

ABSTRACT

***The Influence of Workload, Compensation and Career Development on
Employee Satisfaction of The Millennial Generation
(Case Study of Private Banking Employees in South Jakarta)***

By Shafa Puti Annisa

Abstract

Banking Digital Transformation has forced banking offices in Indonesia to close. The impact of the closure is a reduction in the number of workers in the banking sector each year. This research is a quantitative study to determine the effect of workload, compensation, and career development on the job satisfaction of private banking employees in South Jakarta. The sample used in this study is 100 millennial generation who work in private banking in South Jakarta. The number of samples was calculated using the Lemeshow formula and taken using the purposive sampling technique. The tests used were the coefficient of determination test, t-test and f-test using SmartPLS 4.0 program. The test results obtained are (1) workload has a positive and significant effect on job satisfaction (2) compensation has a positive and significant effect on job satisfaction (3) career development has a positive and significant effect on job satisfaction (4) workload, compensation and career development simultaneously affect the job satisfaction of private banking employees in South Jakarta.

Keywords: *Workload, Compensation, Career Development, and Job Satisfaction*

ABSTRAK

Pengaruh Beban Kerja, Kompensasi dan *Career Development* Terhadap Kepuasan Kerja Karyawan Generasi Milenial (Studi Kasus Pada Karyawan Perbankan Swasta di Jakarta Selatan)

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Abstrak

Digitalisasi perbankan membuat kantor-kantor perbankan di Indonesia ditutup. Dampak penutupan tersebut adalah pengurangan jumlah tenaga kerja di sektor perbankan setiap tahunnya. Penelitian ini merupakan penelitian kuantitatif yang bertujuan untuk mengetahui pengaruh beban kerja, kompensasi dan *career development* terhadap kepuasan kerja karyawan perbankan swasta di Jakarta Selatan. Sampel yang digunakan dalam penelitian ini berjumlah 100 orang generasi milenial yang bekerja di perbankan swasta di Jakarta Selatan. Jumlah sampel dihitung dengan menggunakan rumus *Lemeshow* dan diambil dengan menggunakan teknik *purposive sampling*. Pengujian yang digunakan, yakni uji koefisien determinasi, uji t serta uji f dengan menggunakan bantuan program SmartPLS 4.0. Hasil pengujian yang didapatkan adalah (1) beban kerja berpengaruh positif dan signifikan terhadap kepuasan kerja (2) kompensasi berpengaruh positif dan signifikan terhadap kepuasan kerja (3) *career development* berpengaruh positif dan signifikan terhadap kepuasan kerja (4) beban kerja, kompensasi dan *career development* secara simultan berpengaruh terhadap kepuasan kerja karyawan perbankan swasta di Jakarta Selatan.

Kata kunci: Beban Kerja, Kompensasi, *Career Development*, dan Kepuasan Kerja