

## **ABSTRACT**

**MARVIN**

**00000022836**

### **THE INFLUENCE OF MOTIVATION ON EMPLOYEES' PERFORMANCE AT PT PUTRA AREZDA PURNAMA MEDAN**

(xvi+79 pages; 8 figures; 32 tables; 5 appendixes)

Nowadays, it is not easy to maintain a family business. PT Putra Arezda Purnama is a family business that engages in tire retreading and general trading. The company also sells truck tires such as Michelin and MRF. PT Putra Arezda Purnama was established in 1985 and it had been passed to the second generation since 2015. The company receives complaint from customer that the employees are not performing well.

The indicators of motivation are insurance, employee recognition, bonus and promotion. Meanwhile, the indicators of employees' performance are teamwork, communication, customer service and job functions.

Quantitative research method is used in this research. The population in the company is 103 employees. The sample is 82 employees. Simple random sampling method is being used to choose the samples.

The writer conducts a pretest before spreading the questionnaires to the respondents to check whether the data is valid and reliable.

The research result shows that motivation has an influence on employees' performance at PT Putra Arezda Purnama Medan.

**Keywords: Motivation, Employees' Performance, PT Putra Arezda Purnama**

References: 30 (2015-2020)

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Saat ini, tidak mudah untuk mempertahankan bisnis keluarga. PT. Putra Arezda Purnama adalah bisnis keluarga yang bergerak di bidang vulkanisir ban dan perdagangan umum. Perusahaan juga menjual ban truk seperti Michelin dan MRF. PT. Putra Arezda Purnama didirikan pada tahun 1985 dan telah diteruskan ke generasi kedua sejak 2015. Perusahaan menerima keluhan dari pelanggan bahwa karyawannya tidak berkinerja baik.

Indikator motivasi adalah asuransi, pengakuan karyawan, bonus dan promosi. Sementara itu, indikator kinerja karyawan adalah kerja tim, komunikasi, layanan pelanggan, dan fungsi pekerjaan.

Metode penelitian kuantitatif digunakan dalam penelitian ini. Populasi dalam perusahaan adalah 103 karyawan. Sampel adalah 82 karyawan. Metode simple random sampling digunakan untuk memilih sampel.

Penulis melakukan pretest sebelum menyebarkan kuesioner kepada responden untuk memeriksa apakah data tersebut valid dan dapat diandalkan.

Hasil penelitian menunjukkan bahwa motivasi memiliki pengaruh terhadap kinerja karyawan di PT. Putra Arezda Purnama Medan.

**Kata Kunci: Motivasi, Kinerja Karyawan, PT. Putra Arezda Purnama**

Referensi: 30 (2015-2020)