

ABSTRAK

Nama : MISNATUL AULIA
Program studi : Program Magister Ilmu Manajemen
Judul : PENGARUH KOMITMEN ORGANISASI DAN
EMPLOYEE ENGAGEMENT TERHADAP KINERJA
PEGAWAI DENGAN KEPUASAN KERJA SEBAGAI
VARIABEL INTERVENING PADA KANTOR
WALIKOTA LHOKSEUMAWE

Penelitian ini bertujuan untuk menguji pengaruh komitmen organisasi dan *employee engagement* terhadap kinerja pegawai dengan kepuasan kerja sebagai variabel intervening. Sampel penelitian berjumlah 124 orang, yang merupakan pegawai Kantor Walikota Lhokseumawe. Alat analisis yang digunakan adalah *Structural Equation Modeling* (SEM) dengan menggunakan perangkat AMOS (*Analysis of Moment Structure*) Versi 24. Hasil penelitian menemukan bahwa komitmen organisasi tidak berpengaruh terhadap kepuasan tetapi berpengaruh signifikan terhadap kinerja pegawai. *Employee engagement* berpengaruh signifikan terhadap kepuasan kerja dan kinerja pegawai. Selanjutnya kepuasan kerja ditemukan mempengaruhi kinerja pegawai. Kemudian kepuasan kerja tidak memediasi pengaruh antara komitmen organisasi terhadap kinerja pegawai, tetapi berperan dalam memediasi *employee engagement* terhadap kinerja pegawai. Hasil penelitian ini diharapkan dapat menjadi landasan dalam merumuskan kebijakan organisasi terkait manajemen pegawai, dengan tujuan untuk meningkatkan kinerja layanan pada organisasi pemerintahan, terutama di Kantor Walikota Lhokseumawe.

Kata kunci: komitmen organisasi, *employee engagement*, kepuasan kerja, dan kinerja pegawai

ABSTRACT

Name : MISNATUL AULIA
Study Program : Graduate Program in Management Science
Title : **THE EFFECT OF ORGANIZATIONAL COMMITMENT AND EMPLOYEE ENGAGEMENT ON EMPLOYEE PERFORMANCE WITH JOB SATISFACTION AS THE INTERVENING VARIABLE IN THE LHOKSEUMAWE MAYOR'S OFFICE**

This research examines the influence of organizational commitment and employee engagement on employee performance, with job satisfaction as an intervening variable. The research sample consists of 124 employees of the Lhokseumawe Mayor's Office. The analytical tool used is Structural Equation Modeling (SEM) employing the AMOS (Analysis of Moment Structure) Version 24 software. The research findings indicate that organizational commitment does not directly affect satisfaction but significantly impacts employee performance. Employee engagement, on the other hand, significantly affects job satisfaction and employee performance. Furthermore, job satisfaction influences employee performance. While job satisfaction does not mediate the influence of organizational commitment on employee performance, it has a mediating role in the relationship between employee engagement and employee performance. These findings are expected to provide a basis for formulating organizational policies related to employee management to enhance service performance in government organizations, particularly within the Lhokseumawe Mayor's Office.

Keywords: *organizational commitment, employee engagement, job satisfaction, and employee performance*