ABSTRACT

The purpose of this research is to analyze the effects of job training, environment and job satisfaction on employee performance at PT. MNC Skyvision Tbk. The job training is measured by training plans, processes and impacts. The job environment is measured by environment atmospheres both physically and psychologically. And job satisfaction is measured by achievements, confession and progress. Meanwhile employee performance is measured by contextual and task performances.

The research method is quantitative descriptive to explain the effects of job training, environment and job satisfaction as independent variables and employee performance as dependent variable by using mathematic approaches and statistical measures. The data collecting technique used by distributing questionnaires to 228 employees of sales department at PT. MNC Skyvision Tbk. The data analysis technique used is multiple regression analysis to test research hypothesis.

The research results showed that job training, environment and job satisfaction have positive effects on employee performance of sales department at PT. MNC Skyvision Tbk., either partially or simultaneously. In this case, the higher qualities of job training, environment and job satisfaction then the higher quality of employee performance.

Keywords: Job Training, Job Environment, Job Satisfaction, Employee Performance and PT. MNC Skyvision Tbk.

ABSTRAK

Tujuan dari penelitian ini adalah untuk menganalisis pengaruh pelatihan, lingkungan kerja dan kepuasan kerja terhadap kinerja karyawan pada PT. MNC Skyvision Tbk. Pelatihan diukur melalui perencanaan pelatihan, proses pelatihan dan hasil pelatihan. Lingkungan kerja diukur melalui lingkungan kerja fisik dan psikologis. Kepuasan kerja diukur melalui prestasi kerja, pengakuan dan kemajuan. Sedangkan kinerja karyawan diukur dari kinerja kontekstual dan kinerja tugas.

Metode penelitian yang digunakan adalah metode deskriptif kuantitatif untuk menjelaskan pengaruh pelatihan, lingkungan kerja dan kepuasan kerja sebagai variabel independen terhadap kinerja karyawan sebagai variabel dependen melalui pendekatan-pendekatan matematis dan langkah-langkah statistik. Teknik pengumpulan data dilakukan melalui penyebaran kuesioner kepada 228 karyawan bagian penjualan pada PT. MNC Skyvision Tbk. Teknik analisis data yang digunakan adalah teknik regresi berganda untuk menguji hipotesis-hipotesis penelitian.

Hasil penelitian menunjukkan bahwa pelatihan kerja, lingkungan kerja dan kepuasan kerja berpengaruh positif terhadap kinerja karyawan pada bagian penjualan di PT. MNC Skyvision Tbk., baik secara parsial maupun secara simultan. Dalam hal ini, semakin tinggi kualitas pelatihan kerja, lingkungan kerja dan kepuasan kerja, maka kinerja karyawan menjadi semakin tinggi.

Kata Kunci: Pelatihan Kerja, Lingkungan Kerja, Kepuasan Kerja, Kinerja Karyawan dan PT. MNC Skyvision Tbk.