

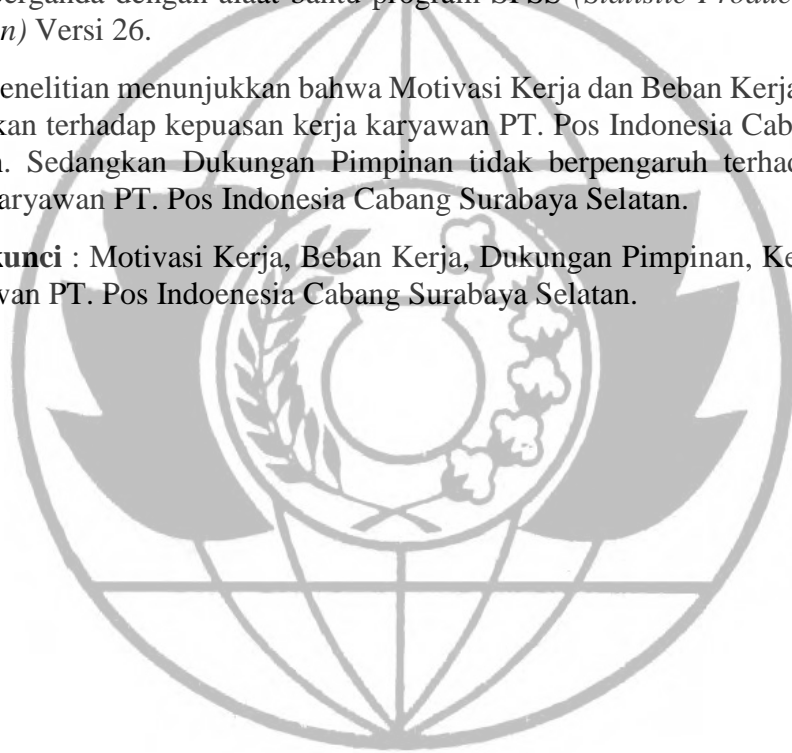
ABSTRAK

. Penelitian ini bertujuan untuk mendeteksi seberapa besar pengaruh Motivasi Kerja, Beban Kerja, dan Dukungan Pimpinan terhadap Kepuasan Kerja Karyawan PT. Pos Indonesia Cabang Surabaya Selatan.

Penelitian ini adalah penelitian kausal komparatif dengan menggunakan metode penelitian kuantitatif dengan teknik pengambilan sample menggunakan teknik sampling jenuh (sensus). Populasi yang digunakan adalah seluruh karyawan PT. Pos Indonesia Cabang Surabaya Selatan, dengan jumlah responden berjumlah 40 orang karyawan. Metode analisis dalam penelitian ini menggunakan analisis regresi linier berganda dengan alat bantu program SPSS (*Statistic Product And Service Solution*) Versi 26.

Hasil penelitian menunjukkan bahwa Motivasi Kerja dan Beban Kerja berpengaruh signifikan terhadap kepuasan kerja karyawan PT. Pos Indonesia Cabang Surabaya Selatan. Sedangkan Dukungan Pimpinan tidak berpengaruh terhadap kepuasan kerja karyawan PT. Pos Indonesia Cabang Surabaya Selatan.

Kata kunci : Motivasi Kerja, Beban Kerja, Dukungan Pimpinan, Kepuasan Kerja Karyawan PT. Pos Indonesia Cabang Surabaya Selatan.



ABSTRACT

This research aims to detect how far the effect of work motivation, workload, and leader's support on the employees' work satisfaction at PT. Pos Indonesia, South Surabaya branch. The research was causal-comparative with a quantitative approach. Furthermore, the data collection technique used saturated sampling (census). The population consists of all employees at PT. Pos Indonesia, South Surabaya branch. Moreover, the samples were 40 employees. The data analysis technique used multiple linear regression with SPSS (Statistical Product and Service Solution) 26 version. The result concludes that both work motivation and workload have a significant effect on the employees' work satisfaction at PT. Pos Indonesia, South Surabaya branch. On the other hand, a leader's support does not affect the employees' work satisfaction at PT. Pos Indonesia, South Surabaya branch.

Keywords: work motivation, workload, leader's support, employees' work satisfaction at PT. Pos Indonesia, South Surabaya branch