ABSTRACK

Yeri Ferliansyah/21205110: "Job Satisfaction Analysis of Its Impact on Employee Performance At PT. Kereta Api (Persero) Bandung, West Java DAOP II", under the guidance of Prof.. Dr. Hj. Umi Narimawati, Dra. SE., M. Si

Satisfaction is one form of remuneration from the company for its workers. considerable satisfaction has a significant impact on employee performance and ultimately will improve employee performance. This research was conducted to determine how the influence of satisfaction on the performance of employees at PT. Kereta Api (Persero) Bandung, West Java DAOP II.
The purpose of this study is to identify and analyze: a) the satisfaction of employees in PT. Kereta Api (Persero) Bandung in West Java DAOP II., 2) the level of satisfaction on PT. Kereta Api (Persero) Bandung, West Java DAOP II, 3) influence of performance on PT. Kereta Api (Persero) Bandung, West Java DAOP II.

The method used in this research is survey method, descriptive nature of the research and verification. The sample in this study amounted to 87 employees from a total population of 573 employees, drawn using cluster sampling. Techniques of data collection using interviews, observation, questionnaires and documentation. Analysis method using Pearson product moment correlation and determination coefficient and t test with the help of Microsoft Office Excel 2007 and SPSS 17.0 for windows.

Results mentioned the implementation of job satisfaction based on responses of respondents with good results, while employee satisfaction has shown good results. The results showed that the implementation of the effects of employee satisfaction to employee performance showed considerable degree of relationship that is equal to 0762 with a contribution of 58.0%, influence, and the remaining 42.0% is the influence of other factors, namely salary, appraisal systems, training, selection, job design , satisfaction, motivation, attitude, discipline, and others.

Keywords: Satisfaction, Performance, and employees of PT. Kereta Api (Persero) Bandung, West Java DAOP II.