SUMMARY

ATIKA DYAH PERWITA. The Influence of Motivator and Hygiene Factors toward Employee Performance of PT Bank BNI Syariah Branch Office in West Jakarta and Bogor. Supervised by RITA NURMALINA and M JOKO AFFANDI.

BNI Syariah as Islamic Banks are committed to fulfill and enhance human resources development plan from time to time to support the performance and the best service to stakeholders and to realize world class human capital. This of course requires high performance from employees to be able to perform the tasks well. The organization's efforts to improve productivity in both the financial and non financial aspects encounter various obstacles, one of which is the performance degradation caused by a decrease in employee motivation levels of employees. This study aims to: (1) Assess the condition of motivation and performance of employees in general. (2) Assessing the impact of motivator and hygiene factors on employee performance. (3) Assess the motivational factors that most influence on employee performance. (4) Formulate operational managerial measures that needs to be done to increase the motivation for the performance of employees can be better.

Respondents in this study were all employees at PT Bank BNI Syariah West Jakarta which amounted to 41 people and all employees at PT Bank BNI Syariah Bogor totaling 53 people. All employees were respondents in the study because the total number of employees in both branches is less than 100 people, which is only 94 people. The sampling method branches on judgment method used in this study (purposive) sampling based on the consideration of researchers on some characteristics appropriate to answer the research objectives. Descriptive statistical analysis was conducted to determine how the respondents' perceptions of the statements in the questionnaire through the analysis of the average score. Furthermore, after statistical analysis of descriptive data analysis using the program Partial Least Square (PLS) to obtain the results of how much influence motivator and hygiene factors on employee performance. Analysis of the data using PLS because it does not require large sample quantities and is recommended between 30-100 samples as described in Ghozali (2015). Evaluation model in SEM-PLS use 2.0 SmartPLS program is very useful for predicting the relationship between the dependent variable of several independent variables. PLS can find indicators of the independent variables which are relevant to the dependent variable (Feng et al., 2008). PLS model consists of structural parts, which reflects the relationship between the latent variables and measurement components, which shows how the latent variables and their related indicators (Haenlein and Kaplan, 2004).

Descriptive analysis with the average value score indicates that in general the condition motivator, hygiene factor and the performance of employees in the category of high, but not maximum. Therefore, an employee at PT Bank BNI Syariah Branch Office in West Jakarta and Bogor should be encouraged to continue to improve his motivation in order to achieve maximum performance. The analysis results motivator and hygiene factors to employee performance showed that the hygiene factor is more dominant influence on the formation of employee performance compared to the motivator. Indicators of the most
dominant in the hygiene factor reflects the performance of employees of PT Bank BNI Syariah Branch Office in West Jakarta and Bogor are the conditions of work and interpersonal relationships. Indicators of the most dominant motivator reflect the performance of employees of PT Bank BNI Syariah Branch Office in West Jakarta and Bogor is the work itself.

keyword: employee performance, hygiene factor, motivation, motivator, PLS.