

RINGKASAN

Penelitian ini mengambil judul “Pengaruh *Perceived Organizational Support*, Kompetensi, dan *Leader Member Exchange* terhadap Kinerja Karyawan dengan *Work Engagement* sebagai Variabel Mediasi (Studi pada UMKM di Kecamatan Purwanegara)”. Fenomena penelitian ini adalah UMKM di Kecamatan Purwanegara memiliki keterbatasan yaitu karyawan yang bekerja di UMKM mungkin menghadapi ketidakpastian dalam pekerjaan mereka, hal tersebut dapat mempengaruhi kemampuan organisasi dalam memberikan dukungan yang memadai bagi karyawan. Karyawan di Kecamatan Purwanegara masih kurangnya terhadap pengalaman kerja, keterbatasan keahlian dan keterampilan. Keterbatasan waktu atau sumber daya pemimpin juga dapat menghambat kemampuan mereka untuk membangun hubungan yang kuat dengan setiap anggota tim.

Tujuan penelitian ini adalah untuk mengembangkan dan menguji *Perceived Organizational Support*, Kompetensi, dan *Leader Member Exchange* terhadap Kinerja Karyawan yang diperluas dengan mempertimbangkan *Work Engagement* sebagai peran mediasi. Populasi dalam penelitian ini adalah karyawan UMKM di Kecamatan Purwanegara. Jumlah responden yang diambil dalam penelitian ini adalah 100 responden. Metode *purposive sampling* digunakan dalam penentuan responden. Berdasarkan hasil penelitian dan analisis data dengan menggunakan SEM (*Structural Equation Modelling*) menunjukkan bahwa : *Perceived Organizational Support* tidak memiliki pengaruh signifikan terhadap Kinerja Karyawan. Kompetensi, dan *Leader Member Exchange* memiliki pengaruh signifikan terhadap Kinerja Karyawan. *Perceived Organizational Support*, Kompetensi, dan *Leader Member Exchange* memiliki pengaruh signifikan terhadap *Work Engagement*. *Work Engagement* memediasi hubungan antara *Perceived Organizational Support* terhadap Kinerja Karyawan. *Work Engagement* tidak memediasi hubungan antara Kompetensi dan *Leader Member Exchange* terhadap Kinerja Karyawan.

Penelitian ini menggunakan teori *social exchange* dan model *iceberg competence* untuk memperkuat pemahaman mengenai variabel-variabel yang diteliti dalam penelitian ini, *social exchange* atau pertukaran sosial membentuk dasar hubungan yang berkualitas tinggi antara karyawan dan pemimpin mereka, serta antara karyawan dan organisasi mereka. Sementara itu, model *iceberg* mengidentifikasi lima karakteristik dari kompetensi (*core competency*), yang mencakup Pengetahuan, Keterampilan, Watak, Motif, dan Konsep Diri. Kontribusi penelitian ini adalah memberikan pemahaman yang lebih komprehensif faktor *job demands*, *Job resources*, *personal resources* saling terkait dan bagaimana *work engagement* berperan sebagai pemicu kinerja, sehingga memberikan panduan organisasi dengan memperhatikan aspek *vigor*, *dedication*, *absorption* yang mempengaruhi tingkat *work engagement* untuk meningkatkan kinerja karyawan.

Kata Kunci : *Perceived Organizational Support*, Kompetensi, *Leader Member Exchange*, Kinerja Karyawan, *Work Engagement*

SUMMARY

This research takes the title "The Effect of Perceived Organizational Support, Competence, and Leader Member Exchange on Employee Performance with Work Engagement as a Mediating Variable (Study on MSMEs in Purwanegara District)". The phenomenon of this research is that MSMEs in Purwanegara District have limitations, namely employees who work in MSMEs may face uncertainty in their jobs, this can affect the organization's ability to provide adequate support for employees. Employees in Purwanegara Sub-district still lack work experience, limited expertise and skills. Leaders' limited time or resources may also hinder their ability to build strong relationships with each team member.

The purpose of this study is to develop and test Perceived Organizational Support, Competence, and Leader Member Exchange on Employee Performance which is expanded by considering Work Engagement as a mediating role. The population in this study were employees of MSMEs in Purwanegara District. The number of respondents taken in this study were 100 respondents. The purposive sampling method was used in determining respondents. Based on the results of research and data analysis using SEM (Structural Equation Modeling) shows that: Perceived Organizational Support does not have a significant influence on Employee Performance. Competence, and Leader Member Exchange have a significant influence on Employee Performance. Perceived Organizational Support, Competence, and Leader Member Exchange have a significant influence on Work Engagement. Work Engagement mediates the relationship between Perceived Organizational Support and Employee Performance. Work Engagement does not mediate the relationship between Competence and Leader Member Exchange on Employee Performance.

This study uses social exchange theory and the iceberg competence model to strengthen understanding of the variables studied in this study, social exchange or social exchange forms the basis of high-quality relationships between employees and their leaders, as well as between employees and their organizations. Meanwhile, the iceberg model identifies five characteristics of core competencies, which include Knowledge, Skills, Disposition, Motives, and Self-Concept. The contribution of this research is to provide a more comprehensive understanding of the interrelated factors of job demands, job resources, personal resources and how work engagement acts as a trigger for performance, thus providing organizational guidance by paying attention to the aspects of vigor, dedication, absorption that affect the level of work engagement to improve employee performance.

Keywords: Perceived Organizational Support, Competence, Leader Member Exchange, Employee Performance, Work Engagement