

Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh motivasi internal dan motivasi eksternal terhadap konflik organisasi dan kinerja karyawan, pengaruh konflik organisasi terhadap kinerja karyawan, dan motivasi internal dan eksternal terhadap kinerja karyawan melalui konflik organisasi. Penelitian ini merupakan penelitian kuantitatif. Populasi penelitian ini adalah seluruh pelanggan produk UD Yakin Sidoarjo. Sampel penelitian diambil sebanyak 30 responden dengan teknik *sampling jenuh*. Data diambil dengan menggunakan kuisioner. Analisis data penelitian ini menggunakan analisis jalur atau *path analysis*. Dari hasil analisis regresi linier berganda dengan bantuan SPSS diperoleh hasil yang menunjukkan bahwa 1) motivasi internal (X1) berpengaruh secara langsung terhadap konflik organisasi; 2) Variabel motivasi eksternal (X2) berpengaruh secara langsung terhadap konflik organisasi; 3) Variabel motivasi internal (X1) berpengaruh secara langsung terhadap kinerja karyawan; 4) Variabel motivasi eksternal (X2) berpengaruh secara langsung terhadap kinerja karyawan; 5) Variabel konflik organisasi (Z) berpengaruh secara langsung terhadap kinerja karyawan; 6) Variabel motivasi internal (X1) berpengaruh terhadap kinerja karyawan melalui konflik organisasi; 7) Variabel motivasi eksternal (X2) berpengaruh secara langsung terhadap kinerja karyawan melalui konflik organisasi.

Kata kunci : motivasi internal, motivasi eksternal, kinerja karyawan, konflik organisasi

Abstract

This study aims to determine the effect of internal motivation and external motivation on organizational conflict and employee performance, the effect of organizational conflict on employee performance, and internal and external motivation on employee performance through organizational conflict. This research is a quantitative research. The population of this research is all customers of UD Yakin Sidoarjo. The research sample was taken as many as 30 respondents with saturated sampling technique. Data was taken by using a questionnaire. Analysis of the data in this study using path analysis or path analysis. From the results of multiple linear regression analysis with the help of SPSS, the results show that 1) internal motivation (X1) has a direct effect on organizational conflict; 2) External motivation variable (X2) has a direct effect on organizational conflict; 3) Internal motivation variable (X1) has a direct effect on employee performance; 4) External motivation variable (X2) has a direct effect on employee performance; 5) Organizational conflict variable (Z) has a direct effect on employee performance; 6) Internal motivation variable (X1) has an effect on employee performance through organizational conflict; 7) External motivation variable (X2) has a direct effect on employee performance through organizational conflict.

Keywords: *internal motivation, external motivation, employee performance, organizational conflict*