

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh *employee empowerment* dan *knowledge management* terhadap kinerja pegawai pada PT. Pos Indonesia Cabang Ciamis. Penelitian ini dilakukan berdasarkan fenomena yang terjadi bahwa kinerja pegawai PT. Pos Indonesia Cabang Ciamis yang masih belum optimal yang dapat dilihat dari masih adanya keterlambatan penyampaian laporan hasil pekerjaan seperti lamanya proses pengiriman yang belum sesuai dengan waktu yang telah ditentukan. hal tersebut diakibatkan oleh belum optimalnya *employee empowerment* dan *knowledge management*. Penelitian ini menggunakan metode deskriptif dan verifikatif. Teknik sampling menggunakan non probability sampling, dengan jenis sampel jenuh. Analisis data yang digunakan yaitu menggunakan analisis regresi linier berganda, analisis korelasi berganda, dan analisis koefisien determinasi, uji t dan Uji F. Hasil dari penelitian menunjukkan bahwa secara simultan *employee empowerment* dan *knowledge management* secara berpengaruh positif dan signifikan terhadap pegawai pada PT. Pos Indonesia Cabang Ciamis sebesar 52,30%. Secara parsial *employee empowerment* berpengaruh sebesar 35,74% terhadap kinerja pegawai, sedangkan *knowledge management* berpengaruh sebesar 16,79% terhadap kinerja pegawai. Variabel *employee empowerment* memberikan pengaruh paling tinggi terhadap kinerja pegawai dibandingkan dengan variabel *knowledge management*.

Kata Kunci: *Employee Empowerment, Knowledge Management* dan Kinerja Pegawai

ABSTRACT

This study aims to determine the effect of employee empowerment and knowledge management on employee performance at PT. Pos Indonesia Ciamis Branch. This research was conducted based on the phenomenon that occurs that the performance of employees of PT. Pos Indonesia Ciamis Branch is still not optimal due to not yet optimal employee empowerment and knowledge management. This research uses descriptive and verification methods. The sampling technique uses non-probability sampling, with a saturated sample type. The data analysis used is using multiple linear regression analysis, multiple correlation analysis, and coefficient of determination analysis, t test and F test. The results of the study show that simultaneously employee empowerment and knowledge management have a positive and significant effect on employees at PT. Pos Indonesia Ciamis Branch by 52.30%. Partially, employee empowerment has an effect of 35.74% on employee performance, while knowledge management has an effect of 16.79% on employee performance. The employee empowerment variable has the highest influence on employee performance compared to the knowledge management variable.

Keywords: Employee Empowerment, Knowledge Management and Employee Performance