

ABSTRAK

Yudiadi Pranata, Putu (2026), Peran kepuasan kerja memediasi pengaruh beban kerja dan kompetensi terhadap kinerja pegawai PT PLN (Persero) UP2B NTB. Tesis, Ilmu Manajemen, Program Pascasarjana, Universitas Pendidikan Ganesha. Tesis ini telah disetujui dan diperiksa oleh pembimbing I: Trianasari, M.M., Ph.D., CHE dan Pembimbing II: Dr. Komang Krisna Heryanda, S.E., M.M.
Kata-kata kunci: Kepuasan Kerja, Beban Kerja, Kompetensi, Kinerja Pegawai, SEM-PLS

Penelitian ini bertujuan untuk membuktikan secara empiris pengaruh beban kerja dan kompetensi terhadap kinerja pegawai yang dimediasi oleh kepuasan kerja pada PT PLN (Persero) UP2B NTB. Populasi dalam penelitian ini adalah seluruh pegawai PLN UP2B NTB yang berjumlah 54 orang. Pengambilan sampel menggunakan teknik sensus sehingga seluruh populasi digunakan sebagai sampel penelitian. Pengumpulan data menggunakan kuesioner dengan skala likert 1-5. Teknik analisa data menggunakan analisa jalur (*path analysis*) sehingga akan dianalisis dengan *Structur Equation Model (SEM)* berbasis *Partial Least Square (PLS)*, dibantu *software Smart PLS 64-bit for Windows*. Hasil penelitian menunjukkan bahwa beban kerja secara langsung maupun dimediasi terhadap kinerja pegawai tidak berpengaruh. Kompetensi berpengaruh signifikan terhadap kinerja pegawai. Pada kepuasan kerja memediasi hubungan antaran kompetensi terhadap kinerja pegawai berpengaruh signifikan, disini kepuasan kerja berfungsi sebagai mediator parsial.

ABSTRACT

Yudiadi Pranata, Putu (2026), The Role of Job Satisfaction in Mediating the Effects of Workload and Competence on Employee Performance at PT PLN (Persero) UP2B NTB. Thesis, Master of Management Science, Postgraduate Program, Universitas Pendidikan Ganesha.

This thesis has been approved and reviewed by Supervisor I: Trianasari, M.M., Ph.D., CHE and Supervisor II: Dr. Komang Krisna Heryanda, S.E., M.M.

Keywords: Job Satisfaction, Workload, Competence, Employee Performance, SEM-PLS

This study aims to empirically prove the influence of work load and competence on employee performance, mediated by job satisfaction, at PT PLN (Persero) UP2B NTB. The population in this study consists of all 54 employees of PLN UP2B NTB. Sampling was conducted using a census technique, meaning the entire population was used as the research sample. Data collection utilized a questionnaire with a 1–5 Likert scale. Data analysis employed path analysis, specifically Structural Equation Modeling (SEM) based on Partial Least Squares (PLS), conducted using the Smart PLS 64-bit for Windows software. The results indicate that work load does not significantly influence employee performance, either directly or through mediation. Competence has a significant effect on employee performance. Job satisfaction mediates the relationship between competence and employee performance, with a significant effect; here, job satisfaction functions as a partial mediator.

