

***THE INFLUENCE OF TRAINING, EMPLOYEE ENGAGEMENT, AND  
PERCEIVED ORGANIZATIONAL SUPPORT ON EMPLOYEE  
PERFORMANCE AT PT BANK TABUNGAN NEGARA  
KC JAKARTA KUNINGAN***

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***ABSTRACT***

*This research is a quantitative study which aims to determine the influence of employee training, employee engagement, and perceived organizational support on employee performance at PT Bank Tabungan Negara KC Jakarta Kuningan. The research used 59 respondents and data was collected by distributing questionnaires using Google Form. The analysis technique uses descriptive analysis techniques and inferential analysis consisting of validity tests, reliability tests, coefficient of determination tests, and hypothesis tests via SmartPLS 3.0. Hypothesis testing obtained results (1) Employee training has a positive and significant effect on employee performance at PT Bank Tabungan Negara KC Jakarta Kuningan. (2) Employee engagement has a positive and significant effect on the performance of PT Bank Tabungan Negara KC Jakarta Kuningan employees. (3) Perceived organizational support has no significant effect on the performance of PT Bank Tabungan Negara KC Jakarta Kuningan employees.*

***Keywords:*** *Employee Performance, Employee Training, Employee Engagement, Perceived Organizational Support*

**PENGARUH PELATIHAN, *EMPLOYEE ENGAGEMENT*, DAN  
*PERCEIVED ORGANIZATIONAL SUPPORT* TERHADAP KINERJA  
KARYAWAN PT BANK TABUNGAN NEGARA  
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**ABSTRAK**

Penelitian ini merupakan penelitian kuantitatif yang bertujuan untuk mengetahui pengaruh antara pelatihan karyawan, *employee engagement*, dan *perceived organizational support* terhadap kinerja karyawan PT Bank Tabungan Negara KC Jakarta Kuningan. Penelitian menggunakan 59 responden dan data dikumpulkan dengan cara menyebarkan kuesioner menggunakan *google form*. Teknik analisis menggunakan teknik analisis deskriptif dan analisis inferensial yang terdiri dari uji validitas, uji reliabilitas, uji koefisien determinasi, serta uji hipotesis melalui *SmartPLS 3.0*. Pengujian hipotesis memperoleh hasil (1) Pelatihan karyawan berpengaruh positif dan signifikan terhadap kinerja karyawan PT Bank Tabungan Negara KC Jakarta Kuningan. (2) *Employee engagement* berpengaruh positif dan signifikan terhadap kinerja karyawan PT Bank Tabungan Negara KC Jakarta Kuningan. (3) *Perceived organizational support* tidak berpengaruh signifikan terhadap kinerja karyawan PT Bank Tabungan Negara KC Jakarta Kuningan.

**Kata Kunci:** Kinerja Karyawan, Pelatihan Karyawan, *Employee Engagement*, *Perceived Organizational Support*