

**PENGARUH KOMPETENSI DAN KEPUASAN KERJA
TERHADAP PRESTASI KERJA KARYAWAN**

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ABSTRACT

Demand for changes an organization must face in the era of globalization nowadays is becoming more intense. This is happening because the effect of global competition, information technology and quality revolution. Those factors encourage management to make some changes in order to survive in the competition. The objective of this research is to examine and analyze the effect of competence and work satisfaction toward employee performance. 70 samples are taken from the employees of East Java Tourism Department. Questionnaire is used as a method to collect data and latter will be analyzed using multiple regression with the help of SPSS program. From the result of this study are (1) there is a significant effect between competence and work satisfaction simultaneously toward employee performance at East Java Tourism Department, (2) there is a significant effect between competence toward employee performance at East Java Tourism Department, (3) there is a significant effect between work satisfaction toward employee performance East Java Tourism Department.

Keywords: competence, work satisfaction, employee performance, performance appraisal

PENDAHULUAN.

Dalam era globalisasi ini menuntut lingkungan organisasional pada saat ini harus berubah dan berbeda dengan masa lalu, hal ini dikarenakan adanya kompetisi global, teknologi informasi, revolusi kualitas, pelayanan memaksa manajemen dari keseluruhan tipe organisasi untuk secara total memikirkan kembali pendekatan mereka baik untuk operasi maupun sumber daya manusia.

Sumber daya manusia menentukan *survive*-nya organisasi di era yang dilanda kompetisi yang sangat ketat. Sumber daya manusia harus kreatif, inovatif dalam merespon lingkungan yang berubah. Oleh karena itu diperlukan sumber daya manusia yang berkualitas dan berkompetensi.