

CHAPTER I

INTRODUCTION

1.1 Background of the Study

Today, competition between companies is very fast and tight. In order to keep up with the competition, human resources who have effective and efficient skills are required so that it can bring the company to achieve its goals and keep developing. One of the most important factor to achieve the goal set is to create high employee's job satisfaction. High employee's job satisfaction will bring positive impacts towards the overall company's performance. However, human resources themselves must be human learners that are willing to work hard enthusiastically, so potential within employees can be developed optimally and effectively. (Hasibuan, 2016).

PT Mitra Aluminum Jaya Utama is a contractor for ALUMINUM Profile, Door, Composite Panel & PVC Panel. PT Mitra Aluminum Jaya Utama was established in 2008. PT Mitra Aluminum Jaya Utama is a family company that is owned, controlled and run by members of one or several families or managed by family members. However, this does not mean that all workers in the company must be family members. Family participation at PT Mitra Aluminum Jaya Utama can strengthen the company because usually family members are very loyal and highly dedicated to their family-owned companies. PT Mitra Aluminum Jaya Utama is the family business enterprise (FBE), which is a company owned and managed by its founding family. This type of company is characterized by family members that hold key positions in the company.

Hasibuan (2016), Job satisfaction is the result of various kinds of attitudes related to work and special factors such as wages, bonus, supervision, job stability, job security, opportunities for advancement, fair work assessment, good work environment and treatment at workplace. Some employees might experience dissatisfaction at work caused by conditions such as work supervision that is too tight, unfair financial compensation compared to the risk and employee's workload.

A satisfied employee is also advantageous to an organization, according to Skool (2020), since he or she strives to provide the best possible service. Every employee wishes to have a secure career path and a good work-life balance. If an employee is satisfied with their employer and work, they will go out of their way to help the organization. The importance of job satisfaction can be viewed from two angles. From employee's perspective, job satisfaction can be derived from conditions such as high salary and bonus, being provided a job stability and career growth, et cetera, which are some of the factors that will boost their spirit and satisfaction towards the work they are doing. This condition will then lead employees to a higher contribution made for the organization, reduces turnover, helps the company to grow and expand. While from the perspective of employer, job satisfaction will urge employees to put their maximum effort as well as to retain workers. To do so, employers must ensure that job descriptions are clear and that employees are given opportunities to learn and develop on a regular basis. Job satisfaction has a number of beneficial effects, including increased workplace performance, increased employee morale, which leads to increased engagement,

higher employee satisfaction ultimately leads to higher profits for businesses and high employee retention is possible if workers are happy.

In the company author is doing research, work dissatisfaction can be seen from the increasing number in employee turnover data. One of the reasons of employees' resignation are unsatisfactory towards compensation they receive. Another reasons are a management system that is considered not good enough, work conflicts with superiors and high workload due to unclear description of the fall.

Table 1.1
Turnover Data at PT Mitra Aluminum Jaya Utama
2017-2020

Year	2018	2019	2020
Employees resign	8	11	16
Employees enter	5	6	10
Total Employee	44	39	33

Sources: PT Mitra Aluminum Jaya Utama, 2020

Table 1.1 shows the company turn over data. It can be seen that through year 2018 to 2020, the number of employees' resignation keep increasing. The imbalance between resigned employees and new employees resulted to decreasing number of total employees. In addition, job dissatisfaction is also reflected in the lower discipline rate such as lateness and absence of employees:

Table 1.2
Attendance Data in Time Range
2020

Month	Lateness	Absent
January	18	5
February	17	7
March	16	4
April	25	10
May	19	11
June	20	13
August	22	15
September	24	17
October	28	16
November	32	18
December	39	19

Sources: PT Mitra Aluminum Jaya Utama, 2020

Work motivation and job satisfaction have a good relationship. Company also mentioned that human psychology is the foundation for understanding the relationships between these two variables. They assume that incentives to do the job are the source of job satisfaction. Hygiene factor can only have influence on job dissatisfaction and motivator factor can only have influence on job satisfaction. Motivation is the experience that encourage you to do something in order to reach the goal set. Motivation can be considered as a power that drive someone to reach their goals Saleem et al (2017).

The importance of the relationships between motivation, work satisfaction, and organizational success in the container shipping context has been highlighted by Pang (2020). The results have far-reaching implications for both researchers and professionals in the shipping industry. Despite the fact that there has been research on the interplay between motivation, work satisfaction, and organizational performance. With the provision of high work motivation can create job satisfaction of employees so as to create the commitment of the employees working inside. Employee's motivation is the passion and desire of employee to work hard in order to reach a goal or purpose, usually with a reward offered. As we know, employees are part of the mover in a company or organization. Therefore, employee's performance will affect the company outcome. High motivation level of employee's motivation will lead to high level of job satisfaction rate, which will then positively impact on employee's productivity and performance. In contrast lack of employee's motivation will bring morale issue and cause their productivity and performance to decline. So far, most of the motivation is only in the form of praise and encouraging

narratives. This causes many employees to be dissatisfied so that the impact on employees experiencing boredom at work and the level of violation of regulations has increased. This company is a family business for it is happened discrimination and the difficulty of the employees to acquire job satisfaction because of the difficulty of the company give a boost in the form of promotion because of the position of manager is more widely held by blood relations with the leadership of the company.

From the background of these problems, author is interested to take the title "**The Influence of Work Motivation towards Employee's Job Satisfaction at PT Mitra Aluminium Jaya Utama Medan.**"

1.2 Problem Limitation

Problem limitation in this study only discusses the Influence of Work Motivation towards Employee's Job Satisfaction at PT Mitra Aluminium Jaya Utama Medan.

According to Priansa (2016, p, 218-219), Work motivation related to employees are effort, perseverance and direction. According to Hasibuan (2016,p.202), job satisfaction indicators are only measured by discipline, work morale and small turnover.

1.3 Problem Formulation

The problem formulation in this research are:

1. How is the employee motivation at PT Mitra Aluminium Jaya Utama Medan?
2. How is the employee satisfaction rate at PT Mitra Aluminium Jaya Utama Medan?
3. Does motivation influence employee job satisfaction at PT Mitra Aluminium Jaya Utama Medan?

1.4 Objective of the Research

The objectives of the research are as follows:

1. To analyze motivation at PT Mitra Aluminium Jaya Utama Medan.
2. To analyze job satisfaction at PT Mitra Aluminium Jaya Utama Medan.
3. To examine the influence of motivation on employee job satisfaction at PT Mitra Aluminium Jaya Utama Medan.

1.5 Benefit of Research

The benefits of research are as follows:

1.5.1 Theoretical Benefit

The result of this research are expected to be used as a reference for similar research in the future, especially concern on the level of motivation to maintain the employee job satisfaction.

1.5.2 Practical Benefit

The result of this research are expected to provide benefits for:

a. Company

To improve motivation so as to increase employee job satisfaction.

b. Researcher

To figure out the influence of motivation towards employee job satisfaction in the real life.

c. Reader

To improve reader knowledge on the importance and influence of motivation on Employee Job Satisfaction at PT Mitra Aluminium Jaya UtamaMedan.

