

CHAPTER I

INTRODUCTION

1.1 Background of the Study

Nowadays, businesses are not only operated by individuals, but it is also operated by the family. Hence, family business is a business in which two or more family members are involved in the business and the majority voting power or decision making is controlled by the family itself.

According to Chua, et al (2015), “The unique feature of the family business field is that scholars focus on investigating and understanding the reasons, meaning, role and impact of the interaction between at least two systems; the family and the business. The impact between these two systems gives family enterprises specific characteristics that we rarely see in other types of businesses and organizations. A common definition of a family business is “a business governed and managed with the intention to shape and pursue the vision of the business held by a dominant coalition controlled by members of the same family or a small number of families in a manner that is potentially sustainable across generations of the family or families.”

According to Andriyani and Noor (2015), states the problem of employee discipline such as often arriving late and leaving work early because employees feel less motivated, caused by various the factor is that the company does not provide regular salary increases, absence form of appreciation for employees who excel, lack of clear policy, existing rules, and less applicable existing sanctions make employees still repeat the violation, as well as less comfort of the workplace such

as how clean the air and environment in the workplace. In fact, if all the motivational factors can be met by the company, employee discipline can increase

Discipline is the most important operative function because the more discipline the employees, the higher the work performance that will be achieved. Without good employee discipline, it would be difficult for the company organizations to achieve optimal and maximum results. Discipline is needed for further organizational goals, in order to maintain efficiency by preventing and correcting individual actions in bad faith towards the group (Hasibuan, 2016).

Discipline is very important for organizational growth, especially to motivate employees to be able to discipline themselves in carrying out work both individually and in groups. Besides, discipline is useful in educating employees to obey and follow the rules, procedures, and policies that are applicable and set, so that they can deliver good performance. Discipline can be seen when employees come to workplace and go home on time, do all their work well, comply with all applicable rules and social norms.

PT. Sumatera Jaya Telekomunikasi, founded in 2017, is a company engaged in the official distributor of Huawei Smartphones for the parts of North Sumatra and Aceh. Meanwhile, PT. Sumatera Jaya Telekomunikasi's vision is to become the leading distributor in North Sumatra and Aceh. The mission of PT. Sumatera Jaya Telekomunikasi, is to participate in advancing the development of information technology and telecommunications in Indonesia. This company is a family company which means there are several families that have contributed and are located in strategic work divisions such as HRD, finance and marketing. This is an

attempt so that the company can develop and run more optimally. This company is still led by one generation.

Decrease in employee work discipline as reflected in the increase in lateness and employee absenteeism, which results in the work of employees that are not optimal.

Table 1.1
Total of employees late

Mouth	Total Employees
January	46
February	51
March	38
April	44
May	57
June	63

Souces: PT. Sumatera Jaya Telekomunikasi, 2020

One of the things that affects employee performance is work motivation. Motivation can be a driving force for someone to carry out an activity to get the best results. Therefore, it is not surprising that employees who have high work motivation have high performance. Motivation is the process of influencing or encouraging from outside on a person or workgroup so that they want to carry out something that has been set. Motivation or encouragement is intended as a natural urge to satisfy and sustain life. Motivation is the work carried out by managers in providing inspiration, enthusiasm, and encouragement to others, in this case their employees, to take certain actions. This encouragement aims to encourage people or employees so that they are eager to work and can achieve the desired and maximum results (Mawarsyah, 2016).

According to Badriyah (2016), motivation is the process of linkages between businesses and satisfying certain needs. In other words, motivation is the

willingness to exert high-level effort to achieve organizational goals, however, the willingness to exert that effort is very dependent on one's ability to satisfy his various needs. Business is a measure of the intensity of one's will. If someone is motivated, they will try harder to do something. Higher work motivation will make employees work harder in doing their work. Low work motivation makes employees do not have the enthusiasm to work, give up easily, and have difficulty in completing their work.

In this company, many employees complain that the motivation received is still not optimal. Lack of development, monotonous work so that employees are not challenged and motivated to work creatively and innovatively, opportunities that are still not good, such as opportunities for promotion, which are still very few, are held by superiors to choose competent employees based on their work performance in the company.

Based on the explanation of the problem above, the researcher is interested in discussing the thesis titled "**The Influence of Work Motivation on Employee Work Discipline at PT. Sumatera Jaya Telekomunikasi Medan.**"

1.2 Problem Limitation

Due to limited knowledge, the author would like to limit research to only discussing about the independent variable, namely 'Work Motivation' and the dependent variable, namely 'Work Discipline' at PT. Sumatera Jaya Telekomunikasi Medan.

1.3 Problem Formulation

The following are the research question in this study :

1. How is the condition of work motivation at PT. Sumatera Jaya Telekomunikasi Medan?
2. How is the condition of employees' work discipline at PT. Sumatera Jaya Telekomunikasi Medan?
3. Does work motivation influence employees' work discipline at PT. Sumatera Jaya Telekomunikasi Medan?

1.4 Objective of the research

The following are the research objectives in this *skripsi*:

1. To find out the work motivation of employees at PT. Sumatera Jaya Telekomunikasi Medan.
2. To find out the work discipline of employees at PT. Sumatera Jaya Telekomunikasi Medan.
3. To know how work motivation can affect employees' work discipline at PT. Sumatera Jaya Telekomunikasi Medan

1.5 Benefit of the Research

1.5.1 Theoretical Benefit

The benefit and results of the research can be used to enhance and contribute to theories about work motivation and work discipline.

1.5.2 Practical Benefit

1. For the writer

The findings of this research are expected to add more knowledge and experience, especially in work motivation and work discipline in real life settings.

2. For the company

The writer hopes that with this research, the company can be educated and can raise the company stronghold and effectiveness to the best plan to face the work discipline through work motivation.

3. For other researchers

The writer hopes that the results can be used as references for any further studies on similar topic.

