

ABSTRAKSI

Target pendapatan yang tidak mampu tercapai merupakan permasalahan yang harus dicari solusinya agar pendapatan yang diperoleh perusahaan mampu mencapai target yang diinginkan manajemen PT. Nyonya Meneer Semarang. Target pencapaian pendapatan yang tidak mampu tercapai dapat disebabkan karena komitmen kerja pegawai belum maksimal, sehingga perlu dianalisis faktor-faktor yang mempengaruhi kinerja pegawai pada PT. Nyonya Meneer Semarang. Penelitian ini bertujuan untuk menganalisis pengaruh motivasi, lingkungan kerja dan kompetensi terhadap kinerja pegawai melalui kepuasan kerja.

Sampel dalam penelitian ini sebesar 93 pegawai bagian administrasi dan keuangan pada PT. Nyonya Meneer Semarang. Pengambilan sampel dilakukan dengan menggunakan teknik *accidental sampling* yaitu pengambilan sampel berdasarkan kebetulan kepada pegawai bagian administrasi dan keuangan pada PT. Nyonya Meneer Semarang yang ditemui ketika pelaksanaan penelitian. Metode analisis data menggunakan regresi linier berganda.

Hasil pengolahan dapat disimpulkan bahwa (1) Motivasi kerja, lingkungan kerja dan kompetensi secara parsial berpengaruh positif dan signifikan terhadap kepuasan kerja, (2) Pengaruh tidak langsung motivasi terhadap kinerja melalui kepuasan kerja lebih rendah dibandingkan pengaruh langsung motivasi terhadap kinerja artinya kepuasan kerja tidak mampu memediasi pengaruh motivasi terhadap kinerja, (3) Pengaruh tidak langsung lingkungan kerja terhadap kinerja melalui kepuasan kerja lebih tinggi dibandingkan pengaruh langsung lingkungan kerja terhadap kinerja artinya kepuasan kerja mampu memediasi pengaruh lingkungan kerja terhadap kinerja, (4) Pengaruh tidak langsung kompetensi terhadap kinerja melalui kepuasan kerja lebih rendah dibandingkan pengaruh langsung kompetensi terhadap kinerja artinya kepuasan kerja tidak mampu memediasi pengaruh kompetensi terhadap kinerja.

Kata Kunci : motivasi, lingkungan kerja, kompetensi, kepuasan kerja dan kinerja pegawai.

ABSTRACT

Revenue targets are not able to be achieved is a problem that must be addressed so that the income the company is able to achieve the desired targets the management of PT. Nyonya Meneer Semarang. The achievement of revenue targets were not able to be reached due to employee commitment is not maximized, so that needs to be analyzed the factors that affect the performance of employees at PT. Nyonya Meneer Semarang. This study aimed to analyze the influence of motivation, work environment and competence to employee performance through job satisfaction.

The sample in this study amounted to 93 employees of the administration and finance at PT. Nyonya Meneer Semarang. Sampling was done by using accidental sampling technique is sampling based on coincidence to administrative staff and finance at PT. Nyonya Meneer Semarang encountered when conducting research. Methods of data analysis using multiple linear regression.

Processing results can be concluded that (1) work motivation, work environment and competence partially positive and significant impact on job satisfaction, (2) The indirect effect of motivation on performance through job satisfaction is lower than the direct effect of motivation on performance means that job satisfaction can not afford mediates the influence of motivation on performance, (3) the indirect effect working environment on performance through job satisfaction is higher than the direct influence of the working environment on performance means that job satisfaction is able to mediate the effects of the working environment on the performance, (4) the indirect effect of competence on performance through satisfaction employment is lower than a direct influence on the performance of competence means that job satisfaction is not able to mediate the effect of competence on performance.

Keywords : motivation, work environment, competence, job satisfaction and employee performance.