

## **ABSTRACT**

In this globalization era, there is changes happened by leaps and by bounds, that way also the things of with industrial world. Only company owning performance which both for able to face change that happened in continuously capable to compete and expand. Company ability to adapt and attitude the change represent one of competitiveness of company. One of element becoming efficacy key of company in anticipating and attitude the change is factor of human resource. In consequence management of human resource represent factor which need to get special attention in reaching good company performance. Realizing so the level of employee influence to company hence of vital importance for management party to comprehend factors capable to improve employee's job satisfaction.

Research conducted in PT.Yamaha Indonesia Motor Mfg. In this research, identified variables influencing employee satisfaction. Data collecting of Primary done by propagating questionnaire to participants. Spreading Questionnaire done by census, meaning the questionnaire propagated to all employee.

Employee satisfaction measurement done by using Employee Satisfaction Index (ESI). To know the difference between important level and employee satisfaction to variables used Gap analysis, and to determine employee satisfaction variables which must get repair priority used Quadrant Map Analysis.

The result of research indicate that employee satisfaction index of PT. Yamaha Indonesia Motor Mfg as a whole that is equal to 63.509%, meaning level of employee satisfaction to aspects of job company have good. Compared to on the other department, on Logistic Department own highest satisfaction level with satisfaction index equal to 66.520%. If seen from average value of gap which as a whole still negative, meaning still there are variables of job dimension which must be improve to earn employee expectation

**Key Words :** Employee Satisfaction Index, Employee Satisfaction Measurement.