

ABSTRAK
PENGARUH SISTEM PENGUKURAN KINERJA DAN KOMITMEN
KARYAWAN SEBAGAI VARIABEL INTERVENING TERHADAP
KINERJA KARYAWAN DI *COFFEE SHOP* KOTA METRO

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis sistem pengukuran kinerja dan komitmen karyawan sebagai variabel mediasi terhadap kinerja karyawan di *coffee shop* Kota Metro. Jenis penelitian ini menggunakan data primer melalui kuesioner dan populasi dalam penelitian ini berjumlah 555 karyawan kemudian Teknik pengambilan sampel dalam penelitian menggunakan rumus jumlah sampel minimum untuk SEM ($\text{indicator} \times 10$) maka jumlah sampel yaitu 130 responden. Hasil penelitian ini menunjukkan bahwa sistem pengukuran kinerja tidak berpengaruh terhadap kinerja karyawan, sistem pengukuran kinerja berpengaruh terhadap komitmen karyawan, serta komitmen karyawan berpengaruh terhadap kinerja karyawan, dan komitmen karyawan dapat memediasi hubungan antara sistem pengukuran kinerja terhadap kinerja karyawan di *coffee shop* Kota Metro.

Kata Kunci: Sistem Pengukuran Kinerja, Komitmen Karyawan Dan Kinerja Karyawan.

ABSTRACT

THE EFFECT OF PERFORMANCE MEASUREMENT SYSTEMS AND EMPLOYEE COMMITMENT AS AN INTERVENING VARIABLE ON EMPLOYEE PERFORMANCE AT THE METRO CITY COFFEE SHOP

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ABSTRACT

This study aims to analyze the performance measurement system and employee commitment as a mediating variable for employee performance in Metro City coffee shops. This type of research uses primary data through questionnaires and the population in this study is 555 employees then the sampling technique in the study uses the formula of the minimum sample number for SEM (indicator x 10) then the number of samples is 130 respondents. The results of this study show that the performance measurement system has no effect on employee performance, the performance measurement system has an effect on employee commitment, and employee commitment has an effect on employee performance, and employee commitment can mediate the relationship between the performance measurement system and employee performance in Metro City coffee shops.

Keywords: Performance measurement system, employee commitment, employee performance.