

ABSTRACT

A company that provides services to the public, both in and outside the airport environment, requires employees who can consistently perform at a high level in fulfilling their duties and responsibilities. Therefore, factors influencing employee performance such as fostering work discipline, job satisfaction, and employee competence are aspects of concern for management and all employees.

This research aims to determine the level of influence of fostering work discipline, job satisfaction, and employee competence on employee performance at PT. Angkasa Pura Suport, which operates in the field of facility management services and provides outsourcing services.

The phenomena in this research are explored from several customer complaints and secondary data on job satisfaction survey results as well as employee performance evaluation results. Meanwhile, the data collection techniques are through interviews and observations as well as questionnaires from employees who are the research respondents.

The explanatory causal research method and quantitative approach were conducted by collecting data in this study through questionnaires, observations, and interviews. The questionnaire was given to 338 respondents, and the data were subsequently analyzed using descriptive analysis to understand the characteristics of respondents and statistical analysis to test the causal effect between variables.

The results of this research are expected to prove how employee performance is significantly influenced by fostering work discipline, job satisfaction, and employee competence at PT. Angkasa Pura Suport. Furthermore, the results of this research will serve as guidance in improving employee performance that can enhance the business achievements of PT. Angkasa Pura Suport.

Keywords: Fostering Work Discipline, Job Satisfaction, Employee Competence, Employee Performance.