out through the Structural Equation Model (SEM) using LISREL software. The results of this study indicate that Meaningful Work partially mediates between Perceived Supervisor Support, Job Crafting, and Job Characteristics variables on Employee Performance. Perceived Supervisor Support, Job Crafting, and Job Characteristics also significantly influence employee performance. The implications of this research are theoretically strengthening the theory of work motivation in the public service sector, managerial implications for BPJS Kesehatan management, and suggestions for future research.