

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh komunikasi internal, *perceived organizational support* terhadap kinerja karyawan dengan *employee engagement* sebagai variabel intervening. Populasi yang digunakan dalam penelitian adalah seluruh perawat RSI Sultan Agung Semarang yang merupakan karyawan tetap pada bagian rawat inap yang berjumlah 239 orang. Teknik pengambilan sampel menggunakan *proportional random sampling*, sehingga di dapatkan sampel sebanyak 110 responden dengan instrument penelitian berupa kuesioner. Analisis data menggunakan SPSS. Hasil penelitian ini menunjukkan bahwa Komunikasi Internal dan *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap *Employee Engagement*. Komunikasi Internal dan *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap Kinerja Karyawan. *Employee Engagement* mampu menjadi variabel intervening antara pengaruh variabel Komunikasi Internal dan *Perceived Organizational Support* terhadap Kinerja Karyawan.

Kata Kunci : Komunikasi Internal, *Perceived Organizational Support*, *Employee Engagement*, Kinerja Karyawan.

ABSTRACT

This study aims to determine the effect of internal communication, perceived organizational support on employee performance with employee engagement as an intervening variable. The population used in the study were all nurses of the Sultan Agung Hospital in Semarang, who are permanent employees in the inpatient section, amounting to 239 people. The sampling technique uses proportional random sampling, so that a sample of 110 respondents was obtained with a research instrument in the form of a questionnaire. Data analysis using SPSS. The results of this study indicate that Internal Communication and Perceived Organizational Support have a positive and significant effect on Employee Engagement. Internal Communication and Perceived Organizational Support have a positive and significant effect on employee performance. Employee Engagement is able to be an intervening variable between the influence of the variable Internal Communication and Perceived Organizational Support on Employee Performance.

Keywords : Internal Communication, Perceived Organizational Support, Employee Engagement, Employee Performance.