

## INTISARI

Dunia bisnis saat ini telah mengalami perkembangan yang sangat pesat, secara konstan terus berubah dan penuh akan ketidakpastian. Perusahaan perlu memperhatikan kinerja dan kesejahteraan bagi karyawannya karena karyawan merupakan aset yang penting bagi perusahaan, baik itu dari organisasi pemerintahan atau perusahaan rintisan (*start-up*). Indonesia merupakan salah satu dari 10 negara dengan jumlah perusahaan *start-up* terbanyak di dunia pada 2022 (Start-up Ranking, 2023). Namun, menjelang akhir tahun 2022 sejumlah perusahaan *start-up* besar seperti Shopee, GoTo, dan Ruangguru melakukan pemutusan hubungan kerja (PHK) massal (Detik Finance, 2023). Hal ini akan berdampak pada menurunnya kinerja dari perusahaan *start-up* di Indonesia, salah satunya di kota Yogyakarta. Menurut Ketua Umum Asosiasi Digital Kreatif Indonesia (ADITIF) DIY, situasi serupa mengenai PHK massal juga terjadi di Yogyakarta. Dengan adanya fenomena tersebut, perusahaan *start-up* di Yogyakarta harus melakukan usaha ekstra untuk dapat mempertahankan kinerja dan kelangsungan usahanya. *Perceived Organizational Support* diprediksi dapat mempengaruhi kinerja karyawan secara signifikan sehingga penelitian ini bertujuan untuk menguji pengaruh *Perceived Organizational Support* terhadap kinerja karyawan sekaligus menilai peran mediasi dari *Psychological Capital*.

Penelitian ini merupakan penelitian kuantitatif konfirmatori dengan metode *cross-sectional* yang ditujukan untuk menguji hipotesis penelitian. Penelitian ini melibatkan sebanyak 100 responden yang bekerja di perusahaan *start-up*. Metode pengambilan sampel yang digunakan yaitu *purposive sampling*. Data dikumpulkan melalui survei secara daring (*google form*) yang kemudian dianalisis menggunakan *Partial Least Squares* (PLS-SEM) pada alat SmartPLS 3.0. Hasil dari penelitian ini menunjukkan bahwa *Perceived Organizational Support* berpengaruh signifikan terhadap kinerja karyawan serta *Psychological Capital* terbukti memediasi secara parsial pengaruh tersebut. Penelitian ini memberikan implikasi penting bagi perusahaan *start-up* di DIY dalam rangka meningkatkan kinerja para karyawan.

**Kata kunci:** *Perceived Organizational Support*, Kinerja Karyawan, *Psychological Capital*

## ABSTRACT

*The business world today has experienced rapid development, is constantly changing and full of uncertainty. Companies need to pay attention to the performance and welfare of their employees because employees are an important asset for the company, both from government organizations and start-ups. Indonesia is one of the 10 countries with the largest number of start-up companies in the world in 2022 (Start-up Ranking, 2023). However, towards the end of 2022 several large start-up companies such as Shopee, GoTo and Ruangguru carried out mass layoffs (PHK) (Detik Finance, 2023). This will have an impact on the declining performance of start-up companies in Indonesia, one of which is in the city of Yogyakarta. According to the General Chairperson of the Indonesian Creative Digital Association (ADITIF) DIY, a similar situation regarding mass layoffs also occurred in Yogyakarta. With this phenomenon, start-up companies in Yogyakarta must make extra efforts to be able to maintain their performance and business continuity. Perceived Organizational Support is predicted to significantly affect employee performance, so this study aims to examine the effect of Perceived Organizational Support on employee performance as well as assess the mediating role of Psychological Capital.*

*This research is a confirmatory quantitative study with a cross-sectional method aimed at testing the research hypothesis. This research involved 100 respondents who worked in start-up companies. The sampling method used is purposive sampling. Data was collected through an online survey (google form) which was then analyzed using Partial Least Squares (PLS-SEM) on the SmartPLS 3.0 tool. The findings of this study revealed that Perceived Organizational Support has a significant effect on employee performance and Psychological Capital is proven to partially mediate this effect. This research provides important implications for start-up companies in DIY in terms of increasing employee performance.*

**Keywords:** *Perceived Organizational Support, Employee Performance, Psychological Capital*