

**PENGARUH KOMPETENSI, BUDAYA ORGANISASI, LINGKUNGAN KERJA
TERHADAP MOTIVASI
DAN KINERJA KARYAWAN**

by

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ABSTRACT

This study is based on fact that human resources as doers of an organization have got different attitudes and experience. The differences cause every individual in doing activities in the organization to have different work abilities or performances as well. This study was conducted in PT Astra International, Tbk. Toyota Sales Operation of Denpasar or better known as AUTO 2000 of Denpasar. The research concerns the effect of Competence, Culture of Organization, Work Environment towards Motivation and Employees Performance in service division of AUTO 2000 of Denpasar.

The respondent of this study were taken from all employees in service division of AUTO 2000 of Denpasar excluded the head department. The number of the respondent were 55 people both permanent workers and contract workers whose position were as instructor, service advisor, foreman, technician, toyota home service attendants, vallet and car wash attendants. The data were taken using questionnaire consisting of question delivered directly to them all to fill in. The data were analyzed to the test the hypothesis using Path Analysis with AMOS program 20.0 version.

Based on the result of the analysis the conclusion was drawn that there was a significantly positive effect of Competence towards the Work Performance and Motivation to the Work Performance. There was not significant positive effect of Competence towards Motivation, The Culture of Organization to the Motivation, The Culture of the Organization to the Work Performance, The Work Environment to Motivation and the Work Environment to the Work Performance. The percentage of Competence, Culture of Organization, Work Environment towards Motivation was 37,3 % meanwhile the effect of Competence, Culture of Organization, Work Environment and Motivation towards Work Performance was 60,9 %. The magnitude percentage effect of Competence variable, Culture of Organization, Work Environment and Motivation towards Work Performance after Motivation variable indicates that Motivational variable is moderator variable.

Keywords : Competence, Culture of Organization, Work Environment, Motivation and Work Performance.

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