

## ABSTRAK

Nama : WAHYU INDRA JAYA  
Program Studi : Program Magister Ilmu Manajemen  
Judul : PENGARUH SISTEM KERJA BERKINERJA TINGGI DAN  
KEPEMIMPINAN MELAYANI TERHADAP KINERJA  
ORGANISASI MELALUI PERAN MEDIASI  
KETERLIBATAN PEGAWAI PADA BANK INDONESIA  
PERWAKILAN LHOKSEUMAWE

Tujuan penelitian ini adalah untuk menguji Pengaruh Sistem Kerja Berkinerja Tinggi dan Kepemimpinan Melayani terhadap Kinerja Organisasi melalui Peran Mediasi Keterlibatan Pegawai pada Bank Indonesia Perwakilan Lhokseumawe. Data dalam penelitian ini sebanyak 133 orang pegawai yang memberikan respon terhadap kuesioner yang disebar melalui *google form*. Alat analisis data menggunakan *Struktural Equation Modelling* (SEM) yang dioperasikan dengan Amos. Hasil penelitian menemukan Sistem Kerja Berkinerja Tinggi (HPWS) dan Kepemimpinan Melayani berpengaruh signifikan terhadap keterlibatan pegawai dan kinerja pegawai. Keterlibatan pegawai secara signifikan juga meningkatkan kinerja pegawai. Dan dalam pengujian efek mediasi keterlibatan pegawai menjadi variabel mediasi parsial antara Sistem Kerja Berkinerja Tinggi (HPWS) dan Kepemimpinan Melayani terhadap kinerja pegawai Bank Bank Indonesia Perwakilan Aceh. Hasil penelitian ini diharapkan memberikan kontribusi penting bagi pemangku kepentingan dalam Menyusun strategi pengembangan pegawai sebagai salah satu sumber daya penting bagi setiap organisasi.

**Kata Kunci : HPWS, Kepemimpinan Melayani, Keterlibatan Pegawai, Kinerja Organisasi**

## **ABSTRACT**

*Name* : WAHYU INDRA JAYA  
*Study Program* : Graduate Program in Management Science  
*Title* : THE INFLUENCE OF HIGH-PERFORMANCE WORK SYSTEMS AND SERVANT LEADERSHIP ON ORGANIZATIONAL PERFORMANCE THROUGH THE MEDIATING ROLE OF EMPLOYEE ENGAGEMENT AT BANK INDONESIA LHOKSEUMAWE REPRESENTATIVE

*The purpose of this research is to examine the influence of high-performance work systems and servant leadership on organizational performance through the mediating role of employee involvement at Bank Indonesia Lhokseumawe Representative Office. The data in this research were 133 employees who responded to the questionnaire distributed via Google Forms. The data analysis tool uses Structural Equation Modeling (SEM) which is operated with Amos. The research results found that High-Performance Work Systems (HPWS) and Servant Leadership have a significant effect on employee engagement and employee performance. Employee involvement also significantly improves employee performance. In testing the mediating effect of employee involvement, it became a partial mediating variable between High-Performance Work Systems (HPWS) and Servant Leadership on the performance of Bank Indonesia Aceh Representative employees. It is hoped that the results of this research will provide an important contribution to stakeholders in developing employee development strategies as an important resource for every organization.*

***Keywords* : HPWS, Servant Leadership, Employee Engagement, Organizational Performance**