

ABSTRAK

Nama : Rizka Ekawati
Program Studi : Administrasi Niaga
Judul : Persepsi *Engineer* Atas Faktor-Faktor yang Mempengaruhi Kepuasan Kerja di *Managed Services Department* PT. Ericsson Indonesia

Tujuan dari penelitian ini adalah untuk mengetahui secara mendalam faktor-faktor yang mempengaruhi kepuasan kerja *engineer Managed Services Department* PT. Ericsson Indonesia. Penarikan sampel dilakukan dengan menggunakan total sampling yang berjumlah sebanyak 25 responden. Instrumen penelitian menggunakan kuesioner yang berisi 30 pernyataan. Teknik analisis data menggunakan Analisis univariat yaitu distribusi frekuensi dan hasil jawaban dari kuesioner dilakukan menggunakan skala Likert. Data penelitian ini diambil dari dua sumber yaitu data primer, data yang diperoleh secara langsung dari responden sebagai sumber data melalui penyebaran kuesioner dan wawancara di lokasi penelitian, kedua yaitu data sekunder, yaitu data pendukung atau pelengkap data primer yang diperoleh dari dokumen atau literatur yang berhubungan dengan penelitian ini. Dengan menggunakan teori Herzberg dan Luthans ditemukan hasil yang positif dari persepsi responden atas faktor-faktor yang mempengaruhi kepuasan kerja.

Kata kunci: Kepuasan Kerja

ABSTRACT

Name : Rizka Ekawati
Study Program : Business Administration
Theme : Engineer Perception Towards Affecting Factors of Job Satisfaction in Managed Services Department PT. Ericsson Indonesia

The purpose of this research is to know deeply about the factors that affecting a job satisfaction among the engineer employ in Managed Services Department PT. Ericsson Indonesia. The subjects of this research were 25 employees, taken from population using total sampling technique. The instrument of the research used the questionnaire that contained 30 statements. Technically the analysis of the data using the univariat analysis where the distribution of the frequency and results of the answer of questioners is carried out used the Likert scale. This research data is taken from two sources, first is the primary data, which is received directly from the respondent as the source of the data through the spreading of the questionnaire and interview in the location of the research, second is the secondary data, which is supporting data or primary data accessories that are received from the document or literature which is connected with this research. Therefore based on the Herzberg and Luthans' theories there is positive result of job satisfaction among engineer in Managed Services Department PT. Ericsson Indonesia.

Keyword : Job Satisfaction