SUMMARY

THIO TJOEN HOK. The Influence of Training and Motivation on Employee’s Performance at PT United Tractors Tbk. Supervised by AIDA VITAYALA S. HUBEIS and SADIKIN KUSWANTO.

Heavy equipment sales is highly dependent on the performance of mining, plantation, construction, and forestry industries. Industries in mining sector are the largest user of heavy equipments among the other industries. Besides the macro-economic issues impacting on the price of commodities, in particular coal and palm oil, business competition is another factor that also affects heavy equipment sales. The challenge to be up against the business competition and slowdown in heavy equipment sales drives PT United Tractors Tbk to improve the performance of its after-sales service. Demands to improve the performance and efficiency of the divisions may have an impact on employee’s motivation.

This study was conducted for six months, from July to December 2013 at PT United Tractors Tbk. This study aims at analyzing (1) the employee’s perceptions on training, motivation, and performance; (2) the correlation between training and performance; (3) the correlation between motivation and performance; and (4) the correlation of training and motivation with performance.

This study uses a descriptive research design and the research instrument of this study is a questionnaire that aims to obtain the description of the conditions or circumstances of the influence of training and motivation on the performance of the employees of PT United Tractors Tbk. criteria range analysis and multiple regression analysis are utilized at this study.

The results of the study have shown that the employee’s perceptions on training, motivation and performance were categorized as good. The results of regression analysis have shown that training and motivation simultaneously influence the employee’s performance. Partially, motivation has a significant impact on the performance of employees, but training does not influence the performance of employees.

Based on the results of the study, the proposed suggestions for the management are: (1) in training, every step should be done correctly; (2) supervisor’s ability in coaching, directing, and also praising should be improved; (3) programs intended to improve the relationship among the employees should be promoted; (4) company should make an improvement in salary system and also give transparent explanation to employees; (5) explanation about company’s growth should be informed to employees continuously.

Keywords: criteria range, motivation, multiple regression, performance, training.