

**THE IMPACT OF EMPLOYEE MOTIVATION, WORKPLACE  
ENVIRONMENT, AND LEADERSHIP TOWARDS EMPLOYEE  
PERFORMANCE IN COFFEE SHOP INDUSTRY IN SOUTH JAKARTA**

By

Amir Farouq  
13112039

BACHELOR'S DEGREE

in

BUSINESS ADMINISTRATION  
BUSINESS & COMMUNICATION



SWISS GERMAN UNIVERSITY  
The Prominence Tower  
Jalan Jalur Sutera Barat No. 15, Alam Sutera  
Tangerang, Banten 15143 - Indonesia

August 2019

**THE IMPACT OF EMPLOYEE MOTIVATION, WORKPLACE  
ENVIRONMENT, AND LEADERSHIP TOWARDS EMPLOYEE  
PERFORMANCE IN COFFEE SHOP INDUSTRY IN SOUTH JAKARTA**

By

Amir Farouq  
13112039

BACHELOR'S DEGREE

in

BUSINESS ADMINISTRATION  
BUSINESS & COMMUNICATION



SWISS GERMAN UNIVERSITY  
The Prominence Tower  
Jalan Jalur Sutera Barat No. 15, Alam Sutera  
Tangerang, Banten 15143 - Indonesia

August 2019

Revision after thesis defense on 19 July 2019

### STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

Amir Farouq

Student

Date

Approved by:

Fiter Abadi MBA

Thesis Advisor

Date

Dr. Nila K. Hidayat

Dean

Date

Amir Farouq

## ABSTRACT

### THE IMPACT OF EMPLOYEE MOTIVATION, WORKPLACE ENVIRONMENT, AND LEADERSHIP TOWARDS EMPLOYEE PERFORMANCE IN COFFEE SHOP INDUSTRY IN SOUTH JAKARTA

By

Amir Farouq  
Fiter Abadi MBA, Advisor

SWISS GERMAN UNIVERSITY

Recently, most of companies are fully aware with the importance of employee performance. Increasing of the employee performance can help the company reach their goals. Employee performance can be increased by putting efforts to factors that enhance the employees' motivational level, leader's behaviors, and comfort workplace.

The research aimed to identify which factor can influence employee performance at coffee shop in South Jakarta through identifying the variables includes leadership, motivation and workplace environment.

The study will be analyzed by applying multiple regression analysis using SPSS software because there are three independent variables and their affects have to be seen on the performance of the employees which is the sole dependent variable.

The results of the study concluded that among three mentioned independent variables, there are only two factors that have direct effects toward employee performance in that company which are motivation and workplace environment.

*Keywords: Leadership, Motivation, Workplace Environment, Employee Performance*



**SWISS GERMAN UNIVERSITY**

## **DEDICATION**

This thesis is dedicated to my family, friends, lectures and my beloved country,  
Indonesia.



## ACKNOWLEDGEMENTS

First off all, I would like to thank Allah SWT for listening to all of my prayer during my thesis work.

I dedicated this to my beloved father and mother for the never-ending support when I felt that I could not continue to do my thesis. My parents taught me to never give up and love me unconditionally.

My gratitude for my advisor, Mr. Fiter Abadi, for guiding and helping me to finish my thesis. Any input, advice and knowledge that you provide really meaningful for me to finish this thesis. And thank you for your patience to help and guide me during the thesis work.

For all my friends in SGU, especially Joseph Ardhianto, Ajie Dewandaru, Andrew Fujii Pohan, Reyhan, Gerry, Nico Batubara, Mr. Hamsah, Adam Kamil, Akmal Fikri, Aji Dewandaru,, Naka Fauzi, Alexander Jordan, Icad, Akbar, Michelle, Ipang, Ramos, Hamim, Kaesar, Arif without you guys this 4 years of university would not be great. Thank you all and good luck in the future! Cheers!

For all my high school friends at SMA Dwiwarna, I cannot say your names one by one but thank you for the support and become the place for me when I was lazy to do my thesis.

For all my friends at Himpunan Pengusaha Muda Indonesia (HIPMI) Jakarta Raya, thank you for all the advice and always supporting me.

Last but not least, I would like to thank Swiss German University for the wonderful 7 years of learning

## TABLE OF CONTENTS

	Page
STATEMENT BY THE AUTHOR.....	3
ABSTRACT.....	4
DEDICATION.....	6
ACKNOWLEDGEMENTS.....	7
CHAPTER 1 – INTRODUCTION.....	11
1.1. Background.....	11
1.2. Research problem.....	13
1.3. Research Question.....	14
1.4. Research Objectives.....	14
1.5. Scope and Limitation.....	14
1.6. Significance of Study.....	15
1.7. Thesis Structure.....	15
CHAPTER 2 - LITERATURE REVIEW.....	17
2.1. Theoretical Perspectives.....	17
2.2. Previous Studies.....	17
2.3. Framework of Thinking.....	20
2.4. Motivation.....	21
2.5. Workplace Environment.....	28
2.6. Leadership.....	31
2.7. Employee Performance.....	36
2.9. Study Differences.....	37
2.9. Research Model.....	38
CHAPTER 3 – RESEARCH METHODS.....	39
3.1. Type of study.....	39
3.2. Operation Variable Definition.....	39
3.3. Data Collection.....	42
3.4. Time frame of study.....	42
3.5. Data Analysis Method.....	43
3.6. Population and Sampling Method.....	43
CHAPTER 4 – RESULTS AND DISCUSSIONS.....	44
4.1. Data Source.....	44



4.2.	Coffee Shop Background.....	44
4.3.	Validity and Reliability .....	47
4.4.	Respondents Characteristics .....	53
4.5.	Classical Assumption Test.....	55
4.6.	Multiple Regression.....	59
4.7.	Hypothesis Testing .....	63
4.8.	Discussions .....	64
CHAPTER 5 – CONCLUSIONS AND RECCOMENDATIONS.....		66
5.1.	Conclusions .....	66
5.2.	Recommendations .....	67
5.3	Recommendation for further study.....	68
GLOSSARY .....		69
REFERENCES .....		70
APPENDIX.....		77
CURRICULUM VITAE.....		91



SWISS GERMAN UNIVERSITY