

## ABSTRAK

Penelitian ini bertujuan untuk menguji Pengaruh Kompetensi dan Pelatihan dengan Dukungan Organisasi sebagai Variabel Moderasi Terhadap Kinerja Karyawan di PT Kereta Api Indonesia (Persero) Daop 8 Surabaya. Tujuan Penelitian ini untuk memberikan pemahaman terkait faktor-faktor yang mempengaruhi kinerja karyawan.

Penelitian ini menggunakan jenis kuantitatif metode survei dengan mengumpulkan data melalui kuesioner. Populasi pada penelitian ini sejumlah 110 karyawan. Sampel diambil sebesar 86 karyawan sebagai responden dengan menggunakan rumus Yamane, Isaac dan Michael. Teknik pengambilan sampel menggunakan proportionate stratified random sampling dimana penetapan sampel penelitian dengan menetapkan pengelompokan anggota populasi dalam kelompok organisasi unit kerja di PT Kereta Api Indonesia (Persero) Daop 8 Surabaya. Metode analisis yang digunakan adalah analisis regresi linier moderasi (Moderated Regression Analysis) dengan program SPSS 27.

Hasil penelitian ini menunjukkan bahwa Kompetensi berpengaruh signifikan dengan arah positif terhadap kinerja karyawan. Pelatihan berpengaruh signifikan dengan arah negatif terhadap kinerja karyawan. Hasil variabel moderasi menunjukkan bahwa dukungan organisasi dapat memoderasi pengaruh kompetensi terhadap kinerja karyawan dengan arah negatif dan signifikan. Sedangkan dukungan organisasi dapat memoderasi Pengaruh Pelatihan terhadap kinerja karyawan dengan arah positif dan signifikan.

Kata kunci : Kompetensi, Pelatihan, Dukungan Organisasi, Kinerja Karyawan.

## ABSTRACT

*This research examined the effect of competency and training with organizational support as a moderating variable, on the employees' performance at PT. KAI (Persero) Daop 8 Surabaya. Moreover, it was used to understand some factors affecting employees' performance.*

*The research was quantitative with a survey as its method. The population was 110 employees at PT. KAI (Persero) Daop 8 Surabaya. Furthermore, the data collection technique used proportionate stratified random sampling, in which the sample was taken based on the grouping of members of the population within the work unit organization at PT KAI (Persero) Daop 8 Surabaya. In line with that, 86 employees were taken as the sample by using the Yamane, Isaac, and Michael formula. The instrument in the data collection technique was a questionnaire. Additionally, the data analysis technique used Moderated Regression Analysis with SPSS 27.*

*The result showed that competency had a positive and significant effect on employees' performance. However, training had a negative and significant effect on employees' performance. In addition, the result of the moderating variable showed that organizational support could moderate the negative and significant effect of competency on employees' performance. Likewise, organizational support could moderate the positive and significant effect on employees' performance.*

**Keywords:** *Competency, Training, Organizational Support, Employees' Performance*

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Translator

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