ABSTRACT

The Performance management implemented by the company was not quite enough to raise the enthusiasm of employees to provide better work for the organizations that are influenced by personality characteristics, organizational culture, quality of worklife, which indicate low job satisfaction. This fact is indicated by the quite high absences of employee Rosalia Indah Group in February 2012. An increase in levels of absenteeism in Rosalia Indah Group showed that the lower job satisfaction of the employees so that it effect on the employee performance. Given the importance of factors related to employee performance, especially in customer satisfaction oriented service company by providing excellent service, this study will examine and test a conceptual model of the influence of personality characteristics, organizational culture, quality of work life satisfaction, and employee performance in Rosalia Indah Group companies located in Sragen - Solo, Central Java.

Testing of the conceptual model of influence of personality characteristics, organizational culture, quality of worklife on satisfaction, and employee performance is conducted by using quantitative data obtained through interviews with questionnaires to 150 respondents who are Rosalia Indah PT Group employees. Then the data obtained is used as a database for testing the model using structural equation modeling analysis techniques (SEM) which is executed by the AMOS program.

The results of statistical tests on the model developed in this study indicate that there is no difference between the sample covariance matrix and the covariance matrix of the estimated population or in other words that the estimated model is fit. While the results of hypothesis testing showed that employee job satisfaction is significantly influenced by personality characteristics, organizational culture and quality of worklife and employee performance is also significantly influenced by personality characteristics, organizational culture and quality of work life.

Keywords : personality characteristics, organizational culture, quality of worklife, job satisfaction, and employee performance