

ABSTRAK

Karyawan yang belum terlindungi jaminan sosial di Provinsi Banten pada tahun 2021 berjumlah 1.402.377 orang. Sedangkan tingkat tenaga kerja yang berpartisipasi dalam asuransi sosial belum melebihi 33% dari total jumlah karyawan. Berbagai faktor tentunya dipertimbangkan perusahaan untuk tidak mendaftarkan karyawannya dalam program BPJS. Perusahaan harus mengeluarkan dana yang cukup besar untuk membayar dana BPJS, sementara kontribusi BPJS untuk kinerja karyawan dan perusahaan perlu dibuktikan. Oleh sebab itu perlu dilakukan penelitian untuk mengetahui sejauh mana BPJS berpengaruh terhadap kinerja karyawan dan mengetahui bagaimana pelayanan BPJS saat ini serta bagaimana usulan peningkatan pelayanan BPJS ketenagakerjaan. Penelitian mengambil studi kasus di Tangerang Selatan. Kuesioner terbuka dan tertutup diedarkan menggunakan google form kepada 200 orang responden sebelum dan sesudah memiliki BPJS, yang bekerja di Tangerang Selatan. Hipotesis yang dibangun adalah tidak ada pengaruh BPJS terhadap kinerja dan motivasi, terdapat pengaruh BPJS terhadap kinerja melalui variabel antara motivasi. Pengolahan data menggunakan metode *Structural Equation Modelling*. Temuan penelitian menunjukkan terdapat pengaruh positif dan signifikan antara jaminan Sosial terhadap Kinerja. Demikian juga terdapat pengaruh positif antara Jaminan Sosial terhadap Motivasi. Sedangkan jaminan sosial terbukti berpengaruh positif terhadap kinerja melalui variabel antara motivasi. Usulan perbaikan untuk meningkatkan Kinerja BPJS adalah: kemudahan dalam klaim, mendapatkan jaminan perlindungan dari berbagai macam resiko, peningkatan pelayanan publik, perlunya sosialisasi jaminan sosial kepada para pekerja, kesadaran akan tanggung jawab perusahaan dalam mendaftarkan para pekerja untuk memiliki jaminan sosial.

Kata kunci: *Structural Equation Modeling, Construct Reliability, probability, Sobel t-statistik, koefisien regresi*

ABSTRACT

Employees who have not been protected by social security in Banten Province in 2021 amounted to 1,402,377 people. Meanwhile, the level of workforce participating in social insurance has not exceeded 33% of the total number of employees. Various factors are certainly considered by companies not to register their employees in the BPJS program. The company must spend considerable funds to pay BPJS funds, while the contribution of BPJS to employee and company performance needs to be proven. Therefore, it is necessary to conduct research to find out the extent to which BPJS affects employee performance and find out how the current BPIS service is and how the proposed improvement of BPIS employment services. The research took a case study in South Tangerang. Open and closed questionnaires were circulated using google form to 200 respondents before and after having BPJS, who work in South Tangerang. The hypothesis built is that there is no influence of BPJS on performance and motivation, there is an influence of BPJS on performance through the intermediate variable of motivation. Data processing using Structural Equation Modeling method. The research findings show that there is a positive and significant influence between Social Security on Performance. Likewise, there is a positive influence between Social Security and Motivation While social security is proven to have a positive effect on performance through the intermediate variable of motivation. Proposed improvements to improve. BPJS performance are: ease of claiming, getting guaranteed protection from various risks, improving public services, the need for socialization of social security to workers, awareness of the company's responsibility in registering workers to have social security.

Keywords: Structural Equation Modeling, Construct Reliability, probability, Sobel t-statistic, regression coefficient.