

ABSTRACT

This study aimed to determine and analyze the influence of perceived organizational support, self efficacy and self esteem on the performance of human resources with work engagement as intervening variable at PDAM Tirta Moedal Kota Semarang. Population of the study is 217 employees of PDAM Tirta Moedal Kota Semarang, with a total sample of 68 respondents. The sampling technique used in this research is proportional random sampling. The analysis tool is the path analysis, which previously tested the validity and reliability and classic assumption test.

The results shows that perceived organizational support, self efficacy and self esteem have a positive effect on work engagement and human resource performance. Perceived organizational support, self efficacy and self esteem have a positive and significant influence on work engagement and human resource performance. Work engagement has a positive influence on human resource performance. Work engagement can be an intervening variable between perceived organizational support and self efficacy on the performance of human resources. Work engagement can be an intervening variable between self esteem and human resource performance means that higher self esteem, hence form of award given company to employees of work also will be higher so that it will influence the employee mental to behave and behavior in work to achieve performance maximum.

Keywords: *Perceived organizational support, self efficacy, self esteem, work engagement* and human resources performance

ABSTRAKSI

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh *perceived organizational support*, *self efficacy* dan *self esteem* terhadap kinerja SDM dengan *work engagement* sebagai variabel intervening pada PDAM Tirta Moedal Kota Semarang. Populasi dalam penelitian ini adalah pegawai PDAM Tirta Moedal Kota Semarang sebanyak 217 orang, dengan jumlah sampel sebesar 68 responden. Teknik pengambilan sampel yang digunakan dalam penelitian ini adalah *Proportional Random Sampling*. Alat analisisnya adalah path analisis, dimana sebelumnya dilakukan uji validitas dan reliabilitas serta uji asumsi klasik.

Hasil penelitian menunjukkan bahwa *perceived organizational support*, *self efficacy* dan *self esteem* terbukti berpengaruh positif terhadap *work engagement*. *Perceived organizational support*, *self efficacy* dan *self esteem* juga terbukti mempunyai pengaruh positif dan signifikan terhadap *work engagement* dan kinerja SDM. *Work engagement* mempunyai pengaruh positif terhadap kinerja SDM. *Work engagement* mampu menjadi variabel intervening antara *perceived organizational support* dan *self efficacy* terhadap kinerja SDM. *Work engagement* mampu menjadi variabel intervening antara *self esteem* terhadap kinerja SDM artinya semakin tinggi *self esteem*, maka bentuk penghargaan yang diberikan perusahaan terhadap karyawan atas pekerjaannya juga akan semakin tinggi sehingga akan mempengaruhi mental karyawan untuk bersikap dan perilaku total dalam bekerja dalam pencapaian kinerja secara maksimal.

Kata Kunci : *Perceived organizational support*, *self efficacy*, *self esteem*, *work engagement* dan kinerja sumber daya manusia