SUMMARY

RAMONA OCTAVIANNAND. The Effect of Job Satisfaction and Motivation to the Employee’s Performance in Shipping Company XYZ. Supervised by NURMALA KATRINA PANDJAITAN and SADIKIN KUSWANTO.

In the digital and globalization era which are demanding for tech progress. Human resources need to work more closely and concentration. Small errors can lead to fatal errors that result in high costs for the company. The loss of motivation at work influences employee satisfaction and have a negative impact on employee performance.

Research was conducted on XYZ Shipping Company located in Kuningan, South Jakarta. The number of respondents in the study was limited to only 70 people from the marketing department, customer service, logistics, documentation, cashiers, financial and port agency services. Each division selected 10 people who have worked more than one year although still a contract employee.

The purpose of this study was to analyze the effects of job satisfaction and motivation on employee performance. Data processing techniques used are Microsoft Excel for Windows, Statistical Social Package for Science (SPSS) for windows ver. 20.0. The analysis used regression analysis to analyze the effect of job satisfaction and motivation on employee performance on Shipping Company XYZ. Research approach using a quantitative approach is a closed form questionnaire distributed to 70 respondents and are equipped with qualitative data to get information through interviews with the leadership of the respondents. Data collected by a questionnaire using Likert scale.

The results of this study prove that there is a positive and significant correlation between job satisfaction on employee performance. There is a positive and significant influence of motivation on employee performance. There is a positive and significant influence between job satisfaction and motivation together on employee performance.

Keywords: employee, job satisfaction, motivation, performance