

ABSTRACT

YULLY TANDIUS

1501020506

THE EFFECT OF JOB SATISFACTION TOWARDS EMPLOYEE PERFORMANCE AT MINISTRO CAFE MEDAN

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One of the factors that affect the performance of employees is the job satisfaction. The workers with a high job satisfaction may have chance to perform very good in their workplace because that they didn't work with a burden mind. Job satisfaction is simply how content an individual is with his or her job, in other words, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision.

Job satisfaction has become an increasingly important category, especially for those organizations that are aware of the value of business excellence and perceive job satisfaction as one of its essential parts. A satisfied employee works more and better.

The methods used by the writer in this research is descriptive research and causal research. Data used in this research are primary data and secondary data. Data analysis methods used in this research are descriptive statistic, validity test, reliability test, normality test, correlation test, coefficient of determination, analysis of linear regression equation, and Z-test.

Based on the data analysis, the job satisfaction at Ministro Cafe Medan is above average (very good). The result of hypothesis test by using Z-Test, the value of $Z_{count} = 2.69$. It means that hypothesis alternative is accepted because $Z_{count} (2.69) > Z_{table} (1.96)$. Therefore, job satisfaction has significant effect on employee performance at Ministro Cafe Medan.

Ministro Cafe Medan needs to take care of employees. The company should regularly articulate its policies, goals and objectives to its employees in order to improve employee performance.

Keywords : Job Satisfaction, Employee Performance, Ministro Cafe Medan

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