

**ESSAY**

**THE INFLUENCE OF JOB SATISFACTION, EMPLOYEE COMMITMENT,  
AND SELF-EFFICACY ON EMPLOYEE PERFORMANCE AT PERUMDA  
AIR MINUM TIRTA LESTARI TUBAN DISTRICT**



By :

**WIWID AYU PUJIATI**  
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**MANAGEMENT STUDY PROGRAM  
FACULTY OF ECONOMICS AND BUSINESS  
UNIVERSITY OF 17 AUGUST 1945 SURABAYA**

**2023**

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**UNDER GRADUATE THESIS**

**Submitted to meet the requirements for  
Obtaining a Bachelor of Economics Degree  
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Faculty of Economics and Business**

**By:**

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**FACULTY OF ECONOMICS AND BUSINESS  
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2023**

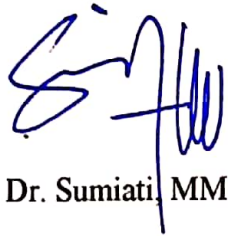
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## ADVISER APPROVAL SHEET

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Surabaya, 17 January 2023

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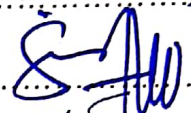



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(Wiwid Ayu Pujiati)





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## FOREWORD

Praise the author for praying for the presence of Allah SWT for all the abundance of gifts and favors so that the author can complete a thesis entitled " The Influence of Job Satisfaction, Employee Commitment and Self Efficacy on Employee Performance at Perumda Air Minum Tirta Lesari Tuban District ". The writing of this thesis was submitted to meet one of the requirements to obtain a Bachelor of Management degree at the Universitas 17 Agustus 1945 Surabaya.

In this study, the author realized that without help, support, and guidance from various parties, this thesis could not be resolved properly. Therefore, on this occasion, the author specifically expresses his gratitude to:

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With all the advantages and disadvantages that exist, I realize that there are still many shortcomings in this thesis and I am open to suggestions and criticisms for improvement. Finally, hopefully this thesis can provide benefits for readers.

Surabaya, 25 January 2023



Writer



## **ABSTRACT**

**The Influence Of Job Satisfaction, Employee Commitment, And Self Efficacy On Employee Performance At Perumda Drinking Water Tirta Lestari Tuban District**

**By  
Wiwid Ayu Pujiati**

This study aims to analyze the influence of job satisfaction, employee commitment and self-efficacy on employee performance at the Perumda Air Minum Tirta Lestari Tuban Regency. The location of this research is Perumda Air Minum Tirta Lestari Tuban Regency which is located on Jl. Dr. Wahidin Sudirohusodo No. 34, Sidorejo, Tuban sub-district, Tuban Regency, East Java. The time of this research was conducted in November - December 2022.

The method used in this research is a quantitative method. The population used in this study were all employees of Perumda Tirta Lestari Drinking Water, Tuban Regency with a total of 121 employees. The sample used uses the slovin method (error 5%) of 93 employees. Sampling technique with Proportional Random Sampling. This study uses the SPSS Statistic analysis tool.

The results of this research is that Job Satisfaction has a positive non-significant influence on Employee Performance, Employee Commitment has a positive non-significant influence on Employee Performance, Self Efficacy has a positive significant influence on Employee Performance . The results of the R2 test (coefficient of determination) show that Job Satisfaction, Employee Commitment and Self Efficacy are able to explain 37.2% of employee performance variables while the remaining 62.8% is explained by other variables.

**Keywords:** Job Satisfaction, Employee Commitment, Self Efficacy, Employee Performance



## SUMMARY

### THE INFLUENCE OF JOB SATISFACTION, EMPLOYEE COMMITMENT, AND SELF-EFFICACY ON EMPLOYEE PERFORMANCE AT PERUMDA AIR MINUM TIRTA LESARI TUBAN DISTRICT

PDAM Tirta Lestari is a Regionally Owned Enterprise (BUMD) which was formed on June 25, 1983. Currently, PDAM continuously strives to improve and manage influenceceively and efficiently as well as increase the productivity of all its natural resources, thereby increasing the role in development and increasingly able to take part in financing the development. Regional Drinking Water Companies (PDAM) as RegionallY Owned Enterprises (BUMD) their activities are inseparable from the Regional Autonomy Indicators to implement: Regional economic empowerment, natural resource empowerment, regional financial improvement through the contribution of Regional Original Income, as well as increasing the professionalism of managing public services to the community.

The performance assessment of employees at Perumda Air Minum Tirta Lestari Tuban District has increased by 0.9%, based on DPKP data of Perumda Air Minum Tirta Lestari Tuban District from 2020 to 2021, the average performance assessment taken based on samples in 2020 was 83.44 while in 2021 it increased by 84.19. This shows that the performance of employees at Perumda Air Minum Tirta Lestari Tuban District is already in good condition, but even so, the expectations of the leadership want employee performance to be even better.

The formulation of the problem used in this study is to determine the partial and simultaneous relationship to employee performance variables. This research was conducted at Perumda Air Minum Tirta Lesari Tuban District, located on Jl. DR. Wahidin Sudirohusodo No. 34, Sidorejo, Tuban District, Tuban Regency, East Java. The time of this study was conducted in November – December 2022. The method used in this study is a quantitative method. The population used in this study was all employees of the Perumda Air Minum Tirta Lestari Tuban District totaling 121 employees. The sample used using the slovin formula (tolerance 5%) amounted to 93 employees. Sampling technique with Proportional Random Sampling. This study used the IBM SPSS Statistics 22 analysis tool.

In this study, the t test showed that the job satisfaction variable had an insignificant positive influence on employee performance with a Work Satisfaction regression coefficient (X1) value of 0.154, then the employee commitment variable had an insignificant positive influence on employee performance with an Employee Commitment regression coefficient (X2) value of 0.390 and a self efficacy

regression coefficient (X3) value of 0.001 which showed a self efficacy variable significant positive influence on employee performance. Meanwhile, Test F, obtained  $f_{\text{calculate}} > f_{\text{table}}$ , namely  $17,610 > 2.72$  so that it can be concluded that Job Satisfaction (X1), Employee Commitment (X2), and Self Efficacy (X3), simultaneously have a significant influence on Employee Performance (Y).

This research is expected to be able to support the basis of decision making for Perumda Air Minum Tirta Lestari Tuban District related to Job Satisfaction (X1), Employee Commitment (X2), and Self Efficacy (X3). It aims to maintain and develop employee performance better than ever. In addition, this research is expected to be able to provide new knowledge about Job Satisfaction (X1), Employee Commitment (X2), and Self Efficacy (X3) of the Tirta Lestari Drinking Water Perumda Tuban Regency.

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