

RINGKASAN

Semakin tinggi *self efficacy*, lingkungan kerja non fisik, dan *perceived organizational support* maka akan meningkatkan kinerja karyawan. Penelitian ini bertujuan untuk menguji pengaruh *self efficacy*, lingkungan kerja non fisik, dan *perceived organizational support* terhadap kinerja karyawan kantor PT. Kereta Api Indonesia Daop 5 Purwokerto. Penelitian ini menggunakan metode kuantitatif dengan populasi sebanyak 140 karyawan kantor PT. Kereta Api Indonesia Daop 5 Purwokerto. Teknik pengumpulan data menggunakan teknik random sampling dengan sampel 104 karyawan kantor PT. Kereta Api Indonesia Daop 5 Purwokerto. Instrumen yang digunakan yaitu dengan mengirimkan kuisioner dan wawancara kepada para karyawan. Analisis data pada penelitian ini menggunakan SmartPLS 4.0.

Hasil uji hipotesis menunjukkan bahwa variabel *self efficacy* berpengaruh positif dan signifikan terhadap kinerja karyawan artinya *self efficacy* tinggi maka kinerja karyawan akan semakin meningkat. Uji hipotesis menunjukkan bahwa variabel lingkungan kerja non fisik berpengaruh positif dan signifikan terhadap kinerja karyawan yang artinya semakin baik lingkungan kerja non fisik maka kinerja karyawan akan semakin meningkat. Sedangkan uji hipotesis variabel *perceived organizational support* terhadap kinerja karyawan tidak berpengaruh signifikan terhadap kinerja karyawan yang memiliki arti bahwa *perceived organizational support* yang diberikan tidak memiliki dampak signifikan terhadap peningkatan kinerja karyawan. Adapun implikasi penelitian ini adalah manajemen PT. Kereta Api Indonesia perlu membuat program pengembangan diri berupa pelatihan dan pendampingan mengenai kepercayaan diri terhadap kemampuan yang dimiliki. Selain itu, manajemen perlu menerapkan sistem komunikasi internal yang lebih efektif agar karyawan lebih terbuka satu sama lain.

Kata Kunci : *self efficacy*, lingkungan kerja non fisik, *perceived organizational support*, kinerja karyawan

SUMMARY

The higher the self efficacy, non-physical work environment, and perceived organizational support, the higher the employee performance. This study aims to examine the effect of self efficacy, non-physical work environment, and perceived organizational support on the performance of employees of PT Kereta Api Indonesia Daop 5 Purwokerto office. This study uses quantitative methods with a population of 140 employees of the PT Kereta Api Indonesia Daop 5 Purwokerto office. The data collection technique used random sampling technique with a sample of 104 employees of PT Kereta Api Indonesia Daop 5 Purwokerto office. The instrument used is by sending questionnaires and interviews to employees. Data analysis in this study using SmartPLS 4.0.

The results of hypothesis testing show that the self efficacy variable has a positive and significant effect on employee performance, meaning that high self efficacy will increase employee performance. Hypothesis testing shows that the non-physical work environment variable has a positive and significant effect on employee performance, which means that the better the non-physical work environment, the more employee performance will increase. While the hypothesis test of the perceived organizational support variable on employee performance has no significant effect on employee performance, which means that the perceived organizational support provided does not have a significant impact on improving employee performance. The implication of this research is that the management of PT Kereta Api Indonesia needs to create a self-development program in the form of training and mentoring regarding confidence in their abilities. In addition, management needs to implement a more effective internal communication system so that employees are more open to each other.

Keywords: self efficacy, non-physical work environment, perceived organizational support, employee performance