

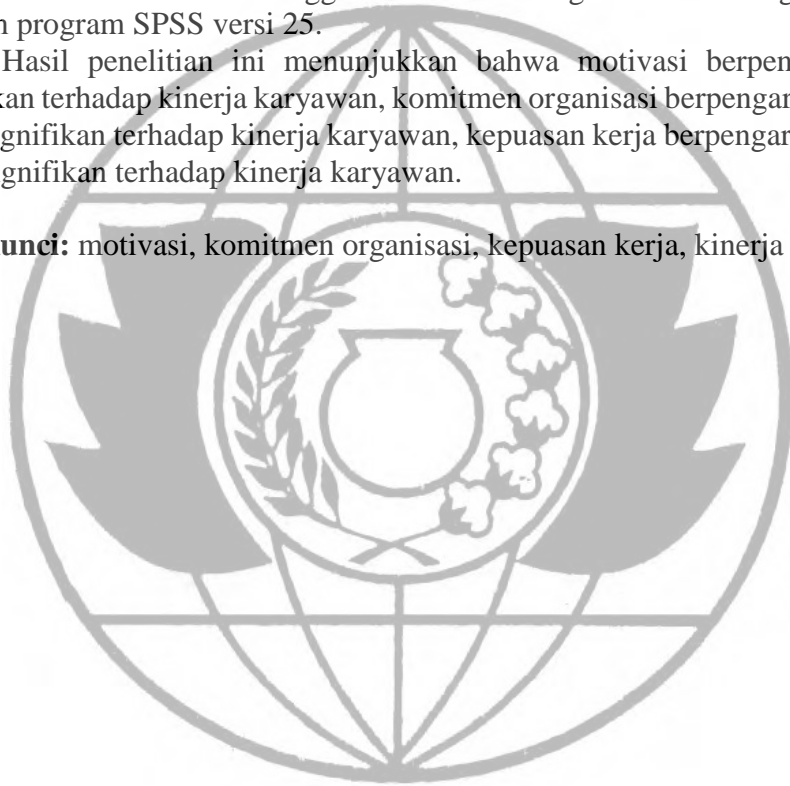
ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh motivasi, komitmen organisasi, dan kepuasan kerja terhadap kinerja karyawan pada PDAM Surya Sembada Kota Surabaya. Jenis penelitian ini menggunakan penelitian deskriptif dengan teknik analisis secara kuantitatif.

Penelitian ini menggunakan metode pengumpulan data primer melalui kuesioner. Teknik pengambilan sampel yang digunakan adalah *non probability sampling* dengan pendekatan *accidental sampling*. Jumlah sampel sebanyak 88 responden ditentukan menggunakan rumus slovin, dengan populasi sebanyak 700 karyawan. Analisis data menggunakan model regresi linear berganda dengan bantuan program SPSS versi 25.

Hasil penelitian ini menunjukkan bahwa motivasi berpengaruh positif signifikan terhadap kinerja karyawan, komitmen organisasi berpengaruh positif dan tidak signifikan terhadap kinerja karyawan, kepuasan kerja berpengaruh positif dan tidak signifikan terhadap kinerja karyawan.

Kata kunci: motivasi, komitmen organisasi, kepuasan kerja, kinerja karyawan



ABSTRACT

This research aimed to find out and analyze the effect of motivation, organizational commitment, and work satisfaction on the employees' performance at PDAM Surya Sembada Surabaya. The research was descriptive-quantitative.

The data were primary. Moreover, the data collection technique used non-probability sampling. The instrument in the data collection technique was a questionnaire. Furthermore, the sampling technique used accidental sampling. From the population of 700 employees, there were 88 respondents as the sample; which was determined by the Slovin formula. Additionally, the data analysis technique used multiple linear regression with the SPSS (Statistical Product and Service Solution) 25.

The result showed that motivation had a positive and significant effect on the employees' performance at PDAM Surya Sembada Surabaya. Likewise, organizational commitment had a positive but insignificant effect on the employees' performance at PDAM Surya Sembada Surabaya. Similarly, work satisfaction had a positive and insignificant effect on the employees' performance at PDAM Surya Sembada Surabaya.

Keywords: *Motivation, Organizational Commitment, Work Satisfaction, Employees' Performance*

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M. Faisal, S.Pd., M.Pd
STIESIA Language Center
Manur Pumpungan 30 Surabaya 60118, Indonesia