

ABSTRAK

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PENGUKURAN KEPUASAN KERJA DI PT TRIPLE FIVE PLASTIC MENGUNAKAN *LONG FORM MINNESOTA SATISFACTION QUESTIONNAIRE*

Tugas Akhir, Fakultas Sains dan Teknologi, (2018).

(xvi+123 halaman, 26 tabel, 43 gambar, 6 lampiran)

Organisasi adalah sebuah unit sosial yang pastinya akan berisi dua orang atau lebih yang saling berhubungan, dan tentunya dua orang atau lebih tersebut akan secara berkelanjutan untuk mencapai tujuan bersama (Wibowo, 2013). PT Triple Five Plastic adalah sebuah perusahaan yang bergerak pada bidang industri plastik dan memiliki spesialisasi pada *injection molding*. Penelitian ini bertujuan untuk menganalisis pengaruh kepuasan kerja pada kinerja pekerja di PT Triple Five Plastic. Penelitian ini menggunakan pendekatan kuantitatif. Sumber data penelitian ini adalah data primer, dengan pengumpulan data menggunakan *Minnesota Satisfaction Questionnaire* untuk mengukur kepuasan kerja sedangkan lembar penilaian kinerja didapatkan dari penilaian kinerja yang digunakan oleh perusahaan. Responden penelitian ini sebanyak 55 pekerja di PT Triple Five Plastic yang terdiri dari 4 orang *Security*, 4 orang *Staff*, 7 orang *Quality Control*, 4 orang *Molding/Workshop*, 6 orang *Material*, 28 orang *Injection*, dan 2 orang *Shipping* dimana divisi-divisi tersebut akan di kelompokkan berdasarkan jabatan yang telah ditetapkan oleh MSQ yaitu *secretaries*, *engineers*, *packers*, *warehousemen*, *truck drivers*, dan *laborers*. Hasil penelitian diperoleh bahwa terdapat pengaruh kepuasan kerja pada performa pekerja di PT Triple Five Plastic, dimana 55 pekerja di PT Triple Five Plastic merasa tidak puas dengan pekerjaannya dan performanya kurang bagus.

Kata Kunci: Kepuasan Kerja, Kinerja, *Minnesota Satisfaction Questionnaire*

Referensi: 10 (1967-2016)

ABSTRACT

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MEASUREMENT OF WORKERS SATISFACTION USING LONG FORM MINNESOTA SATISFACTION QUESTIONNAIRE

Thesis, Faculty of Science and Technology (2018).

(xvi+123 pages, 26 tables, 43 figures, 6 appendices)

Organization is a social unit that consist of two or more interrelated people with a particular-purpose, especially a business, society, association, etc (Wibowo, 2013). PT Triple Five Plastic is a company that engaged in plastic industry and has specialized for injection molding. Firstly, a brief observation was done in advance before come to the conclusion that worker do not satisfied with their work. Based on the case, this study intends to analyze the effect of job satisfaction on worker's performance at PT Triple Five Plastic. This study uses quantitative approach, while the source data is primary data that obtained from MSQ to measure the worker's job satisfaction, and the performance appraisal sheet collected from performance appraisal standard used by the company. Respondents of this study were 55 workers in PT Triple Five Plastic, consisted of 4 security, 4 staffs, 7 people for quality control. 4 people on molding/workshop, 6 people for materials, 28 people for injections, and 2 people for shipping. This divisions will be grouped based on the positions that has been set by MSQ, which are secretaries, engineers, packers, warehousemen, truck drivers, and laborers. The result of this study, concluded that job satisfaction affected the worker's performance itself at PT Triple Five Plastic, where workers who are not satisfied with their work, will have a poor performance as the outcome, and has been proved that among 55 workers at PT Triple Five Plastic, they not satisfied with their job which resulted with a poor performance too.

Keyword: Job Satisfaction, Performance, Minnesota Satisfaction Questionnaire

Reference: 10 (1967-2016)