

ABSTRAK

Niken Dhea Yashinta, Skripsi ini tentang “Pengaruh Motivasi dan Kepuasan Kerja terhadap Kinerja Karyawan (Studi pada Kantor J&T Bangkalan)”. Dibawah Bimbingan Bapak Dr. Raden Mas Mochammad Wispandono S.E., M.S.,

Perseroan Terbatas (PT) Karya Niaga Abadi biasa disebut dengan J&T Express merupakan perusahaan yang bergerak dalam pelayanan jasa pengiriman barang. Dalam membangun suatu perusahaan dan mampu bersaing dengan perusahaan pengiriman barang lainnya tidak lepas dari kinerja yang dihasilkan oleh para karyawannya terutama pada kurir, sebab kinerja kurir merupakan salah satu tolak ukur keberhasilan berkembang pesatnya perusahaan J&T Express. Penelitian ini bertujuan untuk membahas rumusan masalah, menganalisa pengaruh motivasi dan kepuasan kerja terhadap kinerja karyawan J&T Express Bangkalan. Metode penelitian ini menggunakan pendekatan kuantitatif, dengan populasi berjumlah 291 karyawan. Teknik pengambilan sampel menggunakan *cluster random sampling*, yaitu pengambilan sampel apabila objek yang diteliti sangat luas diperoleh sebanyak 74 responden. Data diperoleh dari proses wawancara dan penyebaran kuesioner secara online melalui *google form*, data dianalisis menggunakan teknik regresi linier berganda dengan *software* SPSS (*Statistikal Product and Service Solutions*) untuk menjawab hipotesis. Berdasarkan hasil penelitian ini menunjukkan bahwa, motivasi dan kepuasan kerja secara parsial (Uji t) memiliki pengaruh positif dan signifikan terhadap kinerja karyawan. Pada uji simultan (Uji F) menunjukkan nilai signifikan $0,05 < 0,000$ yang berarti motivasi dan kepuasan kerja secara simultan berpengaruh terhadap kinerja karyawan. Adapun hasil nilai T_{hitung} motivasi terhadap kinerja hanya sebesar 5,107, sedangkan hasil nilai T_{hitung} kepuasan kerja terhadap kinerja sebesar 5,950. Hal tersebut menunjukkan bahwa hasil persentase besarnya kepuasan kerja berpengaruh dominan terhadap kinerja karyawan.

Kata Kunci : Motivasi, Kepuasan Kerja, Kinerja, Kurir, J&T Express.

ABSTRACT

Niken Dhea Yashinta, This thesis is about "The Effect of Motivation and Job Satisfaction on Employee Performance (Study on J&T Bangkalan Employees)". Under the guidance of Dr. Raden Mas Mochammad Wispandono S.E., M.S.,

Limited Liability Company (PT) Karya Niaga Abadi commonly referred to as J&T Express is a company engaged in goods delivery services. Generally, in building a large company that is able to compete with other freight forwarding companies, it cannot be separated from the performance produced by its employees, especially couriers. This is because the performance of a courier is one of the benchmarks for the success of the rapidly growing J&T Express company so that it is in great demand by the public. This study has an objective to discuss the formulation of the problem, namely the effect of motivation and job satisfaction on the employee performance of J&T Express Bangkalan. The method of this study uses a quantitative approach with a population of 291 J&T Express Bangkalan employees. The sampling technique uses cluster random sampling which is the sampling that used if the studied object is very broad. From this sampling technique, a sample of 74 respondents is obtained. The data are obtained from the interview process and the distribution of online questionnaires via google form, the data are analyzed using multiple linear regression techniques with SPSS (Statistical Product and Service Solutions) software to answer the hypothetical data. Based on the results of this study, it is shown that partially (t test), motivation and job satisfaction have a positive and significant effect on employee performance. The simultaneous test (F test) shows a significant value of $0.05 < 0.000$ which means that motivation and job satisfaction simultaneously have an effect on employee performance. The results of the T-count value of motivation to performance are only 5.107, while the results of the T-value of job satisfaction to performance are 5.950. This shows that the percentage of job satisfaction has a dominant effect on employee performance.

Keywords: Motivation, Job Satisfaction, Performance, Courier, J&T Express.

