

ABSTRAK

PENGARUH PENILAIAN KINERJA (*PERFORMANCE APPRAISAL*) TERHADAP KEPUASAN KERJA SERTA DAMPAKNYA TERHADAP KINERJA KARYAWAN BAGIAN TEKNIK PADA PERUSAHAAN UMUM DAERAH AIR MINUM (PERUMDAM) TIRTA KENCANA JOMBANG

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Penelitian ini bertujuan untuk menganalisis pengaruh penilaian kinerja (*performance appraisal*) terhadap kepuasan kerja serta dampaknya terhadap kinerja karyawan bagian teknik pada Perusahaan Umum Daerah Air Minum (Perumdam) Tirta Kencana Jombang. Penilaian kinerja yang dilakukan perusahaan diharapkan dapat meningkatkan motivasi kerja, kepuasan kerja, dan hasil kerja karyawan secara keseluruhan. Metode penelitian yang digunakan adalah penelitian kuantitatif dengan pendekatan eksplanatori. Populasi dalam penelitian ini adalah seluruh karyawan bagian teknik yang berjumlah 62 orang, dan seluruh populasi dijadikan sampel melalui teknik sampling jenuh. Data dikumpulkan melalui angket/kuesioner dan dianalisis menggunakan analisis regresi linier berganda serta Structural Equation Modeling (SEM) berbasis Partial Least Square (PLS) dengan bantuan software WarpPLS 7.0.

Hasil penelitian menunjukkan bahwa penilaian kinerja berpengaruh positif dan signifikan terhadap kepuasan kerja karyawan, dan penilaian kinerja juga berpengaruh positif terhadap kinerja karyawan. Selain itu, kepuasan kerja turut memberikan pengaruh terhadap peningkatan kinerja karyawan. Kinerja karyawan juga terbukti memediasi pengaruh penilaian kinerja terhadap kepuasan kerja. Temuan ini mengindikasikan bahwa sistem penilaian kinerja yang objektif dan adil mampu menciptakan kepuasan kerja yang lebih tinggi serta meningkatkan kinerja karyawan secara langsung maupun tidak langsung.

Kata Kunci : Penilaian Kinerja, Kepuasan Kerja, Kinerja Karyawan, SEM-PLS, Perumdam Tirta Kencana

ABSTRACT

THE INFLUENCE OF PERFORMANCE APPRAISAL ON JOB SATISFACTION AND ITS IMPACT ON THE PERFORMANCE OF TECHNICAL STAFF AT THE REGIONAL PUBLIC DRINKING WATER COMPANY (PERUMDAM) TIRTA KENCANA JOMBANG

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This study aims to analyze the influence of performance appraisal on job satisfaction and its impact on the performance of technical staff at the Regional Public Drinking Water Company (Perumdam) Tirta Kencana Jombang. The performance appraisal conducted by the company is expected to enhance employee motivation, job satisfaction, and overall performance. This research uses a quantitative approach with an explanatory research design. The population consists of all technical department employees totaling 62 individuals, and the entire population was used as the sample through a saturated sampling technique. Data were collected using questionnaires and analyzed through multiple linear regression and Structural Equation Modeling (SEM) using Partial Least Squares (PLS) with the aid of WarpPLS 7.0 software.

The results indicate that performance appraisal has a positive and significant effect on job satisfaction and also directly affects employee performance. Furthermore, job satisfaction significantly influences employee performance. The study also confirms that employee performance mediates the relationship between performance appraisal and job satisfaction. These findings suggest that a fair and objective performance appraisal system can enhance job satisfaction and directly and indirectly improve employee performance.

Keywords : Performance Appraisal, Job Satisfaction, Employee Performance, SEM-PLS, Perumdam Tirta Kencana