

ABSTRAK

Seiring dengan peningkatan kebutuhan masyarakat terhadap listrik dan juga berbagai macam tantangan perubahan yang dihadapi oleh PLN, maka PLN melakukan transformasi dengan salah satu fokus utama yaitu *customer focused*. Tujuan dari *customer focused* adalah peningkatan pelayanan kepada pelanggan, yang dapat dicapai melalui kinerja karyawan yang baik. PT PLN (Persero) Unit Pelaksana Pelayanan Pelanggan Purwokerto merupakan salah satu unit yang bertugas dalam pelayanan distribusi listrik ke pelanggan. Namun dalam hasil penilaian kinerja karyawan, terdapat beberapa aspek yang belum maksimal. Selain itu, terdapat banyak keluhan dari pelanggan terhadap kinerja karyawan di PT PLN (Persero) Unit Pelaksana Pelayanan Pelanggan Purwokerto.

Penelitian ini bertujuan untuk menguji pengaruh kompetensi dan motivasi terhadap kinerja karyawan dengan dimoderasi oleh *perceived organizational support*. Penelitian ini menggunakan metode penelitian kuantitatif dan subjek penelitian adalah karyawan di PT PLN (Persero) Unit Pelaksana Pelayanan Pelanggan Purwokerto. Pengumpulan data penelitian ini menggunakan kuesioner yang diberikan skor berdasarkan skala *likert*. Penelitian ini menggunakan analisis regresi linier berganda yang menyangkut variabel kompetensi dan motivasi sebagai variabel independen dan variabel kinerja sebagai variabel dependen, serta *perceived organizational support* sebagai variabel pemoderasi.

Hasil analisis menunjukkan bahwa kompetensi berpengaruh signifikan terhadap kinerja karyawan, begitu juga dengan motivasi berpengaruh signifikan terhadap kinerja karyawan. Sementara itu, *perceived organizational support* memoderasi pengaruh kompetensi terhadap kinerja karyawan. Namun tidak ditemukan bukti bahwa *perceived organizational support* memoderasi pengaruh motivasi terhadap kinerja karyawan.

Kata Kunci: Kinerja, Kompetensi, Motivasi, *Perceived Organizational Support*

ABSTRACT

Along with the increasing of public demand for electricity followed by various challenges, PLN made a transformation with one of its main focuses, namely customer focused. The goal of customer focused is to improve service to customers which can be achieved through excellence employee performance. PT PLN (Persero) Unit Pelaksana Pelayanan Pelanggan Purwokerto is one of the units which in charge of providing reliable electricity distribution services to customers. However, in the result of employee performance appraisal, there are several aspects that have not been achieved. In addition, there are several complaints from customers about the performance of employee at PT PLN (Persero) Unit Pelaksana Pelayanan Pelanggan Purwokerto.

This study aims to examine the effect of competency and motivation on employee performance moderated by perceived organizational support. This study uses quantitative research methods and the subject of this study are employees at PT PLN (Persero) Unit Pelaksana Pelayanan Pelanggan Purwokerto. Data for this study is collected using a questionnaire given a score based on a likert scale. This study uses multiple linear regression analysis involving competency and motivation as independent variables and employee performance as the dependant variable, as well as perceived organizational support as a moderating variable.

The result of the analysis show that competency has significant effect on employee performance, as well as motivation has positive effect on employee performance. Meanwhile, perceived organizational support moderates the effect of competency on employee performance. However, there is no evidence that perceived organizational support moderates the effect of motivation on employee performance.

Keywords: *Employee Performance, Competency, Motivation, Perceived Organizational Support*