

CHAPTER I

INTRODUCTION

1.1 RESEARCH OBJECTIVE OVERVIEW

1.1.1 PT. Telkom Akses Background

PT. Telkom Akses (PTTA) is a subsidiary of PT. Telekomunikasi Indonesia, Tbk (Telkom) is wholly owned by Telkom. PTTA engaged in the business of providing construction services and management of network infrastructure. PTTA establishment is part of Telkom's commitment to undertake the development of broadband networks to deliver information access and communication without limits for all Indonesian people. Telkom seeks to bring quality and affordable Internet connection to improve the quality human resources so that they can compete at the world level. Telkom is currently building backbone network based on fiber optics as well as Internet Protocol (IP) to hold 300 terra router nodes and approximately 75.000 Km Optical Fiber Cable. Construction of fiber-optic cable is part of Indonesia Digital Network (IDN) 2015. As part of its strategy to optimize service, Telkom established PT. Telkom Akses.

The presence PTTA expected to drive the growth of broadband access networks in Indonesia. In addition to the broadband access network installation, other services provided by PT. Telkom are the Network Access Terminal Equipment (NTE), and Management Services Operation and Maintenance (O & M – Operation & Maintenance) Broadband Access network.

1.1.1.1 Vision

Being a service company operation and maintenance of broadband networks and individual infrastructure construction services at the forefront of telecommunications in the country that are oriented to the excellent quality and the satisfaction of all stakeholders.

1.1.1.2 Mission

The mission of PT. Telkom Akses are stated below:

1. Support the development of successful expansion and improvement of the quality of the access network infrastructure PT. Telekomunikasi Indonesia Tbk.
2. Providing excellent service quality with proper orientation, on time and appropriate volume access network infrastructure.
3. Creating workforce professional, reliable and competent in the field of access network technologies and fostering good relations with environment-related construction work.
4. Provide the best results for all stakeholders.

1.1.1.3 PT. Telkom Akses's Logo



Source: www.telkomakses.co.id

Figure 1.1: Telkom Akses's logo

1.1.2 Design Center Division Background

Design Center (DC) is a division of PTTA, which has an important role in PTTA. Design center responsible for making a network design that should be applied

before the construction is conducted. This division should be supported with good human resources since the objective of design center is making network connection design throughout Indonesia.

1.2 RESEARCH BACKGROUND

All organizations want to be successful, even in current environment, which is highly competitive. Therefore, companies irrespective of size and market strive to retain the best employees, acknowledging their important role and influence on organizational effectiveness. In order to overcome these challenges, companies should create a strong and positive relationship with its employees and direct them towards task fulfillment. In order to achieve their goals and objectives, organizations develop strategies to compete in highly competitive markets and to increase their performance. Nevertheless, just a few organizations consider the human capital as being their main asset, capable of leading them to success or if not managed properly, to decline. If the employees are not satisfied with their jobs and not motivated to fulfill their tasks and achieve their goals, the organization cannot attain success (Dobre, 2013:53).

Today organization can easily change their material, needs, goods and services to other organization, or to other countries. But the only one resource, which is not easily exchangeable, is human resources. So we can say that human resources is the very important or most competitive assets of any organization that cannot be exchangeable. Human resources or human assets mean the workers or the employee of any organization (Zameer et al, 2014:293).

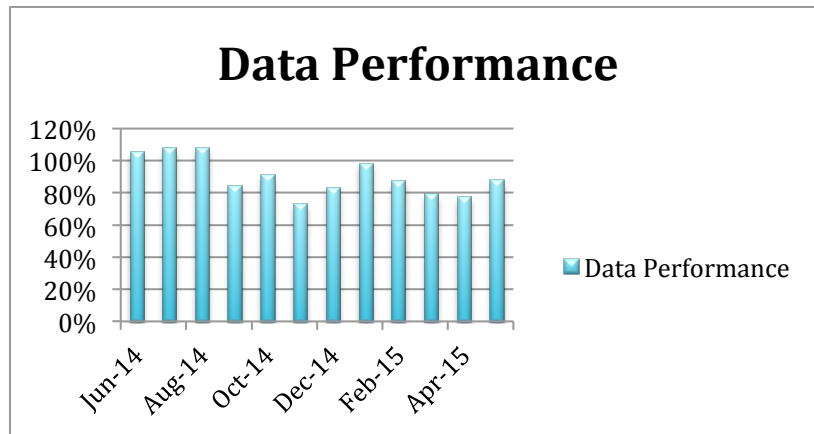
Lawler in (www.forbes.com) said the main focus for most organizations in 2014 should be on talent management and talent development, particularly the managerial and technical roles that are the difference makers. One of the major reasons to focus on talent is that it is a great way to get the HR function into a broader discussion about what is next for the organization and what the business strategy

should be. Positioning the HR function and talent management to contribute to the overall effectiveness and financial performance of the organization is the best way the HR function can add value to corporation.

