

**PENGARUH MOTIVASI, DISIPLIN KERJA, DAN
KOMUNIKASI INTERNAL TERHADAP KINERJA
KARYAWAN DIVISI OPERASIONAL PT LIONEL JAYA
*LOGISTIC***

Oleh Stefanie Mutiara Manalu

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh motivasi, disiplin kerja, dan komunikasi internal terhadap kinerja karyawan divisi operasional PT Lionel Jaya *Logistic*. Penelitian ini menggunakan metode kuantitatif. Sampel pada penelitian ini berjumlah 36 karyawan divisi operasional PT Lionel Jaya *Logistic* dengan teknik sampel jenuh, sehingga seluruh populasi dijadikan responden. Data dikumpulkan melalui penyebaran kuesioner dan dianalisis menggunakan metode *Partial Least Square* (PLS) dengan menggunakan SmartPLS 4.1. Hasil penelitian menunjukkan bahwa motivasi dan komunikasi internal tidak berpengaruh signifikan terhadap kinerja karyawan. Sebaliknya, disiplin kerja berpengaruh positif dan signifikan terhadap kinerja karyawan. Temuan ini menunjukkan bahwa peningkatan disiplin kerja menjadi faktor yang lebih penting dalam meningkatkan kinerja karyawan dibandingkan motivasi dan komunikasi internal pada divisi operasional PT Lionel Jaya *Logistic*.

Kata Kunci: Kinerja Karyawan, Motivasi, Disiplin Kerja, Komunikasi Internal

**THE INFLUENCE OF MOTIVATION, WORK DISCIPLINE, AND
INTERNAL COMMUNICATION ON EMPLOYEE
PERFORMANCE IN THE OPERATIONAL DIVISION OF PT
LIONEL JAYA LOGISTIC**

By Stefanie Mutiara Manalu

ABSTRACT

This study aims to analyze the influence of motivation, work discipline, and internal communication on employee performance in the operational division of PT Lionel Jaya Logistic. This research employed a quantitative approach. The sample consisted of 36 employees from the operational division of PT Lionel Jaya Logistic, selected using a saturated sampling technique, in which the entire population was used as respondents. Data were collected through questionnaires and analyzed using the Partial Least Squares (PLS) method with the assistance of SmartPLS 4.1 software. The results indicate that motivation and internal communication do not have a significant effect on employee performance. In contrast, work discipline has a positive and significant effect on employee performance. These findings suggest that improving work discipline is a more important factor in enhancing employee performance than motivation and internal communication within the operational division of PT Lionel Jaya Logistic.

Keyword: *Employee Performance, Motivation, Work Discipline, Internal Communication*