

ABSTRACT

This research was conducted because of a decrease in employee performance, namely the weekly target was not achieved in the production process at PT Totum Diba which is engaged in the manufacturing industry of making furniture made from wood & rattan. The research objective is to identify and analyze the effect of independent variables such as work motivation, workload, and skills on employee performance and to provide suggestions for improvements to the company. This study uses a quantitative and semi-qualitative approach. Data collection was obtained by distributing questionnaires to 85 respondents randomly on production employees. Data processing uses Minitab 19 software and uses statistical tests, namely multiple linear regression and t-test. Analysis related to independent variables that influence using a fishbone diagram. The results showed that the independent variables simultaneously had an effect on employee performance, then partially work motivation and skills had a positive and significant effect on employee performance, while workload did not. Proposals for improvements given to companies include regular monitoring, coffee breaks & tea breaks, listening to music, motivational seminars, procuring job promotions, discussion forums, providing counseling services, sports activities, providing reward and punishment, annual events, providing SOPs in each each section, providing facilities for skills training and HR development.

Keywords: Fishbone diagrams; Performance; Skills; Workload; Work Motivation.