

## TABLE OF CONTENTS

<b>COVER PAGE .....</b>	<b>I</b>
<b>TITLE PAGE .....</b>	<b>II</b>
<b>APPROVAL PAGE .....</b>	<b>III</b>
<b>DECLARATION OF ORIGINALITY .....</b>	<b>IV</b>
<b>PREFACE.....</b>	<b>V</b>
<b>TABLE OF CONTENTS .....</b>	<b>VIII</b>
<b>LIST OF TABLE .....</b>	<b>XII</b>
<b>LIST OF FIGURE .....</b>	<b>XIII</b>
<b>CHAPTER I.....</b>	<b>14</b>
<b>1.1 RESEARCH OBJECTIVE OVERVIEW.....</b>	<b>14</b>
1.1.1 PT. Telkom Akses Background .....	14
1.1.2 Design Center Division Background .....	15
<b>1.2 RESEARCH BACKGROUND .....</b>	<b>16</b>
<b>1.3 PROBLEM STATEMENT .....</b>	<b>21</b>
<b>1.4 RESEARCH QUESTION .....</b>	<b>22</b>
<b>1.5 RESEARCH OBJECTIVES .....</b>	<b>22</b>
<b>1.6 RESEARCH BENEFITS.....</b>	<b>22</b>
1.6.1 Theoretical Aspect .....	22

1.6.2	Practical Aspect.....	22
<b>1.7</b>	<b>STUDY LIMITATION.....</b>	<b>23</b>
<b>1.8</b>	<b>PAPER STRUCTURE.....</b>	<b>23</b>
<b>CHAPTER II.....</b>		<b>25</b>
<b>2.1</b>	<b>THEORETICAL BASIS .....</b>	<b>25</b>
2.1.1	Organizational Behavior .....	25
2.1.2	Motivation.....	26
2.1.3	Performance .....	31
<b>2.2</b>	<b>THEORETICAL FRAMEWORK.....</b>	<b>38</b>
<b>2.3</b>	<b>RESEARCH HYPOTHESIS .....</b>	<b>40</b>
<b>CHAPTER III .....</b>		<b>42</b>
<b>3.1</b>	<b>TYPE OF RESEARCH .....</b>	<b>42</b>
<b>3.2</b>	<b>OPERATIONAL VARIABLE.....</b>	<b>42</b>
<b>3.3</b>	<b>RESEARCH STAGES.....</b>	<b>46</b>
<b>3.4</b>	<b>POPULATION AND SAMPLE.....</b>	<b>47</b>
3.4.1	Population .....	47
3.4.2	Sample.....	47
3.4.3	Sampling Technique .....	48
<b>3.5</b>	<b>TYPE OF DATA &amp; DATA COLLECTION .....</b>	<b>48</b>
3.5.1	Type of Data.....	48
3.5.2	Data Collection .....	48
<b>3.6</b>	<b>VALIDITY &amp; RELIABILITY TEST .....</b>	<b>49</b>

3.6.1	Validity Test.....	49
3.6.2	Reliability Test.....	52
<b>3.7</b>	<b>DATA ANALYSIS TECHNIQUE.....</b>	<b>54</b>
3.7.1	Descriptive Analysis .....	54
3.7.2	Method of Successive Interval (MSI).....	56
3.7.3	Classical Assumption Test.....	57
3.7.4	Multiple Regression Analysis .....	59
3.7.5	Hypothesis Testing Simultaneously (F-Test).....	60
3.7.6	Hypothesis Testing Partially (T-Test).....	61
3.7.7	Determination Coefficient.....	63
	<b>CHAPTER IV.....</b>	<b>64</b>
<b>4.1</b>	<b>Characteristic of Respondents .....</b>	<b>64</b>
4.1.1	Characteristics of Respondents (by Age).....	64
4.1.2	Characteristics of Respondents (by Gender).....	65
4.1.3	Characteristics of Respondents (by Working Period).....	66
<b>4.2</b>	<b>Data Analysis.....</b>	<b>67</b>
4.2.1	Descriptive Analysis .....	67
4.2.2	Description of Intrinsic Motivation Variable.....	67
4.2.3	Description of Extrinsic Motivation Variable.....	72
4.2.3	Description of Job Performance Variable.....	77
4.2.4	Classical Assumption Test.....	81
4.2.5	Multiple Regression Analysis .....	85
<b>4.3</b>	<b>Result Discussion.....</b>	<b>89</b>
	<b>CHAPTER V.....</b>	<b>93</b>
<b>5.1</b>	<b>Conclusion.....</b>	<b>93</b>

<b>5.2 Suggestion .....</b>	<b>94</b>
5.2.1 Suggestion for the company.....	94
5.2.2 Suggestion for further studies .....	94
<b>REFERENCE:.....</b>	<b>95</b>
<b>ATTACHMENT.....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>