

## SUMMARY

LOLITA ANGGARINI. The Effect of Individual Characteristics and Attendance Incentives on Work Motivation, Job Satisfaction and Performance of Education Staff. Supervised by M. SYAMSUL MAARIF and SITI AMANAH.

One of the factors of performance appraisal is attendance. Coming late to the office and leaving early can cause a cost burden for an organization. As an attempt to increase motivation to attend work on time, IPB University took an initiative to provide attendance incentives in accordance with Rector's Decree No. 127/IT3/KU/2018 on Incentives for On-Time Attendance for Education Staff in IPB University. High work motivation is expected to meet the need for job satisfaction which can improve performance as the final result. Individual performance is the basis for the achievement of institutional performance, for that institutions need to understand individual behavior. Individual behavior is affected by individual characteristics that represent a variety of identities and attitudes. This study was conducted to analyze the relationship between individual characteristics and attendance incentives on work motivation, job satisfaction and performance of education staff.

This research utilized primary data and secondary data. Primary data were collected through questionnaire distribution to 305 people obtained from a population of 1,282 education staff using the Slovin formula. In-depth interviews were conducted with Vice Dean for Resources, Cooperation and Development and Head of Administration at IPB University. Furthermore, secondary data were obtained from strategic plans, performance reports, staffing databases, attendance incentives submission data, performance appraisal data and annual reports in the Directorate of Human Resources of IPB University. In addition, this research used descriptive analysis method, Chi-Square cross tabulation to determine the relationship between respondent characteristics with work motivation, job satisfaction and performance, and Structural Equational Modeling-Partial Least Square (SEM-PLS) modeling to analyze the influence between variables.

Chi-Square test results indicated that individual characteristics have a significant relationship with work motivation, job satisfaction and performance. Job characteristics have a significant relationship with job satisfaction and performance, but they have not had an effect on work motivation. Importantly, SEM-PLS analysis showed that individual characteristics have a stronger effect on work motivation than on job satisfaction, but they have no effect on performance. Attendance incentives have a stronger effect on work motivation than on performance. Work motivation has a significant and stronger influence on job satisfaction than on performance and other variables in the study. Additionally, job satisfaction consisting of indicators of expertise, work targets, work comfort, relationships with superiors, support from colleagues, family atmosphere, family support and own desire to work has a positive and significant effect on performance.

Keywords: incentives, job satisfaction, motivation, performance, SEM-PLS.