

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh layanan digital eSPM, beban kerja dan kepemimpinan *transformatif* terhadap Kinerja Pegawai KPPN di masa pandemi Covid-19. Penelitian ini menguji tiga hipotesis yaitu: (1) Layanan digital eSPM berpengaruh terhadap kinerja pegawai KPPN di masa pandemi Covid-19; (2) Beban kerja berpengaruh terhadap kinerja pegawai KPPN di masa pandemi Covid-19 dan (3) Kepemimpinan *transformatif* berpengaruh terhadap kinerja pegawai KPPN di masa pandemi Covid-19. Penelitian ini menggunakan sampel sebanyak 205 responden. Teknik analisis yang digunakan adalah analisis deskriptif, analisis faktor dan analisis jalur. Kesimpulan dari penelitian ini adalah: (1) Adanya pengaruh positif signifikan dari layanan digital eSPM terhadap kinerja pegawai KPPN di masa pandemi Covid-19; (2) Adanya pengaruh positif signifikan dari beban kerja terhadap kinerja pegawai KPPN di masa pandemi Covid-19 dan (3) Adanya pengaruh positif signifikan dari kepemimpinan *transformatif* terhadap kinerja pegawai KPPN di masa pandemi Covid-19. Beberapa saran yang perlu disampaikan adalah penelitian selanjutnya diharapkan dapat menyusun instrumen untuk mendapatkan indikator yang lebih dapat menjelaskan variabel eksogen, terutama variabel beban kerja pegawai KPPN.

ABSTRACT

This study aims to determine the effect of eSPM Digital Services, Workload and Transformational Leadership on the performance of KPPN employees during the Covid-19 pandemic. This study tested three hypotheses, namely: (1) eSPM Digital Services affect the performance of KPPN employees during the Covid-19 pandemic; (2) Workload affects the performance of KPPN employees during the Covid-19 pandemic and (3) Transformational leadership affects the performance of KPPN employees during the Covid-19 pandemic. This study used a sample of 205 respondents. The analysis technique used is descriptive analysis, factor analysis and path analysis. The conclusions of this study are: (1) There is a significant positive effect of eSPM Digital Services on the performance of KPPN employees during the Covid-19 pandemic; (2) There is a significant positive effect of Workload on the Performance of KPPN Employees during the Covid-19 pandemic and (3) There is a significant positive influence of Transformational Leadership on the Performance of KPPN Employees during the Covid-19 pandemic. Some suggestions that need to be conveyed are that further research is expected to be able to develop instruments to obtain indicators that can explain exogenous variables better, especially the workload variable of KPPN employees.