

ABSTRACT

The result of a research on employee performance at PT. Mitra Abadi Bandung have revealed that its performance is categorized as not optimal. Indicators such as quality of work and work in a timely manner have shown not satisfied. This is likely because employees were not fully provided with the social security benefits, pension benefits and good working condition. The purpose of this study is to determine the effect of motivation on enhancement of quality of work. It will also define the constraints on stimulating motivation of employees at PT. Mitra Abadi Bandung.

Employee's performance at PT. Mitra Abadi Bandung has not been achieved optimally. This is proven by low quality of the work outcomes and the objectives are not accomplished within scheduled time horizon. Furthermore, the employees do indeed show good understanding of the knowledge, virtuous and discipline. The result of coefficient determination shows motivation has covered about 78,50% of the determinants of employee's performance at PT. Wijaya Lestari Dago. And the remaining 21.50% is determined by other factors such as leadership and career.

This research uses a descriptive analysis method with data collection techniques through literature review and field research that are consisted of observations, interviews, and questionnaires. The analysis uses the percentage of the answers. This study shows that employees have been motivated by physiological needs, self-esteem, and self-actualization needs. Meanwhile, the social security benefits, pension benefits and good working condition have not been fully implemented.

Difficulties encountered to motivate employees in improving its performance are as follow: less skilled employees on the job that required comprehensive skills, and employees that have been separated by grouping that could impair a good relationship. Attempts such as continuous meetings and gatherings between employees have been implemented to overcome these problems.

This study concludes that the employee's performance is not optimal due to inappropriate motivation incentives that were not in accordance with the needs of the employee. It also suggests the company to provide pension scheme and create a virtuous relationship between employees.

Keywords: motivation and performance