

ABSTRAK

Penelitian ini dilatarbelakangi oleh permasalahan kinerja karyawan pada bagian SOTAP NB Divisi Produksi PT. Feng Tay Indonesia Enterprises. Tujuan penelitian ini adalah untuk menganalisis pengaruh beban kerja dan *perceived organizational support* terhadap kepuasan kerja, serta pengaruh ketiganya terhadap kinerja karyawan, baik secara langsung maupun melalui kepuasan kerja sebagai variabel *intervening*. Penelitian ini menggunakan metode kuantitatif dengan pendekatan deskriptif dan verifikatif. Sampel dalam penelitian ini sebanyak 86 responden dipilih menggunakan teknik *probability sampling*. Data dikumpulkan melalui kuesioner, wawancara, dan observasi, lalu dianalisis menggunakan *metode of successive interval* (MSI), *path analysis*, koefisien determinasi, dan uji hipotesis dengan bantuan perangkat lunak SPSS versi 27.

Hasil analisis deskriptif menunjukkan bahwa beban kerja berada pada kategori tinggi. *Perceived organizational support* dan kinerja karyawan berada pada kategori kurang baik, sedangkan kepuasan kerja berada pada kategori baik. Hasil analisis verifikatif menunjukkan bahwa beban kerja berpengaruh negatif terhadap kepuasan kerja. *Perceived organizational support* berpengaruh positif terhadap kepuasan kerja. Model struktural kedua menunjukkan bahwa kepuasan kerja dan *perceived organizational support* berpengaruh positif terhadap kinerja karyawan, sedangkan beban kerja berpengaruh negatif terhadap kinerja karyawan. Uji Sobel menunjukkan bahwa kepuasan kerja secara signifikan memediasi pengaruh beban kerja dan *perceived organizational support* terhadap kinerja karyawan.

Kata Kunci: Beban Kerja, *Perceived Organizational Support*, Kepuasan Kerja, Kinerja Karyawan

ABSTRACT

This study was motivated by employee performance issues in the SOTAP NB Production Division of PT. Feng Tay Indonesia Enterprises. The primary objective is to examine the influence of workload and perceived organizational support on job satisfaction, as well as to assess how these three variables affect employee performance, both directly and indirectly through job satisfaction as a mediating variable. A quantitative approach was adopted, utilizing descriptive and confirmatory methods. The sample consisted of 86 respondents selected through probability sampling techniques. Data were collected through questionnaires, interviews, and observations, and analyzed using the Method of Successive Intervals (MSI), path analysis, coefficient of determination, and hypothesis testing with the aid of SPSS software version 27.

The results of the descriptive analysis indicate that workload falls into the high category. Perceived organizational support and employee performance are in the poor category, while job satisfaction is in the good category. The results of the verification analysis show that workload has a negative effect on job satisfaction. Perceived organizational support has a positive effect on job satisfaction. The second structural model shows that job satisfaction and perceived organizational support have a positive effect on employee performance, while workload has a negative effect on employee performance. The Sobel test confirms that job satisfaction significantly mediates the effect of workload and perceived organizational support on employee performance.

Keywords: *Workload, Perceived Organizational Support, Job Satisfaction, Employee Performance*