

Abstrak

Chrisvanus Th Laho, 2025, Pengaruh *Sosial Support* dan *Knowledge Management* Terhadap Kinerja Pegawai dimediasi oleh Budaya Organisasi pada Dinas Pemuda dan Olahraga Kota Ternate, dengan komisi pembimbing Marwan Man Soleman dan Adnan Rajak.

Tujuan dari penelitian ini adalah untuk menganalisis pengaruh *social support* dan *knowledge management* terhadap kinerja pegawai dengan budaya organisasi sebagai variabel mediasi. Penelitian ini memiliki tujuh hipotesis. Hasil penelitian ini menunjukkan tiga hipotesis yang berpengaruh positif dan signifikan, sedangkan empat lainnya tidak berpengaruh signifikan. *Social support* berpengaruh positif terhadap kinerja pegawai, *knowledge management* berpengaruh positif terhadap kinerja pegawai, *social support* berpengaruh positif terhadap budaya organisasi, *knowledge management* tidak berpengaruh signifikan terhadap budaya organisasi, budaya organisasi tidak berpengaruh signifikan terhadap kinerja, budaya organisasi tidak mampu memediasi pengaruh *social support* terhadap kinerja dan budaya organisasi tidak mampu memediasi pengaruh *knowledge management* terhadap kinerja. Pada penelitian ini diteliti sebanyak 67 pegawai Dinas Pemuda dan Olahraga Kota Ternate dan analisis data menggunakan SEM PLS yang meliputi *convergent validity*, *discriminant validity*, *composite reliability* *cronbach's alpha*, *path coefficient* dan efek mediasi. Hasil penelitian yang diperoleh tiga hipotesis memiliki pengaruh positif dan empat hipotesis lainnya berpengaruh negatif.

Kata Kunci : *Social Support, Knowledge Management, Kinerja dan Budaya Organisasi*

Abstract

Chrisvanus Th Laho, 2025, The Influence of Social Support and Knowledge Management on Employee Performance Mediated by Organizational Culture at the Ternate City Youth and Sports Office, with the supervising commission Marwan Man Soleman and Adnan Rajak.

The purpose of this study is to analyze the influence of social support and knowledge management on employee performance with organizational culture as a mediating variable. This study has seven hypotheses. The results of this study indicate three hypotheses that have a positive and significant effect, while the other four do not have a significant effect. Social support has a positive effect on employee performance, knowledge management has a positive effect on employee performance, social support has a positive effect on organizational culture, knowledge management has no significant effect on organizational culture, organizational culture has no significant effect on performance, organizational culture is unable to mediate the effect of social support on performance and organizational culture is unable to mediate the effect of knowledge management on performance. In this study, 67 employees of the Ternate City Youth and Sports Office were studied and data analysis used SEM PLS which includes convergent validity, discriminant validity, composite reliability cronbach's alpha, path coefficient and mediation effect. The results of the study obtained three hypotheses have a positive effect and four other hypotheses have a negative effect.

Keywords: Social Support, Knowledge Management, Performance and Organizational Culture