

RINGKASAN

Retno Bella Agustin, Program pascasarjana Fakultas Magister Manajemen, Universitas Islam Lamongan, Lamongan, November 2022. **Pengaruh Disiplin Kerja, Semangat Kerja, Dan Kepuasan Kerja Terhadap Kinerja Karyawan Pada Cak Ed Delivery Lamongan.**

Promotor : Dr. Abid Muhtarom, S.E., M.M

Ko-Promotor : Dr. Imam Trisno Edy, M.M

Dr. Nurul Badriyah, S.E, M.M

Penelitian ini bertujuan untuk mengetahui bagaimana pengaruh variabel disiplin kerja, semangat kerja, kepuasan kerja terhadap kinerja karyawan. Peneliti mengajukan beberapa hipotesis sebagai berikut : Hipotesis 1) Diduga bahwa terdapat pengaruh disiplin kerja terhadap kinerja karyawan pada cak ed delivery. Hipotesis 2) Diduga terdapat pengaruh semangat kerja terhadap kinerja karyawan pada cak ed delivery Lamongan. Hipotesis 3) Diduga terdapat pengaruh kepuasan pelanggan terhadap kinerja karyawan.

Jenis penelitian yang digunakan pada penelitian ini adalah jenis penelitian kuantitatif, data diolah yang berupa angka yang diambil dari perusahaan dan disajikan dalam bentuk grafik, dan menggunakan alat penelitian *SPSS*. Hasil pengolahan data dengan model pengukuran (*SPSS*), maka hasilnya diperoleh sebagai berikut : bahwa disiplin kerja, semangat kerja dan kepuasan kerja berpengaruh secara parsial terhadap kinerja karyawan. disiplin kerja, semangat kerja dan kepuasan kerja berpengaruh secara simultan terhadap kinerja karyawan.. kepuasan kerja berpengaruh paling dominan terhadap kinerja karyawan

Kata kunci : disiplin kerja, semangat kerja, kepuasan kerja, kinerja karyawan

ABSTRACT

Rey, Postgraduate Program of the Faculty of Masters of Management, Lamongan Islamic University, Lamongan, November 2022. **The Effect of Work Discipline, Work Morale, and Job Satisfaction on Employee Performance at Cak Ed Delivery Lamongan.**

Promoter : Dr. Abid Muhtarom, S.E., M.M

Co-Promoter : Dr. Imam Trisno Edy, M.M

Dr. Nurul Badriyah, S.E, M.M

This research aims to find out how the variables of work discipline, work enthusiasm, job satisfaction influence employee performance. Researchers propose several hypotheses as follows: Hypothesis 1) It is suspected that there is an influence of work discipline on employee performance in delivery delivery. Hypothesis 2) It is suspected that there is an influence of work morale on employee performance at the Lamongan delivery service. Hypothesis 3) It is suspected that there is an influence of customer satisfaction on employee performance.

The type of research used in this research is quantitative research, the data is processed in the form of numbers taken from the company and presented in graphic form, and uses SPSS research tools. As a result of data processing using the measurement model (SPSS), the results obtained are as follows: that work discipline, work enthusiasm and job satisfaction partially influence employee performance. Work discipline, work enthusiasm and job satisfaction simultaneously influence employee performance. Job satisfaction has the most dominant influence on employee performance

Keywords: work discipline, work morale, job satisfaction, employee performance