

**THE EFFECT OF WORK MOTIVATION AND
JOB SATISFACTION ON EMPLOYEE
PERFORMANCE AT PT GALAXY EXPRESS
INTERNATIONAL LINE IN SURABAYA**



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**INTERNATIONAL BUSINESS MANAGEMENT PROGRAM
FACULTY OF BUSINESS
WIDYA MANDALA CATHOLIC UNIVERSITY
SURABAYA
2022**

**The Effect of Work Motivation and Job Satisfaction on
Employee Performance at PT Galaxy Express
International Line in Surabaya**

UNDERGRADUATE THESIS

Addressed to

FACULTY OF BUSINESS

WIDYA MANDALA SURABAYA CATHOLIC UNIVERISTY

To Fulfil The Requirement

For the Management Bachelor Degree

International Business Management Study Program

BY:

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INTERNATIONAL BUSINESS MANAGEMENT STUDY PROGRAM

FACULTY OF BUSINESS

WIDYA MANDALA SURABAYA CATHOLIC UNIVERSITY

2022

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FOREWORDS

All praises to Jesus Christ for His blessings, love, wisdom, and guidance so that the researcher was able to complete this final assignment titled “The Effect of Work Motivation and Job Satisfaction on Employee Performance at PT Galaxy Express International Line in Surabaya”. This final assignment is written as one of the requirements to obtain the title of Bachelor of Management from the Faculty of Business, Widya Mandala Catholic University Surabaya. During the writing process of the final assignment, the researcher appreciates all the help, support, guidance, advice, and critics from various sources. Thus, the author would like to express gratitude to:

1. Dr. Lodovicus Lasdi, MM., Ak., CA., CPAI. as the Dean of Business Faculty at Widya Mandala Catholic University Surabaya.
2. Yulika Rosita Agrippina, S.M., MIB. as the Head of Management Department at Widya Mandala Catholic University Surabaya.
3. Dr. Fenika Wulani, SE., M.Si. as the Advisor I, who always guide, and give advice and constructive critics to help the researcher to finish his final assignment.
4. Marliana Junaedi, SE., M.Si. as the Advisor II lecturer who has directed and provided input or evaluation to the author during the thesis process.
5. Mom and dad have supported the researcher morally and encouraged him endlessly through prayers, and continue to motivate the researcher to be able to finish his final assignment.
6. All laboratory assistants who have helped and guided the researcher in the writing process.
7. All the administration staff and student staff of TU helped during the process.
8. All my friends helped me finish my thesis by always being right by my side when I needed them.

With this final assignment has been completed, the researcher is fully aware that this final assignment is not completely perfect. Thus, critics and constructive

suggestions are accepted. In the end, the researcher hopes that this thesis will be beneficial for whom ever need it, for both academic use and practical use.

Surabaya, 20 June 2022

Researcher,

A handwritten signature in black ink, appearing to be 'Ivan A', with a vertical line above it.

Ivan Albert Mindarto

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ABSTRACT

In the world of work, there must be a relationship between the company and employees that form the result of the effort and responsibility to meet the welfare of both parties. And often the expectations of each party are not met which hinders the company's progress. The company wants to know the performance of employees while working through motivation and satisfaction so that later they can also provide the best performance for the company. This study aims to determine the relationship model of motivation, job satisfaction, and employee performance among PT Galaxy Express employees in Surabaya.

The sample in this study amounted to 46 people using multiple linear analysis testing techniques and SPSS 23 software. The data collection method used a survey, namely the sampling technique through a census is usually used for a small population. The results obtained are that motivation is stated to have a significant effect on job satisfaction, therefore the first hypothesis is accepted. Job satisfaction has a significant positive effect on job satisfaction, therefore the second hypothesis is accepted. Suggestions that can be given through the results of this study are; improve and maintain working conditions in the company because from the results of the above research the independent variable has a positive effect on the dependent variable in two tests.

Keyword: Work motivation, job satisfaction, employee performance, SPSS.

ABSTRAK

Dalam dunia pekerjaan, pasti terjalin suatu hubungan antara perusahaan dan karyawan yang membentuk hasil dari usaha dan tanggung jawab untuk memenuhi kesejahteraan kedua belah pihak. Dan sering kali harapan setiap pihak tidak terpenuhi yang menghambat kemajuan perusahaan. Perusahaan ingin mengetahui kinerja karyawan selama bekerja melalui motivasi dan kepuasan agar kelak juga dapat memberikan kinerja terbaik untuk perusahaan. Penelitian ini bertujuan untuk mengetahui model hubungan motivasi, kepuasan kerja dan kinerja karyawan pada karyawan PT Galaxy Express di Surabaya.

Sampel pada penelitian berjumlah 46 orang dengan menggunakan teknik pengujian analisis linear berganda serta software SPSS 23. Metode pengumpulan data menggunakan survei, yaitu teknik pengambilan sampel melalui sensus biasanya di gunakan untuk populasi yang kecil. Hasil yang diperoleh ialah motivasi dinyatakan berpengaruh signifikan terhadap job satisfaction, maka dari itu hipotesis pertama diterima. Job satisfaction berpengaruh signifikan positif terhadap kepuasan kerja, maka dari itu hipotesis kedua diterima. Saran yang dapat diberikan melalui hasil penelitian ini ialah; meningkatkan dan mempertahankan kondisi kerja di dalam perusahaan karena dari hasil penelitian di atas variable independent memiliki pengaruh positif terhadap variable dependent di dalam dua kali pengujian.

Keyword: Work motivation, job satisfaction, employee performance, SPSS.