

ABSTRAK

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PERAN MEDIASI *WORK SATISFACTION* PADA *WORK ENVIRONMENT, TRAINING, DAN COMPETENCY* TERHADAP *EMPLOYEE PERFORMANCE* PT. MATAHARI DEPARTMENT STORE

(xiv + 188 halaman; 8 gambar; 23 tabel; 9 lampiran)

Kinerja karyawan merupakan salah satu penentu utama keberhasilan suatu perusahaan atau organisasi dimana berhasil atau tidaknya suatu perusahaan atau organisasi dapat ditentukan oleh seberapa baik atau buruk kinerja karyawannya. Kepuasan kerja, lingkungan kerja, pelatihan dan kompetensi yang positif diperlukan untuk mencegah buruknya kinerja karyawan dan meningkatkan kinerja karyawan. Tujuan penelitian dilakukan untuk mengetahui pengaruh langsung kepuasan kerja, lingkungan kerja, pelatihan dan kompetensi terhadap kinerja karyawan. Serta mengetahui pengaruh tidak langsung lingkungan kerja, pelatihan dan kompetensi terhadap kinerja karyawan melalui kepuasan kerja. Penelitian kuantitatif dipergunakan dalam penelitian, pada penelitian menggunakan teknik non-probability sampling yaitu *purposive sampling*. Sampel penelitian ini ialah karyawan PT. Matahari Department Store yang berjumlah sebesar 231 orang dengan kriteria karyawan tetap, non-manajerial dan masa kerja minimal 1 tahun. Analisis data yang dipergunakan pada penelitian ini ialah SmartPLS 3. Hasil penelitian didapatkan setiap hipotesis penelitian diterima/didukung dalam arti kepuasan kerja, lingkungan kerja, pelatihan, kompetensi memberikan pengaruh positif dan signifikan terhadap kinerja karyawan serta kepuasan kerja juga berhasil berperan sebagai mediasi hubungan antara variabel lingkungan kerja, pelatihan dan kompetensi terhadap kinerja karyawan.

Kata Kunci: Lingkungan Kerja, Pelatihan, Kompetensi, Kepuasan Kerja, Kinerja Karyawan

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ABSTRACT

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THE ROLE OF WORK SATISFACTION MEDIATION IN WORK ENVIRONMENT, TRAINING, AND COMPETENCY ON EMPLOYEE PERFORMANCE PT. MATAHARI DEPARTMENT STORE

(xiv + 188 pages; 8 images; 23 tables; 9 attachments)

Employee performance is one of the main determinants of the success of a company or organization where the success or failure of a company or organization can be determined by how good or bad the performance of its employees is. *Work satisfaction, work environment, training and competence* are needed to prevent poor *employee performance* and improve *employee performance*. The objective on this research is carried out to determine the direct influence of *work satisfaction, work environment, training and competency* on *employee performance*. Also to determine the indirect influence of the *work environment, training and competency* on *employee performance* through *work satisfaction*. Quantitative research was used in the research, this research used a non-probability sampling technique, namely purposive sampling. Sample of this research were employees of PT. Matahari Department Store totaling 231 people with the criteria of permanent employment, non-managerial employees, and a minimum work period of 1 year. The data analysis used in this research is SmartPLS 3. The research results obtained by each research hypothesis were accepted/supported in the sense that *work satisfaction, work environment, training, competency* had a positive and significant influence on *employee performance* also *work satisfaction* succeeded in acting as a mediator in the relationship between variable *work environment, training and competency* on *employee performance*.

Keywords: Work Environment, Training, Competency, Work Satisfaction, Employee Performance

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