

ABSTRAK

Agung Khairul Tazri, Nim 7202510007, “Pengaruh *Delegation Of Authority* dan *Human Relation* Terhadap Kinerja Pegawai Kantor Gubernur Sumatera Utara”. Skripsi Jurusan Manajemen, Program Studi Manajemen, Fakultas Ekonomi Universitas Negeri Medan.

Penelitian ini merupakan penelitian kuantitatif yang bertujuan untuk mengetahui Pengaruh *Delegation Of Authority* dan *Human Relation* Terhadap Kinerja Pegawai Kantor Gubernur Sumatera Utara. Teknik pengambilan sampel yang digunakan adalah total sampling dengan sampel sebanyak 55 orang pegawai. Teknik pengumpulan data dalam penelitian dilakukan dengan Evaluasi Model Pengukuran (Outer Model) dan Evaluasi Model Struktur (Inner Model) dan Uji Hipotesis dengan menggunakan Smart PLS 4.0

Berdasarkan hasil penelitian uji hipotesis menunjukkan bahwa *Delegation Of Authority* berpengaruh positif dan signifikan terhadap Kinerja Pegawai Kantor Gubernur Sumatera Utara sebesar 46,9%. *Human Relation* berpengaruh positif dan signifikan terhadap Kinerja Pegawai Kantor Gubernur Sumatera Utara sebesar 49,9%.

Kata Kunci: *Delegation Of Authority*, *Human Relation*, Kinerja Pegawai

THE
Character Building
UNIVERSITY

ABSTRACT

Agung Khairul Tazri, Nim 7202510007, "The Influence of Delegation of Authority and Human Relations on the Performance of Employees in the Office of the Governor of North Sumatra". Management Department Thesis, Management Study Program, Faculty of Economics, Medan State University.

This research is a quantitative study which aims to determine the influence of delegation of authority and human relations on the performance of North Sumatra Governor's Office employees. The sampling technique used was total sampling with a sample of 55 employees. The data collection technique in the research was carried out using Measurement Model Evaluation (Outer Model) and Structure Model Evaluation (Inner Model) and Hypothesis Testing using Smart PLS 4.0

Based on the results of hypothesis testing research, it shows that Delegation of Authority has a positive and significant effect on the performance of North Sumatra Governor's Office employees by 46.9%. Human Relations has a positive and significant effect on the performance of North Sumatra Governor's Office employees by 49.9%.

Keywords: *Delegation of Authority, Human Relations, Employee Performance*

THE
Character Building
UNIVERSITY