

Abstract

One of the most important things in achieving the company's goal is the performance of human resources that are inside. Each company were definitely expecting maximum performance from all employees. But the fact that occur in PT Telkom Regional of Riau Kepulauan Sekupang Batam the employees have not been able to reach an average value of a very good performance or special.

This study aims to determine which variables are the most dominant role of each of the factors that influence the performance of employees consisting of rewards, ability, perception, job satisfaction, knowledge, skills, psychology, learning, motivation, resources, leadership, structure, job design, work environment, and work discipline.

This study uses a quantitative approach using factor analysis. Data obtained by distributing questionnaires to 63 employees. The result that knowledge factor consists of reward, ability, perception, job satisfaction, knowledge, skills, psychology, learning, and resources are the most dominant role in influencing the performance of employees with the highest value % of variance is 43,953%, then factor that leadership consists of motivation, leadership, structure, and design work has the second value % of variance is 10,642%, while the factor of work discipline that consists of the working environment and working discipline has the last value % of variance is 8,492%.

Keyword: PT Telkom Riau Kepulauan, analysis of factor, performance