

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh manajemen kinerja dan *employee voice* terhadap keterikatan pegawai dan kelelahan emosional. Penelitian ini dilakukan untuk menguji pengaruh antar variabel pada organisasi sektor publik. Dua praktik SDM tersebut diyakini dapat meningkatkan kinerja terutama pada sektor publik sehingga memunculkan dampak perilaku individual baik berupa keterikatan ataupun kelelahan emosional.

Penelitian ini merupakan studi *cross-sectional* yang dilakukan terhadap pegawai BPK. Metoda pengambilan sampel menggunakan metoda *purposive sampling*. Penelitian ini menetapkan kriteria responden, yakni pegawai tetap BPK Pusat dengan minimum bekerja selama dua tahun, tanpa membedakan gender, usia, penunjang /pemeriksa dan pendidikan. Pengambilan data dilakukan dengan menggunakan data primer yaitu penyebaran kuesioner dengan metoda *self administered survey* secara daring dan diketahui resmi oleh BPK. Pengolahan data dilakukan dengan analisis statistik deskriptif dan uji hipotesis dengan menggunakan model regresi berganda.

Hasil penelitian membuktikan bahwa: a) manajemen kinerja berpengaruh secara positif terhadap keterikatan pegawai, b) *employee voice* berpengaruh secara positif terhadap keterikatan pegawai, c) manajemen kinerja berpengaruh secara positif terhadap kelelahan emosional, d) *employee voice* berpengaruh secara negatif terhadap kelelahan emosional.

Kata kunci: manajemen kinerja, *employee voice*, keterikatan pegawai, kelelahan emosional, sektor publik, BPK.

ABSTRACT

This research aims to analyze the influence of performance management and employee voice toward employee engagement and emotional exhaustion. This research is conducted to test the influence between variables on organization's public sector. The two practices of human resources are believed to be able to increase performance management, especially in public sector. Thus, it affects individual behavior, in terms of engagement and emotional exhaustion.

This research is a cross-sectional study, which is conducted to the employees of Audit Board of the Republic of Indonesia. Sample is collected through purposive sampling. This research determines the criteria of the respondents, namely permanent employees of Audit Board of the Republic of Indonesia with minimum years of service of 2 years, without differentiating gender, age, examiner, and education. The primary data is collected by using questionnaires and online *self-administered survey* method, and it is acknowledged officially by the Audit Board of the Republic of Indonesia. Data is processed using descriptive statistics analysis and hypothesis test using multiple-regression model.

The result of the research shows that: a) performance management has positive influence toward the employee engagement; b) employee voice has positive influence toward employee engagement; c) performance management has positive influence toward emotional exhaustion; d) employee voice has negative influence toward emotional exhaustion.

Keywords: performance management, employee voice, employee engagement, emotional exhaustion, public sector, Audit Board of the Republic of Indonesia.