

ABSTRAK

Penelitian ini dilatar belakangi oleh permasalahan kinerja karyawan pada PT. Terumo Indonesia yang belum mencapai target secara optimal, ditunjukkan oleh fluktuasi pencapaian kerja serta tingkat *turnover* karyawan yang cukup tinggi. Selain itu, hasil penelitian pendahuluan menunjukkan bahwa kinerja karyawan masih berada pada kategori cukup baik, sehingga perlu dilakukan peningkatan. Faktor-faktor yang diduga memengaruhi kondisi tersebut antara lain *work from home* dan *transformational leadership*, serta kepuasan kerja sebagai variabel mediasi. Penelitian ini menggunakan pendekatan kuantitatif dengan metode deskriptif dan verifikatif. Sampel dalam penelitian ini berjumlah 125 responden yang dipilih menggunakan teknik sampel jenuh (*sensus*). Pengumpulan data dilakukan melalui kuesioner, wawancara, dan observasi. Teknik analisis data yang digunakan meliputi *Method of Successive Interval* (MSI), analisis jalur (*path analysis*), koefisien determinasi, serta uji hipotesis dengan bantuan SPSS versi 26. Hasil penelitian menunjukkan bahwa pada sub struktur I terdapat pengaruh secara simultan *work from home* dan *transformational leadership* terhadap *employee performance* sebesar 40,4%. Secara parsial pengaruh *work from home* terhadap *job satisfaction* sebesar 20,4% dan pengaruh *transformational leadership* terhadap *job satisfaction* 19,4%. Pada sub struktur II terdapat pengaruh *work from home*, *transformational leadership* dan *job satisfaction* terhadap *employee performance* sebesar 37,3%. Secara parsial, pengaruh *work from home* terhadap *employee performance* sebesar 13,3%, pengaruh *transformational leadership* terhadap *employee performance* sebesar 11,2%, dan pengaruh *job satisfaction* terhadap *employee performance* sebesar 12,8%. Pengaruh tidak langsung *work from home* terhadap *employee performance* melalui *job satisfaction* sebesar 10,2% dan terdapat pengaruh *transformational leadership* terhadap *employee performance* melalui *job satisfaction* sebesar 9,9%.

Kata Kunci: *Work from home, Transformational leadership, Employee performance, Job satisfaction*

ABSTRACT

This study was motivated by the issue of employee performance at PT Terumo Indonesia, which has not yet achieved its performance targets optimally, as indicated by fluctuations in work achievement and a relatively high employee turnover rate. In addition, the results of the preliminary study revealed that employee performance was still categorized as moderately good, indicating the need for further improvement. The factors presumed to influence this condition include work from home and transformational leadership, with job satisfaction serving as the mediating variable. This research employed a quantitative approach using descriptive and verificative methods. The sample consisted of 125 respondents selected through a saturated sampling (census) technique. Data was collected through questionnaires, interviews, and observations. The data analysis techniques included the Method of Successive Interval (MSI), path analysis, the coefficient of determination, and hypothesis testing using SPSS version 26. The results showed that, in Structural Model I, work from home and transformational leadership simultaneously affected job satisfaction by 40.4%. Partially, work from home contributed 20.4% to job satisfaction, while transformational leadership contributed 19.4%. In Structural Model II, work from home, transformational leadership, and job satisfaction simultaneously influenced employee performance by 37.3%. Partially, work from home contributed 13.3% to employee performance, transformational leadership contributed 11.2% to employee performance, and job satisfaction contributed 12.8% to employee performance. Furthermore, the indirect effect of work from home on employee performance through job satisfaction was 10.2%, while the indirect effect of transformational leadership on employee performance through job satisfaction was 9.9%.

Keywords: *Work from home, Transformational leadership, Job satisfaction, Employee performance.*