

ABSTRACT

MUHAMMAD SINGGIH WIRYATAMA / 190861201253 / FACULTY OF ECONOMICS / HUMAN RESOURCE MANAGEMENT / THE INFLUENCE OF MOTIVATION TRAINING AND JOB SATISFACTION ON EMPLOYEE PERFORMANCE IN CUSTOMER MANAGEMENT AND FINANCE DIVISION AT PERUMDA AIR UMUM TIRTA MAYANG KOTA JAMBI / ADVISORS 1. DR. H. SAIYID SYEKH SE., M.SI., PENYIMPANAN 2. RASDI S.PD., MM.,

Human resources are one of the important factors in a company to achieve the goals that have been set through the cooperation of a group of people in it, so a company needs to know how to manage human resources optimally. To answer the research objectives, the author uses a theoretical study related to the research variables, namely training, motivation, satisfaction and performance. In addition, the author also looked for relevant previous research in the form of journals/articles and previous theses to support this research.

This study used 54 respondents with analysis techniques using multiple linear regression and hypothesis testing using the f test and t test. The type of data used in this study is quantitative descriptive. Regression aims to test the relationship between the influence of one variable, the variable that is influenced is called the dependent variable, while the variable that influences is called the independent variable.

The object of this study is Perumda Air Minum Tirta Myang, Jambi City. The Regional Drinking Water Company (PDAM) is one of the business units in the region and is engaged in the business of distributing clean water to the community. PDAM is located in every province, district and city in Indonesia. PDAM is a regional company, as a means of providing clean water, supervised and supervised by local government officials and the legislature.

From the results of data processing, the regression equation $Y = 5.794 + 0.747 + 0.871 + e$ was obtained. Meanwhile, from the hypothesis testing carried out, the results of the study showed that training, motivation and satisfaction had a positive and significant effect on Performance simultaneously and partially.

The results of the study, data analysis and discussion in this study can be concluded that, training, motivation, training, satisfaction and performance at Perumda Tirta Mayang Kota Jambi are in very good condition. The influence given by training, motivation, satisfaction on performance is 84.90%.

Keywords: Job Training, Motivation, Job Satisfaction, Employee Performance