

ABSTRAK

PENGARUH BEBAN KERJA DAN *PERCEIVED BEHAVIOURAL CONTROL* TERHADAP KINERJA MELALUI MOTIVASI SEBAGAI VARIABEL MEDIASI PADA ANGGOTA SATLANTAS POLDA LAMPUNG

Oleh :
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Penelitian lembaga atau instansi didirikan untuk mendapatkan hasil yang maksimal guna meningkatkan kualitas dan kinerja, disamping itu peran motivasi menginterveniing kualitas kinerja polisi. Maka penulis mengajukan judul Pengaruh Beban Kerja Dan Perceived Behavioural Control Terhadap Kinerja Melalui Motivasi Sebagai Variabel Mediasi Pada Anggota Satlantas Polda Lampung.

Jenis Penelitian ini menggunakan jenis penelitian kuantitatif. Penelitian ini menggunakan data primer yang diperoleh dengan cara penyebaran kuesioner langsung pada anggota satlantas Polda Lampung, dengan 120 responden data yang diperoleh kemudian diolah dengan menggunakan alat analisis SPSS. Ukuran sampel (*sample size*). Instrumen penelitian yang digunakan adalah kuisisioner. Metode analisis yang digunakan adalah analisis inferensial dengan pendekatan analisis jalur (*path analysis*).

Penelitian menunjukkan bahawa 5 dari 7 di dukung hipotesis variabel beban kerja terhadap kinerja memiliki pengaruh negative signifikan terhadap kinerja, dan variabel *perceived behavioural control* berpengaruh positif signifikan terhadap kinerja. Motivasi berpengaruh positif signifikan terhadap kinerja. Beban kerja berpengaruh negatif signifikan terhadap motivasi. *perceived behavioural control* berpengaruh positif signifikan terhadap motivasi. Motivasi merupakan *variable intervening* beban kerja terhadap kinerja. Motivasi merupakan *variable intervening* beban kerja terhadap kinerja melalui *perceived behavioural control*.

Saran dari penelitian ini agar menambah jumlah personil di delegasikan guna mengurangi beban kerja yang ada. Dengan berkurangnya beban kerja, motivasi akan meningkat sehingga hasil kinerja yang diharapkan dapat tercapai. Memberikan motivasi dengan cara mengadakan pelatihan dimana memberikan dorongan dan semangat kepada anggota untuk dapat menerima tantangan tugas dengan baik. meningkatkan *perceived behavioural control* anggota dengan memberikan pelatihan tentang *soft skill* maupun kepemimpinan sehingga dengan meningkatnya *perceived behavioural control* akan meningkatkan motivasi sehingga kinerja juga akan meningkat, keterbatasan dalam penelitian ini ialah jumlah populasi yang masih kurang banyak dan jumlah sampel masih terbilang masih sedikit di teliti dari kantor pusat di berbagai provinsi .

Kata Kunci : Beban Kerja, *Perceived Behavioural Control*, Motivasi, Kinerja

ABSTRACT

THE EFFECT OF WORKLOAD AND PERCEIVED BEHAVIORAL CONTROL ON PERFORMANCE THROUGH MOTIVATION AS A MEDIATION VARIABLE ON MEMBERS OF THE LAMPUNG POLDA SATLANTAS

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Research institutions or agencies are established to obtain maximum results in order to improve quality and performance, besides that the role of motivation is to intervene in the quality of police performance. So the author proposes the title The Effect of Workload and Perceived Behavioral Control on Performance Through Motivation as a Mediation Variable for Members of the Lampung Police Satlantas. This type of research uses quantitative research. This study uses primary data obtained by distributing questionnaires directly to members of the Lampung Police Satlantas, with 120 respondents the data obtained was then processed using SPSS analysis tools. Sample size (sample size). The research instrument used is a questionnaire. The analytical method used is inferential analysis with a path analysis approach. Research shows that 5 out of 7 are supported by the hypothesis that the workload variable on performance has a significant negative effect on performance, and the perceived behavioral control variable has a significant positive effect on performance. Motivation has a significant positive effect on performance. Workload has a significant negative effect on motivation. perceived behavioral control has a significant positive effect on motivation. Motivation is an intervening variable of workload on performance. Motivation is an intervening variable of workload on performance through perceived behavioral control. Suggestions from this study are to increase the number of delegated personnel in order to reduce the existing workload. With reduced workload, motivation will increase so that the expected performance results can be achieved. Provide motivation by conducting training which provides encouragement and enthusiasm for members to be able to accept task challenges well. increase the perceived behavioral control of members by providing training on soft skills and leadership so that the increase in perceived behavioral control will increase motivation so that performance will also increase, the limitations in this study are the number of population that is still not large and the number of samples is still relatively small in research from the office centers in various provinces.

Keywords: Workload, Perceived Behavioral Control, Motivation, Performance