The company can perform improving the quality of human resources performance by giving attention and encouragement in the form of work motivation to its employees. Based on Aziri (2013:1037) stated that Human resources and human resource management are generally considered to be one of the most important issues in managing nowadays business organizations. Even though human resources are one of the most studied in contemporary management literature, still giving a holistic definition on human resource management that would indicate their importance remains a difficult task.

There are still some weaknesses of completing the monthly target since Design Center and PT. Telkom Akses is still considered as a new company and division that have been running only less than 2 years. For a company that has a very good vision should be supported with a good performance. Based on Davaoudi (2013:136) job performance of employees is an important issue for any organization and refers to whether an employee does his job well or not. Job performance consists of behaviors that employees do in their jobs that are relevant to the goals of the organization.

Here is the graphic performance of Design Center PT. Telkom Akses 2014-2015 on the below.



Sources: Design Center Document

Figure 1.2: Data Performance of Design Center in PTTA

Regarding to the figure 1.2 above, the sustainability of the performance was not running well. There were some objectives that have been achieved but there were some objectives that have not been achieved as well. On June until August Design Center had achieved their targety the percentage over 100%. But, after couple of months, their performance was really decreasing. It is showed from the graphic above that the target from September 2014 until May 2015 is less than 100% whereas, the company wants Design Center can achieve more than 100% in every single month because PT. Telkom Akses has target constructing 75.000 km Fiber Optic Cable in 2015.

By looking at Design Center’s performance, it can be caused by its employees’. Employees with high morale will be able to help the company achieve its goals. Employee morale and loyalty will be seen from how much they are enjoying the job they are doing. They will give you the attention, imagination, and to devote all their creativity into his work. Therefore, to improve company’s performance, the employees must start from the simple things such as giving attention to employees in the form of work motivation.

Tella (2007:1) stated that an organization is effective to the degree to which it achieves its goals. An effective organization will make sure that there is a spirit of

cooperation and sense of commitment and satisfaction within the sphere of its influence. In order to make employees satisfied and committed to their jobs in academic and research libraries, there is need for strong and effective motivation at the various levels, departments, and sections of the library.

To be motivated means *to be moved* to do something. A person who feels no impetus or inspiration to act is thus characterized as unmotivated, whereas someone who is energized or activated toward an end is considered motivated. Most everyone who works or plays with others is, accordingly, concerned with motivation, facing the question of how much motivation those others, or oneself, has for a task, and practitioners of all types face the perennial task of fostering more versus less motivation in those around them. Most theories of motivation reflect these concerns by viewing motivation as a unitary phenomenon, one that varies from very little motivation to act to a great deal of it (Ryan & Deci, 200:54).

Based Bartol and Martin (1998) in Dobre (2013:54) consider motivation a powerful tool that reinforces behavior and triggers the tendency to continue. In other words, motivation is an internal drive to satisfy an unsatisfied need and to achieve a certain goal. It is also a procedure that begins through a physiological or psychological need that stimulates a performance set by an objective. It is widely held view that in general, employees' value both intrinsic and extrinsic rewards available in organizational settings.

Table 1.1
Percentage of Motivation Measurement on PT. Telkom Akses
(pre-eliminary study report)

No	External Factors	Motivated	Unmotivated
1	Salary	6.6%	93.4%
2	Environment	40%	60%
3	Supervision	80%	20%
Internal Factors			
4	Passion	73.3%	26.7%
5	Attractive	100%	0%
6	Challenging	73.3%	26.7%

Source: Data Processed 2015

Based on the table 1.1 above, there are some employees that have not been motivated when actually, motivation of employee is very important towards job performance. It is showed from the table that by looking on the external motivation, salary only reached the percentage 6.6% and the environment is 40%, whereas the minimum target of employees' motivation based on the manager is 50%. Lack of motivation can be considered as one of the reason Design Center of PTTA has not obtained their sustainability of their performance. For the success of any organization motivation play an important role. All organization encounters the matter of motivation whether they are in the public or private sector (Chintallo & Mahadeo, 2013) in (Zameer et al., 2014:293). Salary and environment are the main reason that PTTA has not achieved a sustainable performance.

