

ABSTRACT

THE INFLUENCE OF LEADERSHIP, BIOGRAPICAL CHARACTERISTIC, AND MOTIVATION ON THE PERFORMANCE OF PROCESS OPERATORS AT PT. SUGAR LABINTA SOUTH LAMPUNG

By

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This study aims to analyze leadership, motivation, and performance of process operators, and the influence of leadership, biographical characteristics, and motivation on process operator performance. This research was conducted at PT. Sugar Labinta South Lampung, especially the process section in December 2021 to January 2022. The method used in this study is a survey using 63 samples of process operators. Respondents in this study are foreman and operator. The research data were analyzed using descriptive analysis and multiple linear regression analysis. The results showed that the foreman leadership of the process section was quite good, the motivation of process operators was quite good, and the performance of process operators was categorized as good. Ethnicity has a significant effect on the performance of process operators, while age, education, length of service, and number of family members have no effect on performance. Leadership and motivation have a significant effect on the performance of process operators.

Key words : leadership, biographical characteristics, motivation, employee performance.

ABSTRAK

PENGARUH KEPEMIMPINAN, KARAKTERISTIK BIOGRAFIS, DAN MOTIVASI TERHADAP KINERJA OPERATOR PROSES PT. SUGAR LABINTA LAMPUNG SELATAN

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Penelitian ini bertujuan untuk menganalisis kepemimpinan, karakteristik biografis, motivasi, dan kinerja operator proses, dan pengaruh kepemimpinan, karakteristik biografis, dan motivasi terhadap kinerja operator proses. Penelitian ini dilakukan di PT. Sugar Labinta Lampung Selatan khususnya seksi proses pada bulan desember 2021 hingga januari 2022. Metode yang digunakan pada penelitian ini adalah survey dengan menggunakan 63 sampel operator proses. Responden pada penelitian ini adalah *foreman* dan operator. Data penelitian dianalisis menggunakan analisis deskriptif dan analisis regresi linear berganda. Hasil penelitian menunjukkan bahwa kepemimpinan *foreman* seksi proses cukup baik, motivasi operator proses cukup baik, dan kinerja operator proses sudah masuk kategori baik. Suku berpengaruh nyata terhadap kinerja operator proses, sedangkan umur, pendidikan, lama bekerja, dan jumlah anggota keluarga tidak berpengaruh terhadap kinerja. Kepemimpinan dan motivasi berpengaruh nyata terhadap kinerja operator proses.

Kata kunci : kepemimpinan, karakteristik biografis, motivasi, kinerja karyawan.