

ABSTRACT

This research was conducted at PT Bank Central Asia, Tbk Branch of Serang. This study aims to determine and explain the impact of job satisfaction, motivation, and organizational commitment on employee performance. The sampling technique used was census with total 127 respondents. Primary data were collected using questionnaires. The research method using quantitative research methods as independent variables are job satisfaction, motivation, and organizational commitment, while the dependent variable is employee performance. The analysis includes the validity testing, reliability testing, classic assumptions testing, and hypothesis testing. Results of analysis were used multiple linear regression analysis. The result shows that job satisfaction has a positive and significant effect on employee performance, motivation has a positive and significant effect on employee performance, organizational commitment has a positive and significant effect on employee performance, and job satisfaction, motivation, and organizational commitment influence simultaneously positive and significant effect on employee performance.

Keywords: *job satisfaction, motivation, organizational commitment, employee performance.*



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ABSTRAK

Penelitian ini dilakukan di PT Bank Central Asia, Tbk Kantor Cabang Utama Serang. Penelitian ini bertujuan untuk mengetahui dan menjelaskan pengaruh kepuasan kerja, motivasi kerja, dan komitmen organisasional terhadap kinerja karyawan. Untuk pengambilan sampel, penelitian ini menggunakan teknik sensus dengan jumlah 127 responden. Data primer dikumpulkan dengan menggunakan kuesioner. Metode penelitian menggunakan metode penelitian kuantitatif sebagai variabel independen yaitu kepuasan kerja, motivasi kerja, dan komitmen organisasional sedangkan variabel dependennya yaitu kinerja karyawan. Analisis ini meliputi uji validitas, uji reliabilitas, uji asumsi klasik, dan pengujian hipotesis. Hasil analisis menggunakan teknik analisis regresi linier berganda. Hasil menunjukkan bahwa kepuasan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan, motivasi kerja berpengaruh positif dan signifikan terhadap kinerja karyawan, komitmen organisasional berpengaruh positif dan signifikan terhadap kinerja karyawan, serta kepuasan kerja, motivasi kerja, dan komitmen organisasional secara bersama-sama berpengaruh positif dan signifikan terhadap kinerja karyawan.

Kata kunci: Kepuasan kerja, motivasi kerja, komitmen organisasional, kinerja karyawan



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