

**PENGARUH *LEADER-MEMBER EXCHANGE* TERHADAP MOTIVASI
KERJA SERTA IMPLIKASINYA TERHADAP KINERJA KARYAWAN
DEPARTEMEN PRODUKSI PT. CHITOSE INTERNASIONAL TBK.
LEUWIGAJAH KOTA CIMAHI**

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Diajukan untuk Memenuhi Syarat Ujian Sidang
Sarjana Pendidikan pada Program Studi Pendidikan Bisnis



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**FAKULTAS PENDIDIKAN EKONOMI DAN BISNIS
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Sebuah skripsi yang diajukan untuk memenuhi salah satu syarat memperoleh gelar
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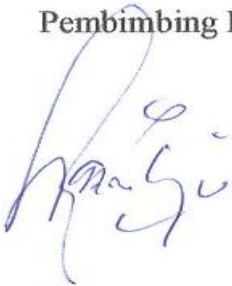
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LEMBAR PENGESAHAN

PENGARUH *LEADER-MEMBER EXCHANGE* TERHADAP MOTIVASI KERJA SERTA IMPLIKASINYA TERHADAP KINERJA KARYAWAN DEPARTEMEN PRODUKSI PT. CHITOSE INTERNASIONAL TBK. LEUWIGAJAH KOTA CIMAHI

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ABSTRAK

Kirana Citra Destiyanti (1506477), “Pengaruh *Leader-Member Exchange* Terhadap Motivasi Kerja Serta Implikasinya Terhadap Kinerja Karyawan Departemen Produksi PT. Chitose Internasional Tbk. Leuwigajah Kota Cimahi”. Di bawah bimbingan Dr. H. Hari Mulyadi, M.Si. dan Hj. Sumiyati S.E., M.Si.

Saat ini, mengumpulkan tenaga kerja yang berkinerja tinggi semakin sulit didapatkan oleh perusahaan. Kinerja karyawan haruslah disikapi sebagai fenomena dan perilaku manusia yang penting dalam proses berlangsungnya kegiatan suatu perusahaan, baik dari sudut pandang individu maupun sosial. Kinerja karyawan dapat mencerminkan kinerja suatu perusahaan atau institusi serta menjadi salah satu faktor utama keberhasilan suatu perusahaan. Tentunya hal tersebut akan menimbulkan sebuah permasalahan bagi perusahaan jika karyawannya memiliki tingkat kinerja yang rendah seperti yang dialami oleh PT. Chitose Internasional Tbk. Leuwigajah Kota Cimahi. Situasi ini membuat PT. Chitose Internasional Tbk. Leuwigajah Kota Cimahi menciptakan suatu strategi untuk meningkatkan kinerja karyawan dengan upaya meningkatkan motivasi kerja karyawannya. Upaya untuk memenuhi motivasi kerja karyawan dirancang oleh PT. Chitose Internasional Tbk. Leuwigajah Kota Cimahi dengan mengefektifkan *Leader-Member Exchange* antara atasan dan karyawan. Penelitian ini bertujuan untuk memperoleh (1) efektivitas *leader-member exchange*, (2) tingkat motivasi kerja, (3) tingkat kinerja karyawan, (4) pengaruh *leader-member exchange* terhadap motivasi kerja, dan (5) pengaruh motivasi kerja terhadap kinerja karyawan. Metode penelitian yang digunakan adalah *quantitative method* yang dengan sampel berjumlah 73 responden. Teknik pengumpulan data dilakukan melalui studi kepustakaan, observasi, kuesioner, dan wawancara. Teknik analisa data yang digunakan adalah regresi linier sederhana dengan alat bantu *software* komputer *Statistical Product for Service Solutions (SPSS) 24.0 for windows*. Hasil temuan dalam penelitian ini menunjukkan bahwa gambaran *leader-member exchange* dalam kategori efektif yakni sebesar 81%, gambaran motivasi kerja dalam kategori tinggi yakni sebesar 75%, gambaran kinerja karyawan dalam kategori sangat tinggi yakni sebesar 87%, motivasi kerja kuat dipengaruhi oleh *leader-member exchange* sebesar 58,67% dan kinerja karyawan kuat dipengaruhi oleh motivasi kerja sebesar 47,33%. Berdasarkan hasil penelitian ini, disarankan agar karyawan meningkatkan aspek kebutuhan untuk menguasai suatu pekerjaan supaya dapat mencapai tingkat motivasi kerja yang lebih baik. Dalam segi *leader-member exchange* disarankan agar para karyawan dan atasan menjaga hubungan timbal balik yang bermanfaat, sementara untuk meningkatkan kinerja karyawan disarankan agar atasan melakukan pengawasan, memberikan kesempatan karyawan untuk berinisiatif dalam melakukan pekerjaan dan tak henti memberikan motivasi agar kinerja karyawan meningkat yang dapat berdampak baik atau positif terhadap produktivitas karyawan dan citra perusahaan.

Kata kunci: *Leader-Member Exchange*, Motivasi Kerja, Kinerja Karyawan

ABSTRACT

Kirana Citra Destiyanti (1506477), "The Influence of Leader-Member Exchange to Work Motivation and It's Implication towards the Employee Performance of Production Department PT. Chitose Internasional Tbk. Leuwigajah Cimahi City". Under the guidance of Dr. H. Hari Mulyadi, M.Si. and Hj. Sumiyati SE, M.Si.

Nowadays, it is getting more difficult for companies to get a high-performing employee. Employee's performance must be addressed as a phenomenon and human behavior is important in the ongoing process of a company's activities, both from an individual or social standpoint. Employee's performance may reflect the performance of a company or institution and be one of the main factors of a company's success. Surely, it will be a problem for the company if its employees have a low level of performance as what happened to PT. Chitose International Tbk. in Leuwigajah, Cimahi. This situation leads PT. Chitose International Tbk. to make a strategy to improve employee's performance by increasing their work motivation. The effort to increase employee's motivation is designed by PT. Chitose International Tbk by making effective the Leader-Member Exchange between the superiors and the employees. Thus, this study aims to obtain (1) an effective of leader-member exchange, (2) a stage of work motivation, (3) a stage of employee's performance, (4) the influence of leader-member exchange on work motivation, and (5) the influence of work motivation on employee's performance. The method used was a quantitative method which was made into a sample of 73 respondents. The data accumulation was done through literature study, observation, questionnaire, and interview. The data analysis technique used is simple linear regression by using Statistical Product for Service Solutions (SPSS) 24.0 for windows. The findings show that the picture of leader-member exchange is in the category of effective category which is 81%, the stage of work motivation is in the high category which is 75%, the stage of employee's performance is in the very high category which is 87%. The findings also show that work motivation is high influenced by leader-member exchange which is 58,67% and employee's performance is high influenced by work motivation which is 47,33%. Based on these findings, it is suggested that employees increase the aspect of the need to master a skill in order to achieve a better level of work motivation. In terms of the leader-member exchange, it is suggested that employees and superiors maintain beneficial reciprocal relationship. As to improve employee's performance, it is suggested that superiors provide supervision, give employees the opportunity to be initiative in working and motivate the employees to increase employees performance which can be good impact to employees productivity and company image.

Keywords: Leader-Member Exchange, Work Motivation , Employee's Performance

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14	Nilai F tabel
15	<i>Curriculum Vitae</i>

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