

ABSTRACT

In the current era, business conditions are faced with the phenomenon of volatility, uncertainty, complexity and ambiguity or what is commonly called VUCA. PT PLN (Persero) as a state company that is currently not only paying attention to the Social Mission of providing electric power services to all Indonesian citizens is also experiencing the VUCA phenomenon. To be able to survive with current business conditions, PT PLN (Persero) must prepare human resources (HR) who can read future trends and are able to adapt to various situations and have good performance.

At PT PLN (Persero) South, Southeast and West Sulawesi (Sulselrabar) Distribution Main Unit, it was found that employee performance decreased from Semester 2 of 2019 by 49% to 41% in Semester 2 of 2021. In addition, the Employee Engagement Index value from 2013 to 2020 it has decreased from 85.8 to 80.45. According to survey data management, it was found that the majority of the physical work environment at UID Sulselrabar was in the "adequate" category.

The data in this study were obtained by distributing questionnaires to 129 respondents who were employees of PT PLN (Persero) Sulselrabar Main Distribution Unit. The processed data will be analyzed using descriptive analysis techniques, outer models, inner models and path analysis using the Smart PLS-4 application.

Based on descriptive analysis, it was found that employee engagement, physical work environment and employees' performance variables were in good category. Based on the results of hypothesis testing, the results show that partially employee engagement and physical work environment have a positive and significant effect on employees' performance. The coefficient of determination using R² shows that there is an effect of 91.6% on employee engagement and physical work environment on employees' performance.

Kata Kunci: *volatility, uncertainty, complexity, ambiguity, human resources, performance, employee engagement, working conditions.*