

## ABSTRAK

Penelitian ini di latar belakang oleh rendahnya kinerja karyawan PT. Bank Mandiri (Persero) KCP Cipanas Kabupaten Cianjur yang cukup signifikan, dengan menurunnya kinerja karyawan PT. Bank Mandiri (Persero) KCP Cipanas Kabupaten Cianjur didapati beberapa fenomena diantaranya *knowledge*, *skill* dan *attitude* karyawan yang belum optimal. Karyawan merupakan asset utama organisasi dan mempunyai peran yang strategis dalam organisasi yaitu sebagai pemikir, perencana, dan pengendali aktivitas organisasi. Oleh sebab itu diperlukan dukungan kompetensi salah satunya yaitu *knowledge*, *skill* dan *attitude* guna meningkatkan kinerja karyawan tersebut.

Penelitian ini bertujuan untuk mengetahui pengaruh *knowledge*, *skill*, dan *attitude* terhadap kinerja karyawan pada PT. Bank Mandiri (Persero) KCP Cipanas Kabupaten Cianjur, secara simultan maupun parsial. Metode penelitian yang digunakan adalah metode deskriptif dan verifikatif dengan jumlah sampel 35 responden. Metode analisis data yang digunakan adalah analisis regresi linier berganda, korelasi berganda, dan koefisien determinasi.

Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan antara *knowledge*, *skill* dan *attitude* terhadap kinerja karyawan. Besarnya pengaruh *knowledge*, *skill*, dan *attitude* terhadap kinerja karyawan pada PT. Bank Mandiri (Persero) KCP Cipanas Kabupaten Cianjur secara simultan sebesar 59,6% sedangkan sisanya 40,4% dipengaruhi oleh variabel yang tidak diteliti dalam penelitian ini. Secara parsial besarnya pengaruh *knowledge* terhadap kinerja karyawan sebesar 31%, pengaruh *skill* terhadap kinerja karyawan sebesar 4,8% dan pengaruh *attitude* terhadap kinerja karyawan sebesar 23%.

**Kata Kunci : Pengetahuan, Keterampilan, Sikap dan Kinerja Karyawan**

## **ABSTRACT**

*This research is motivated by the low performance of employees of PT. Bank Mandiri (Persero) KCP Cipanas, Cianjur Regency which is quite significant, with the declining performance of employees of PT. Bank Mandiri (Persero) KCP Cipanas, Cianjur Regency, found several phenomena including employee knowledge, skills and attitudes that were not optimal. Employees are the main asset of the organization and have a strategic role in the organization, namely as thinkers, planners, and controllers of organizational activities. Therefore, competency support is needed, one of which is knowledge, skill and attitude in order to improve the performance of the employee.*

*This study aims to determine the effect of knowledge, skills, and attitudes on employee performance at PT. Bank Mandiri (Persero) KCP Cipanas, Cianjur Regency, simultaneously or partially. The research method used is descriptive and verification method with a sample of 35 respondents. The data analysis method used is multiple linear regression analysis, multiple correlation, and coefficient of determination.*

*The results showed that there was a positive and significant influence between knowledge, skills and attitudes on employee performance. The magnitude of the influence of knowledge, skills, and attitudes on employee performance at PT. Bank Mandiri (Persero) KCP Cipanas Cianjur Regency simultaneously amounted to 59.6% while the remaining 40.4% was influenced by variables not examined in this study. Partially, the influence of knowledge on employee performance is 31%, the effect of skill on employee performance is 4.8% and the influence of attitude on employee performance is 23%.*

**Keywords: Knowledge, Skills, Attitude and Employee Performance**