

ABSTRAK

Tujuan penelitian ini untuk mengetahui pengaruh kepuasan kerja, motivasi dan beban kerja terhadap kinerja karyawan Bank BTPN KCP Teratai Surabaya. Jenis yang digunakan dalam penelitian ini adalah kuantitatif dengan metode penelitian kausal komparatif (*Causal comparative research*). Pada penelitian ini menggunakan populasi seluruh karyawan Bank BTPN KCP Teratai Surabaya sebanyak 65 karyawan dari 100 karyawan yang ada. Teknik pengambilan sampel menggunakan simple random sampling. Metode analisis yang digunakan dalam penelitian ini adalah analisis regresi berganda dengan program SPSS (*Statistical Product and Service Solutions*) versi 25.0.

Hasil penelitian ini menunjukkan bahwa kepuasan kerja berpengaruh dan tidak signifikan terhadap kinerja karyawan Bank BTPN KCP Teratai Surabaya. Motivasi berpengaruh signifikan terhadap kinerja karyawan Bank BTPN KCP Teratai Surabaya. Serta beban kerja berpengaruh tidak signifikan terhadap kinerja karyawan Bank BTPN KCP Teratai Surabaya.

Kata Kunci: Kepuasan Kerja, Motivasi Kerja, Beban Kerja, Kinerja Karyawan



ABSTRACT

Human Resources (HR) is the most important and influential thing in the development, and the success of a company to achieve the company's goals, because the growth of a company or organization is not only determined in terms of managing finances or marketing products but also determined from how to manage human resources itself in order to become a qualified human resources. The research was aimed to find out the effect of work satisfaction, motivation, and work burden at BTPN Bank Branch Teratai Surabaya. This research used quantitative with causal-comparative research. Furthermore, the population of this research used all the employees at BTPN Bank Teratai Branch Surabaya as many as 65 employees from 100 of total employees. On the other hand, the sample collection technique of this research used multiple regression analysis with SPSS (Statistical Product and Service Solutions) Program 25.0 version.

This research showed that work satisfaction had an insignificant effect on the employees performance at BTPN Bank Branch Teratai Surabaya. While, motivation has a significant effect on the employees performance at BTPN Bank Branch Teratai Surabaya. In addition, work burden had an insignificant effect on the employees performance at BTPN Branch Teratai Surabaya.

Keywords: work satisfaction, work motivation, work burden, employees performance