Mowuli (2011:1) stated that fundamentally motivation is the process that leads to behavior, and this process cannot be directly measured or observed. Consequently, earlier researchers on motivation have identified various factors that

could be applied in measuring motivation. In particular, Herzberg (1966) empirically identified satisfaction/no-satisfaction factors and dissatisfaction/no-dissatisfaction factors as the determinants of staff motivation and staff contentment at work respectively. Satisfaction/no-satisfaction related factors motivate and/or de-motivate workers, while dissatisfaction/no-dissatisfaction factors provide hygienic and conducive working environment or non-hygienic and non-conducive working environment, which could either eliminate or encourage workers' complaints about working conditions.

Some writers have stated (Nobre et al., 2011) in Androneceanu (2011:425) the fact that motivation is the main instrument, which can be used for a direct correlation between wages and the results obtained. According to the study that has been conducted related to job performance of design center, there are some targets that have not been achieve.

1.3 PROBLEM STATEMENT

Motivation always gives a side impact to the employees' performance. Many employees do not have any willingness to work if their external motivation and internal motivation do not support themselves. Performance is a benchmark for the success of the employees. If their motivation indicates any reduction, it will give a huge impact towards the performance of the company. It means the motivation of the employees should be fulfilled continuously in order to keep the consistency of the company's performance.

Based on the background explanation above, the author is interested in doing research with the title of "The Impact of Motivation Towards Job Performance in Design Center PT. Telkom Akses Jakarta"

1.4 RESEARCH QUESTION

Based on the problem statement above, there are some research questions as follow:

1. How is employee's motivation in Design Center PT. Telkom Akses?
2. How is employee's performance in Design Center PT. Telkom Akses?
3. How is the impact of employees' motivation towards job performance in Design Center PT. Telkom Akses simultaneously and partially?

1.5 RESEARCH OBJECTIVES

1. To examine and analyze the motivation of workers in Design Center PT. Telkom Akses Jakarta.
2. To examine and analyze the job performance of Design Center PT. Telkom Akses Jakarta.
3. To examine and analyze the influence of motivation towards Job performance in Design Center PT. Telkom Akses Jakarta.

1.6 RESEARCH BENEFITS

1.6.1 Theoretical Aspect

1. Based on this study, the author can apply knowledge and theory that have been gathered since in the University.
2. The result of this study is expected to give a good contribution on developing management skill, in particularly on Human Resource Management.
3. The result of this study is expected to be a reference for other researchers.

1.6.2 Practical Aspect

1. The result of this study is expected to give a good advice for the company in motivating their employees in order to make their employees performance getting better.

2. Authors can compare the theories that have been gathered during the course with realization that occur in a company, as well as to increase knowledge about motivation and its influence on employee performance.
3. As an input or a reference and contribution in order to improve employee's performance to a better direction.

1.7 STUDY LIMITATION

This research requires a scope that aims to keep consistency purposes of research, so that the problems encountered are not widespread and more focused discussion. Limitations in this study are:

1. Studied Company is Design Center of PT. Telkom Akses Jakarta which is located in Jalan S. Parman Kav. 8 Jakarta Barat.
2. The research object is the employee of Design Center in PT. Telkom Akses Jakarta.
3. This study is discussing about the impact of motivation towards Job Performance in Design Center of PT. Telkom Akses Jakarta.

1.8 PAPER STRUCTURE

CHAPTER I INTRODUCTION

This chapter examines the background of the issue, problem identification, objective and benefit of the research, and also paper structure.

CHAPTER II LITERATURE REVIEW

This chapter describes theoretical basis that are related to the research to support the problem solving process.

CHAPTER III RESEARCH METHODOLOGY

This chapter explains the research methodology approach, which is used in this paper, operational variable, data collection method, population and sampling, and also data

analysis.

CHAPTER IV RESEARCH ANALYSIS AND RESULT

This chapter analyzes the data of employees' satisfaction, and explains the result, which is to know the level, the relationship of employees' satisfaction and job performance, and the influence of the dimension on employee job performances.

CHAPTER V CONCLUSION

This chapter explains the conclusion of the research, input for companies and also advice for upcoming researchers.