

ABSTRACT

Human Resources is an integrated ability of the thinking power and physical power possessed by individuals. The perpetrator and his nature are carried out by his descendants and environment, while his work performance is motivated by the desire to fulfill his satisfaction. Getting proper customer service is a need for customers. E-commerce companies that must be able to provide good service. Quality service cannot be separated from optimal performance. Good performance can arise if employees carry out all activities of the organization. In addition, optimal performance can be produced from employees who have a feeling of pleasure and comfort in carrying out work, where they get job satisfaction in accordance with what they expect.

The purpose of this study is to determine whether there is a partial and simultaneous influence of organizational culture and job satisfaction on the performance of PT Shopee International Indonesia employees. As well as to find out how influential organizational culture and job satisfaction are on the performance of PT Shopee International Indonesia employees.

The method used in this study is quantitative method. The data collection technique is through the distribution of questionnaires to 375 employees. Sampling using non-probability sampling method with saturated sampling type. The data analysis techniques used are descriptive analysis and multiple linear regression analysis.

The results showed that organizational culture and job satisfaction partially and simultaneously had a positive and significant effect on employee performance.

The magnitude of the influence of organizational culture and job satisfaction on employee performance was 78.6% and the remaining 21.4% was determined by other variables that were not studied in this study.

Keywords: Organizational Culture, Job Satisfaction, Employee Performance