

ABSTRACT

Human Resources (HR) or employees are vital assets for the continuity of a company. They are not only the main driver for achieving the company's vision and mission, but also determine success in achieving the set goals. This is especially true for PT. Milliman Indonesia, actuarial consulting company. Human resource development is carried out by increasing employee knowledge, satisfaction, motivation and performance, taking into account individual competence. This is an important strategy in improving employee performance. The aim of this research is to find out a picture of knowledge, satisfaction, motivation, employee performance and competence at PT. Milliman Indonesia; also to determine the influence of knowledge, satisfaction and motivation on employee performance through competency. This research uses quantitative methods with the aim of causal research. The researcher distributed questionnaires via Google Form with a total of 145 respondents with the criteria for respondents being PT employees. Milliman Indonesia. The sampling technique used is non-probability sampling with purposive sampling type. The data analysis technique uses Structural Equation Modeling (SEM) Partial Least Square (PLS) with SmartPLS software (v3.2.9). The results of this research are that Knowledge, Satisfaction and Motivation have a positive and significant effect on Competence, the Competency Variable has a positive and significant effect on Performance, and the Knowledge, Satisfaction and Motivation variables have a positive and significant effect on Performance. This research obtains suggestions for PT. Milliman Indonesia is expected to pay attention to Knowledge, Satisfaction, Motivation and Competence which are important elements in Employee Performance at PT. Milliman Indonesia, therefore PT. Milliman Indonesia needs to increase Knowledge, Satisfaction, Motivation and Competence with the aim of improving Employee Performance for PT employees. Milliman Indonesia.

Keywords: Knowledge, Job Satisfaction, Motivation, Employee Performance, Competence.