ABSTRAK

Kinerja pegawai kelurahan merupakan salah satu faktor penting dalam mendukung kualitas penyelenggaraan pelayanan publik. Penelitian ini bertujuan menganalisis pengaruh beban kerja, kompensasi, dan lingkungan kerja terhadap kinerja pegawai melalui *Employee Engagement* pada kantor kelurahan di Kabupaten Jember. Penelitian menggunakan pendekatan kuantitatif dengan melibatkan seluruh pegawai kantor kelurahan pada wilayah penelitian sebagai responden. Data dikumpulkan melalui kuesioner dan dianalisis menggunakan Structural Equation Modeling berbasis Partial Least Square dengan bantuan perangkat lunak WarpPLS. Hasil penelitian menunjukkan bahwa beban kerja berpengaruh positif dan signifikan terhadap *Employee Engagement* serta kinerja pegawai. Lingkungan kerja juga berpengaruh positif dan signifikan terhadap *Employee Engagement* dan kinerja pegawai, serta menjadi faktor yang paling kuat dalam meningkatkan *Employee Engagement*. Sebaliknya, kompensasi tidak berpengaruh signifikan terhadap *Employee Engagement* maupun kinerja pegawai. *Employee Engagement* terbukti berpengaruh positif dan signifikan terhadap kinerja pegawai serta memediasi pengaruh beban kerja dan lingkungan kerja terhadap kinerja pegawai, tetapi tidak memediasi pengaruh kompensasi. Dengan demikian, peningkatan kinerja pegawai kelurahan lebih efektif dilakukan melalui penciptaan lingkungan kerja kondusif, pengelolaan beban kerja seimbang, dan penguatan *Employee Engagement* sebagai bagian penting dalam pengelolaan sumber daya manusia dan peningkatan kualitas pelayanan publik.

Kata Kunci: Beban Kerja, Kompensasi, Lingkungan Kerja, *Employee Engagement*, Kinerja Pegawai

ABSTRACT

The performance of village employees is one of the important factors in supporting the quality of public service delivery. This study aims to analyze the influence of workload, compensation, and work environment on employee performance through Employee Engagement at the village office in Jember Regency. The study uses a quantitative approach by involving all employees of the village office in the research area as respondents. Data was collected through a questionnaire and analyzed using Structural Equation Modeling based on Partial Least Square with the help of WarpPLS software. The results of the study showed that workload had a positive and significant effect on Employee Engagement and employee performance. The work environment also had a positive and significant effect on Employee Engagement and employee performance, and was the strongest factor in increasing Employee Engagement. On the other hand, compensation had no significant effect on Employee Engagement or employee performance. Employee Engagement was proven to have a positive and significant effect on employee performance and mediated the influence of workload and work environment on employee performance, but did not mediate the effect of compensation. Thus, improving the performance of village employees is more effective through the creation of a conducive work environment, balanced workload management, and strengthening Employee Engagement as an important part of human resource management and improving the quality of public services.

Keywords: *Workload, Compensation, Work Environment, Employee Engagement, Employee Performance*