

ABSTRACT

Problems in the Telkomsel Service Office GraPARI Kebon Jeruk found negative behavior from outsourcing employees. Quantitative research, population and sample 84 purposive sampling Slovin formula. Multiple linear regression hypothesis. Collecting data on questionnaires, observations and literature studies. Descriptive statistical analysis, instrument quality, classical assumptions, hypotheses, coefficient of determination and analysis of correlation between dimensions. The results show competence, work motivation, job satisfaction have a significant and positive effect on the work culture of employees at the GraPARI Service Office, Kebon Jeruk Telkomsel partially and together. Suggestions that companies must determine programs that can process competence, work motivation and job satisfaction from employees and create a good work culture in the future.

Keywords : *Competence, Work Motivation, Job Satisfaction and Work Culture.*



ABSTRAK

Permasalahan di Kantor Layanan Telkomsel GraPARI Kebon Jeruk ditemukan perilaku negatif dari karyawan outsourcing. Penelitian kuantitatif, populasi dan sampel 84 purposive sampling rumus Slovin. Hipotesis regresi linier berganda. Pengumpulan data kuesioner, observasi dan studi literatur. Analisis statistik deskriptif, kualitas instrumen, asumsi klasik, hipotesis, koefisien determinasi dan analisis korelasi antar dimensi. Hasil menunjukkan kompetensi, motivasi kerja, kepuasan kerja berpengaruh signifikan dan positif terhadap budaya kerja karyawan di Kantor Layanan GraPARI Telkomsel Kebon Jeruk secara parsial dan bersama-sama. Saran bahwa perusahaan harus menentukan program yang dapat memproses kompetensi, motivasi kerja dan kepuasan kerja dari karyawan dan menciptakan budaya kerja baik di masa depan.

Keywords : Kompetensi, Motivasi Kerja, Kepuasan Kerja dan Budaya Kerja.

