ABSTRACT

Putri Aliza Zahra, NPM: 71220312135, The influence of individual characteristics, workload, and the work environment on employee performance at PT. Pelindo Jasa Maritim. Supervised by Dr. Supriadi, S.E., M.M., M.Si as Supervisor I and Julkarnain, S.Ag., S.E., M.M as Supervisor II, Thesis-2026.

The purpose of this study is to determine and analyze the influence of individual characteristics, workload, and the work environment on employee performance at PT. Pelindo Jasa Maritim. This research is a quantitative descriptive study. Data collection techniques were conducted through interviews, questionnaires, and documentation studies. The sample in this study consisted of 81 employees. Variables were measured using a Likert scale. Hypothesis testing used multiple linear regression analysis through the F test and t test.

The results show that, partially, individual characteristics have a positive and significant effect on employee performance at PT. Pelindo Jasa Maritim. Workload has a positive and significant effect on employee performance at PT. Pelindo Jasa Maritim. The work environment has a positive and significant effect on employee performance at PT. Pelindo Jasa Maritim. Simultaneously, individual characteristics, workload, and the work environment have a positive and significant effect on employee performance at PT. Pelindo Jasa Maritim. The work environment is the most dominant variable influencing employee performance at PT. Pelindo Jasa Maritim Area Sumatra I.

Keywords: individual characteristics, workload, work environment, employee performance

ABSTRAK

Putri Aliza Zahra, NPM: 71220312135, Pengaruh Karakteristik Individu, Beban Kerja Dan Lingkungan Kerja Terhadap Kinerja Pegawai Di PT. Pelindo Jasa Maritim. Dibimbing oleh Dr. Supriadi, S.E., M.M., M.Si sebagai Pembimbing I dan Julkarnain, S.Ag., S.E., M.M sebagai Pembimbing II, Skripsi-2026.

Tujuan penelitian ini adalah untuk mengetahui dan menganalisis pengaruh karakteristik individu, beban kerja dan lingkungan kerja terhadap kinerja pegawai Di PT. Pelindo Jasa Maritim. Penelitian ini merupakan penelitian deskriptif kuantitatif. Teknik pengumpulan data dilakukan melalui wawancara, daftar pertanyaan (*questionaire*) dan studi dokumentasi. Sampel dalam penelitian ini sebanyak 81 orang pegawai. Variabel diukur dengan skala Likert. Pengujian hipotesis menggunakan analisis regresi linear berganda melalui uji F dan uji t.

Hasil penelitian menunjukkan bahwa secara parsial, karakteristik individu berpengaruh positif dan signifikan terhadap kinerja pegawai di PT. Pelindo Jasa Maritim. Beban kerja berpengaruh positif dan signifikan terhadap kinerja pegawai di PT. Pelindo Jasa Maritim. Lingkungan kerja berpengaruh positif dan signifikan terhadap kinerja pegawai di PT. Pelindo Jasa Maritim. Secara simultan, karakteristik individu, beban kerja dan lingkungan kerja berpengaruh positif dan signifikan terhadap kinerja pegawai di PT. Pelindo Jasa Maritim. Lingkungan kerja merupakan variabel yang paling dominan mempengaruhi kinerja pegawai di PT. Pelindo Jasa Maritim Area Sumatera I.

Kata kunci : karakteristik individu, beban kerja, lingkungan kerja, kinerja pegawai