

CHAPTER I

INTRODUCTION

1.1 Background of Study

Workers are one of the important organization resources and need to be overseen and created to help the continuity of the organization's life. The organization is likewise looked with a major test to win the challenge, so exact strategies and methodologies are required. In choosing strategies and systems, organizations did not just require an investigation of changes in the outside condition, for example, demographics, socio-culture, politics, technology, and competition, yet additionally, need to dissect the organization's inward factors. The inside variables being referred to are the qualities and shortcomings of the organization with an end goal to help and accomplish the objectives set.

Reviewed from the empowerment and management of human resources, organizations need to make a favorable situation, fair and reasonable prices, workloads that are following employee expertise, attitudes and behavior of managers to shape employee satisfaction. Employee satisfaction is identified with aspects of equity and the plausibility of repaying the administrations gotten by workers for their performance to the organization. On the off chance that the parts of reasonableness and possibility for workers can be planned well, at that point representatives will feel fulfilled, have high assurance that can later improve worker execution. If this feeling of equity and plausibility isn't satisfied, it will prompt disappointment of workers, this sentiment of disappointment will cause a decrease in representative resolve which thus will cause a decline in a representative presentation.

Job satisfaction reflected an individual's sentiments for their work. Robbins and Judge (2015,p. 99), job satisfaction as a positive feeling about someone's work which is the result of an evaluation of its characteristics. Employees who get job satisfaction will do their jobs better, employees who do not get job satisfaction will never reach psychological maturity which will cause frustration. An employee like this will frequently stare off into space, low

confidence, rapidly get exhausted and tired, touchy, regularly missing and do activities that have nothing to do with work to be finished.

High fulfillment will prompt a low degree of turnover and truancy because satisfied individuals are encouraged to work better because of the importance of being satisfied. When an employee feels satisfaction in working then an employee will make every effort to complete the work, which will ultimately achieve the company's goals. Job satisfaction is impacted by a few elements, one of them is the motivation to work.

Motivation is a series of frames of mind and qualities that impact people to accomplish explicit things as per singular objectives. These frames of mind and qualities are invisible that gives the power to encourage individuals to behave in achieving their goals. Organizations must know what and how to be fulfilled (satisfying the needs of employees) if subordinates want to work sincerely then what is the goal of the company will succeed and of course there are factors in improving employee performance.

Work motivation is an encouragement to employees to carry out their work to foster morale in achieving organizational goals. While job satisfaction how representatives feel their work. If the work done is fun they say they are satisfied, and vice versa. This is supported by the opinion of Suwatno in Astuti and Iskandar (2015) who stated that one of the goals of giving motivation to employees is to improve, resolve, and occupation fulfillment of representatives. Furthermore, it is clarified by Dewi and Netra (2015) suggesting that motivation factors have an impact on a worker on job satisfaction. This shows that the higher the motivational factors are given, the higher the job satisfaction on employees.

The object of this study is Jawara Baking and Pastry. Jawara Roti dan Kue. The observation told that, note a decline in job satisfaction due to the amount of work completed impact on overtime that is not necessarily so many employees who feel compelled to work, while salaries as one of the factors that can increase job satisfaction have not been able to fulfill the needs of employees.

This condition raises the number of employees leaving, the following data to support:

Table 1.1. Employee Data Exit and Enter From January 2018 to December 2018

Month	Number of employees (person)	Number of employees (person)		Reason for resign
		Came out	Get in	
January	52	-	-	<ul style="list-style-type: none"> - The number of jobs that must be completed - Uncertain overtime - Salaries felt by employees have not had the option to meet their day by day needs,
February	52	1	-	
March	51	1	-	
April	50	2	-	
May	48	-	-	
June	48	-	1	
July	48	2	1	
August	46	-	-	
September	46	-	-	
October	46	2	-	
November	44	2	-	
December	42	-	-	
Total		10	2	

Source :Jawara Roti & Kue Medan, 2019

The workers who came out was 10 people due to job dissatisfaction because of the large number of jobs to be completed, erratic overtime and inadequate salaries. In light of the table, it is additionally realized that 2 employees who get in, the high level of employees who leave the incoming workers if not immediately addressed will have an impact on the disruption of the organization's tasks. The problem of employee job dissatisfaction is thought to be influenced by employee motivation in working.

According to Hasibuan (2016, p.143), "Motivation is giving the driving force that creates the excitement of someone working to get them to cooperate, to work effectively, and integrates with all its resources to achieve the satisfaction". Motivation problems incurred in the company due to lack of appreciation for the work the company has achieved the employees, lack of firmness leadership in addressing the employees were negligent in their work, boredom on the job as well as the atmosphere and less comfortable work environment.

In light of the background described above, researchers are interested in researching in more depth and are expected to know the extent to which work motivation influences on job satisfaction with the research title: "**The Impact of Motivation on Job Satisfaction in Jawara Roti & Kue Medan**".

1.2 Problem Limitation

For this study to provide an understanding that is following the objectives to be determined by the researcher, then the limitations on the scope of the research are carried out. The limitation of the problem is motivation (with indicators of the need for achievement, affiliate needs and the need for power) on job satisfaction with indicators of turnover, absenteeism, age, occupational level and size of the company organization.

1.3 Problem Formulation

In light of the description of the background, the research question was formulated in this study: "Does motivation impact job satisfaction on the Jawara Roti dan Kue Medan?"

1.4 Objective of the Research

This research aims to examine the impact of motivation on job satisfaction in Jawara Roti & Kue Medan

1.5 Benefit of Research

This research can be useful theoretically and practically as follows:

1. Theoretical benefits, this research can add to and enrich the study of motivation and job satisfaction.
2. Practical Benefits, this research can be an input for companies in increasing job satisfaction by increasing motivation.

1.6 Systematic of Writing

This research is prepared using systematics as follows:

CHAPTER I INTRODUCTION

Contains background, limitation of the problem, formulation of the problem, objective of the research, significance of the research and systematic of writing.

CHAPTER II THEORETICAL BACKGROUND

Contains theories that include the definition of motivation and jobsatisfaction along references that support and relate to the issues raised.

CHAPTER III RESEARCHMETHODOLOGY

In this chapter it is represented about research method, data analysis, source and type of data, and data collection techniques are presented.

CHAPTER IV DATA ANALYSIS AND DISCUSSION

This chapter contains an overview on Jawara Roti &Kue Medan, organizational structure, respondents' descriptive statistics and the analysis process of existing data and discussions.

CHAPTER V CONCLUSION AND SUGGESTION

The researcher will conclude the problems discussed based on the analysis that has been carried out, along with suggestions as input for the continuation and development on Jawara Roti &Kue Medan.