

ABSTRAK

Penelitian ini bertujuan untuk mengetahui faktor–faktor yang mempengaruhi kinerja karyawan PT. Birotika Semesta/DHL Express Indonesia di cabang Surabaya. Faktor–faktor tersebut adalah Standar Operasional Prosedur (SOP), motivasi, penghargaan dan kinerja karyawan. Karyawan yang memahami penerapan Standar Operasional Prosedur (SOP), mendapatkan motivasi dan penghargaan akan memiliki kinerja yang baik dan produktif, sehingga tujuan perusahaan akan tercapai. Melalui analisa data, dibuktikan bahwa semua indikator variabel memiliki status *valid*, reliabel, memenuhi asumsi normalitas, tidak terjadi multikolinearitas dan tidak terjadi heteroskedastisitas. Pengujian hipotesis pada penelitian ini menggunakan analisis regresi linear berganda dan diperoleh persamaan regresi yaitu: $Y = -0.840 + 0.127X_1 + 0.146X_2 + 1.860X_3 + e$. Melalui uji F dibuktikan bahwa Standar Operasional Prosedur (SOP), motivasi dan penghargaan secara simultan memiliki pengaruh signifikan terhadap kinerja karyawan PT. Birotika Semesta/DHL Express Indonesia di cabang Surabaya. Melalui uji t dibuktikan bahwa Standar Operasional Prosedur (SOP) dan motivasi secara parsial tidak memiliki pengaruh signifikan terhadap kinerja karyawan PT. Birotika Semesta/DHL Express Indonesia di cabang Surabaya dan penghargaan secara parsial memiliki pengaruh signifikan terhadap kinerja karyawan PT. Birotika Semesta/DHL Express Indonesia di cabang Surabaya. Nilai Beta dalam analisis regresi linear berganda membuktikan bahwa variabel penghargaan memiliki pengaruh dominan terhadap kinerja karyawan PT. Birotika Semesta/DHL Express Indonesia di cabang Surabaya.

Kata kunci: standar operasional prosedur (SOP), motivasi, penghargaan, kinerja karyawan

ABSTRACT

This study determine the factors that influence the employees performance of PT. Birotika Semesta/DHL Express Indonesia in Surabaya branch. These factors are Standard Operating Procedure (SOP), motivation, appreciation and employee performance. Employees who understand the application of Standard Operating Procedure (SOP), get motivation and appreciation will have good and productive performance, so that the company's goals will be achieved. Through data analysis, it is proven that all variable indicators have valid status, are reliable, meet normality assumptions, do not occur multicollinearity and do not occur heteroscedasticity. Testing the hypothesis in this study using multiple linear regression analysis and obtained a regression equation, as: $Y = -0.840 + 0.127X_1 + 0.146X_2 + 1.860X_3 + e$. Through the F-test proved that the Standard Operational procedures (SOP), motivations and simultaneous Awards have a significant influence on employees performance of PT Birotika Semesta/DHL Express Indonesia in Surabaya branch. Through t-test demonstrated that the Standard Operational Procedure (SOP) and partially motivation does not have significant influence on employees performance of PT Birotika Semesta/DHL Express Indonesia in Surabaya branch and partially award has significant influence on employees performance of PT Birotika Semesta/DHL Express Indonesia in Surabaya branch. Beta values in multiple linear regression analysis show that variable has the dominant influence of the award against the employees performance of PT Birotika Semesta/DHL Express Indonesia in Surabaya branch.

Keywords: standard operating procedures (SOP), motivation, awards, employee performance