

ABSTRAK

Penelitian ini bertujuan untuk mengetahui (1) Pengaruh langsung antara motivasi kerja terhadap kinerja karyawan; (2) Pengaruh langsung antara motivasi kerja terhadap kepuasan kerja; (3) Pengaruh langsung kepuasan kerja terhadap kinerja karyawan (4) Pengaruh tidak langsung kepuasan kerja antara motivasi kerja terhadap kinerja karyawan. Penelitian ini dilaksanakan pada PT. Bank Tabungan Pensiunan Nasional (BTPN). Populasi adalah 105 karyawan tetap dan data valid yang dijadikan sampel adalah 105 karyawan. Data dikumpulkan dengan metode wawancara, kuisioner dan dokumentasi, yang selanjutnya dianalisis dengan analisis deskriptif kuantitatif. Teknik analisis data menggunakan Partial Least Square (PLS). Hasil penelitian didapatkan bahwa (1) motivasi kerja berpengaruh positif terhadap kinerja karyawan, (2) motivasi kerja berpengaruh positif terhadap kepuasan kerja karyawan, (3) kepuasan kerja berpengaruh positif terhadap kinerja karyawan, dan (4) kepuasan kerja berperan sebagai variabel mediasi antara motivasi kerja terhadap kinerja karyawan.

Kata Kunci : Motivasi Kerja, Kepuasan Kerja, Kinerja Karyawan

ABSTRACT

This study aims to determine (1) the direct effect of work motivation on employee performance; (2) The direct effect of work motivation on job satisfaction; (3) The direct effect of job satisfaction on employee performance (4) The indirect effect of job satisfaction between work motivation and employee performance. This research was conducted at PT. National Pension Savings Bank (BTPN). The population is 105 permanent employees and valid data sampled are 105 employees. Data were collected using interview methods, questionnaires and documentation, which were then analyzed using quantitative descriptive analysis. The data analysis technique used Partial Least Square (PLS). The results showed that (1) work motivation has a positive effect on employee performance, (2) work motivation has a positive effect on employee job satisfaction, (3) job satisfaction has a positive effect on employee performance, and (4) job satisfaction acts as a mediating variable between motivation. work on employee performance.

Keywords: Work Motivation, Job Satisfaction, Employee Performance