

PENGARUH KOMPENSASI, DISIPLIN KERJA DAN MOTIVASI KERJA TERHADAP KUALITAS PELAYANAN KARYAWAN PRIMER KOPERASI KARTIKA GATOT SOEBRIOTO

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Abstrak

Penelitian ini dilakukan untuk mengetahui dan menganalisis Pengaruh Kompensasi, Disiplin Kerja Dan Motivasi Kerja Terhadap Kualitas Pelayanan Karyawan Primer Koperasi Kartika Gatot Soebroto secara parsial dan simultan. Populasi dalam penelitian ini adalah anggota Primer Koperasi Kartika Gatot Soebroto yang berjumlah 150 orang dan pengambilan sampel menggunakan *Simple Random Sampling* untuk memperoleh sampel penelitian sebanyak 60 responden Hasil analisis menunjukkan bahwa variabel kompensasi berpengaruh signifikan terhadap kualitas pelayanan dengan koefisien korelasi (R) = 0,990 dan $R Square = 99,1\%$, variabel disiplin kerja berpengaruh signifikan terhadap kualitas pelayanan dengan koefisien korelasi (R) = 0,911 dan $R Square = 83\%$, dan variabel motivasi kerja berpengaruh signifikan terhadap kualitas pelayanan dengan koefisien korelasi (R) = 0,841 dan $R Square = 70,7\%$. Sedangkan variabel kompensasi, disiplin kerja, dan motivasi kerja berpengaruh secara simultan terhadap variabel kualitas pelayanan dengan *Adjusted R square* sebesar 99,3%, dan F hitung = 2847,114 > F tabel = 2,769 dengan probabilitas = 0,000 < 0,05, artinya variabel kompensasi, disiplin kerja dan motivasi Kerja secara simultan berpengaruh signifikan terhadap kualitas pelayanan karyawan Primer Koperasi Kartika Gatot Soebroto

Kata Kunci : Kompensasi, Disiplin Kerja, Motivasi Kerja, Kualitas Pelayanan.

THE INFLUENCE OF COMPENSATION, DISCIPLINE WORK AND WORK MOTIVATION ON THE QUALITY OF PRIMARY CARE EMPLOYEES COOPERATIVE KARTIKA GATOT SOEBROTO

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Abstract

The research was conducted to determine and analyze the Influence compensation, Work Discipline and Motivation Work on the Quality of Primary Care Employees Cooperative Kartika Gatot Soebroto. Partially and simultaneous. The population in the research was a member of the Primary Cooperative Kartika Gatot Soebroto has totaling number about 150 people and using simple random sampling to aquire the research sample as many as 60 respondents. The results of the analysis showed that the variable of compensation is significantly influence to the quality of service with the correlation coefficient $(R) = 0.990$ and $R\text{ Square} = 99.1\%$, work discipline variables significantly influence to the quality of service with the correlation coefficient $(R) = 0.911$ and $R\text{ Square} = 83\%$, and work motivation variables significantly influence to the quality of service with the correlation coefficient $(R) = 0.841$ and $R\text{ Square} = 70.7\%$. While the variable of compensation, work discipline, and motivation work simultaneously to the variable quality of service with Adjusted $R\text{ square} = 99.3\%$, and $F\text{ count} = 2847.114 > F\text{ table} = 2.769$ with probability $= 0.000 < 0.05$, it means the variables of compensation, work discipline and motivation work simultaneously significant effect to quality of service of employees of Primary Cooperative Kartika Gatot Soebroto.

Keywords: Compensation, Work Discipline, Work Motivation, Quality of Service.