

ABSTRACT

Human Resources is the most decisive factor in any organization because in addition to human resources as one element of the strength of the nation's competitiveness is also the main determinant, therefore human resources must have high competence and performance for the progress of the organization, for this reason, careful planning is needed so that the company's activities can run in an integrated and directed manner in realizing the desired goals, One way is by improving the performance of human resources. Based on producing maximum employee performance, it takes a high mental or high morale from employees but also the higher the workload, the performance will decrease and if the workload value is low, employee performance increases.

The method used in this study is quantitative, namely using a representative sample to answer each statement submitted and using questionnaires to collect research data. The research sample was employees of Dinpermades, Demak as many as 134 people with a minimum working period of one year. The research analysis tool uses AMOS 24.00 software with the SEM (Structural Equation Modeling) method.

From the results of this research states that there is no significant relationship between workload and employee performance. This is supported by the value of the positive estimation parameter data of 0.112 which is smaller and also the probability value of 0.526 ($p < 0.05$). The results of this study state that there is a positive relationship between perceived organization support on employee performance. This is supported by the value of the positive estimation parameter data of 0.973 and also the probability value of 0.000 ($p < 0.05$). From the results of this study states that there is a positive relationship between workload and collective organizational engagement. This is supported by the value of the positive estimation parameter data of 0.926 and also the probability value of 0.000 ($p < 0.05$). The results of this study stated that there was no significant relationship between perceived organization support on collective organizational engagement. This is supported by the value of positive estimation parameter data of 0.163 and also the probability value of 0.508 ($p < 0.05$). From the results of this research states that there is a positive relationship between collective organizational engagement on employee performance. This is supported by the value of positive estimation parameter data which is 0.403 and also the probability value of 0.002 ($p < 0.05$). The results of this research stated that there was no significant influence on the relationship of workload to employee performance through collective organizational engagement. This is supported by the value of the data t count is 1.544 and t table is 1.978. The results of this research stated that there was no significant influence on the relationship of perceived organization support on employee performance through collective organizational engagement. This is supported by the value of the data t count is 1.282 and t table is 1.978.

Keywords: *workload, Percieved organizational support, employee performance, collective organizational engagement, Dinpermades Demak employees*