

RINGKASAN

Penelitian ini merupakan jenis penelitian kuantitatif pada PT. Bintang Service Management di kantor cabang Bandung, Jakarta, dan Indramayu. Penelitian ini mengambil judul “ Pengaruh Kompetensi, Motivasi, Penghargaan, dan Hukuman Terhadap Kinerja Karyawan”.

Tujuan dari penelitian ini adalah untuk mengetahui pengaruh dari kompetensi, motivasi, penghargaan, dan hukuman terhadap kinerja karyawan PT. Bintang Service Management. Populasi yang digunakan dalam penelitian ini adalah 515 karyawan non-manajerial di PT. Bintang Service Management di Bandung , Jakarta dan Indramayu. Berdasarkan perhitungan rumus Slovin, jumlah sampel yang digunakan dalam penelitian ini adalah 84 responden yang terdiri dari 64 petugas kebersihan dan 20 satpam. Untuk analisis data menggunakan uji asumsi klasik, analisis statistik deskriptif, analisis regresi berganda, uji f, uji t, dan analisis tambahan.

Hasil penelitian ini menunjukkan bahwa Kompetensi, Motivasi dan Punishment berpengaruh positif terhadap Kinerja Karyawan. Sedangkan variabel Reward tidak berpengaruh terhadap Kinerja Karyawan.

Keywords: Competency, Motivation, Reward, Punishment, Employee Performance, Reinforcement Theory, Attribution Theory, Management Control System.

SUMMARY

This type of research is quantitative research on PT. Bintang Service Management that conducted in Bandung, Jakarta, and Indramayu branch office. This Study takes the title “The Effect Of Competency, Motivation, Reward, And Punishment On Employee Performance”.

The Purpose of this study is to analyze the effect of Competency, Motivation, Reward, And Punishment on Employee Performance. The total population in this study was 515 employees-non manager of PT. Bintang Service Management in Bandung, Jakarta, and Indramayu. Based on the calculation of Slovin formula, the number of samples used in this study was 84 respondents comprising 64 cleaning services and 20 security guards. For data analysis using classical assumption test, descriptive statistical analysis, multiple regression analysis, f-test, t-test, and additional analysis.

The result of this study shows that Competency, Motivation and Punishment have a positive effect on Employee Performance. Meanwhile, the Reward variable has no effect on Employee Performance.

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