

CHAPTER I

INTRODUCTION

1.1 Background of the Study

The human factor is a major problem in any activities of the organization. Organization defined as the cooperation process of group of people toward achieving a specific goal. In the process of cooperation, the members interact and influence each other. All actions taken in each activity initiated and determined by humans who are members of the organization. A good organization is an organization that seeks to improve the ability of its human resources, because it is a key factor to improve employee performance. Therefore, organizations need potential human resources both leaders and employees in the pattern of tasks and supervision that are determinants of achieving the organizational goals. Human performance in organizations reflects on knowledge, skills, behavior, and values. Because abilities and skills will help the organization through better performance and productivity.

Human resources are determinants for the effectiveness and progress of the organization. In order for the effectiveness and progress of the organization could run well, it requires employees who have high knowledge and skills. Instead, the company must be managed optimally so that employee performance increases. Employee performance related to the quality and quantity of a job performed by an employee or subordinate and that relates to the condition of a subordinate or employee in a particular organization. Good performance is an

optimal performance that meets organizational standards and supports the achievement of organizational goals.

At Bistronomix, Medan decreased employee performance. This phenomenon of employee performance can be seen from the high rate of absenteeism and work delays that have an impact on the completion of the work of employees who are not on time.

**Table 1. 1 Data of Absenteeism and Tardiness
Bistronomix, Medan
January – June 2022**

Month	Absenteeism Total	Tardiness Total
January	7 times	25 times
February	11 times	26 times
March	13 times	24 times
April	12 times	27 times
May	8 times	29 times
June	13 times	32 times

Sources: Bistronomix, Medan (2022)

Table 1.1 shows that employee absenteeism and tardiness have fluctuated every month during 2022. The absenteeism resulted in a shortage of employees Bistronomix, Medan so that no work can be carried out quickly.

According to Mugoho (2019), motivation can also improve employee performance and employee commitment. Motivation is finding employee needs and helping to achieve it in a smooth process. Motivating employees aims to broaden their skills in meeting organizational demands. It can be concluded that the higher the motivation of employees, it will directly improve the performance of these employees

Motivation is a conscious effort to influence a person's behavior so that it leads to the achievement of a predetermined organizational goal. Motivation becomes very important in the achievement of employee performance. Motivation

affects a person or individual to engage in activities and work which leads to goals as satisfaction. Employees have strong desires arising from internal encouragement to engage and participate in the organization by doing all the tasks and jobs that are charged and continuously the employees will continue to dedicate themselves through all tasks and voluntary work because of the comfort and pleasure which based on strong motivation.

Motivation is an important thing needed by employees in order to carry out their work properly and appropriately. In fact, the motivation given to employees Bistronomix, Medan still not satisfy employees. This is due to employee salaries that have not increased in the last 2 years, triggering many employees to resign from Bistronomix, Medan. In addition, employee incentives are also not routinely given on time. Employee motivation in the form of promotions is also only carried out in 2019. For several years there has been no promotion. This creates employees are not enthusiastic in working that cause less work performance which can result an errors when working.

The factor identified as influencing employee performance is leadership. Leadership is the ability to influence the group towards the achievement of a predetermined goal. Leadership has a strong influence on the progress of the organization. Leader quality is often regarded as the most important factor that determines the success of an organization (Ramadhani, 2020). Leadership significantly and positively can affect employee performance, this is because leadership shows the ability of leaders in encouraging followers with their vision, enhancing followers' skills and abilities, paying attention to their interests by

fostering, training as needed. Leadership has also been linked to results such as innovation, quality improvement and performance.

Effective leaders are able to influence their followers to have greater optimism, confidence, and commitment to the goals of the organization that has been determined. This has the consequence that every leader is obliged to give serious attention in fostering, mobilizing, and directing all potential employees in its environment in order to realize organizational stability and improve employee performance which oriented to organizational goals.

Based on survey obtained that there is a lack of optimization of the leadership of Bistronomix, Medan so that it has not been able to trigger an increase in employee performance. The owner of Bistronomix, Medan is still not able to communicate well and precisely in solving the problems that employees are facing in their operational activities at the company. The owner of Bistronomix, Medan is also complained by many employees because they always give work to employees outside of their duties and responsibilities within the company, and the demands of completing work too quickly, triggering emotional fatigue of employees which increases the workload of employees. This leadership phenomenon that triggers a decrease in employee performance.

Based on the explanation above, the writer decides to conduct a research entitled **“The Influence of Motivation and Leadership on Employee Performance at Bistronomix, Medan ”**.

1.2 Problem Limitation

Due to limitation of time and budget this research focused to Bistronomix, Medan that the independent variable used is the Motivation (X_1) and Leadership (X_2) and dependent variable used is the Employee Performance (Y). Bistronomix, Medan is located at Jl. Perintis Kemerdekaan, Kesawan. The study time was conducted from July to October 2022.

Leadership indicators are system thinkers, change agents, creators, coordinators and instructors (Marquardt, 2018). According to Mangkunegara (2018), Indicators of motivation are physiological needs, security needs, socialization or affiliation needs, the need for appreciation and self-actualization needs. Employee performance indicators are quantity, quality, ability (Mangkunegara, 2018).

1.3 Problem Formulation

The writer formulates several questions, as follows:

- a. Does Motivation have partial influence on Employee Performance at Bistronomix, Medan?
- b. Does Leadership have partial influence on Employee Performance at Bistronomix, Medan ?
- c. Does Motivation and Leadership have simultaneous influence on Employee Performance at Bistronomix, Medan?

1.4 Objective of the Research

Based on the problem formulation the objectives of this research are:

- a. To analyze Motivation have partial influence on Employee Performance at Bistronomix, Medan
- b. To analyze Leadership have partial influence on Employee Performance at Bistronomix, Medan.
- c. To analyze Motivation and Leadership have simultaneous influence on Employee Performance at Bistronomix, Medan.

1.5 Benefit of the Research

The writer expects that this research can give benefits both theoretically and practically.

1.5.1 Theoretical Benefit

The research result can be used to expand, improve and develop the relevant theories especially in the Motivation and Leadership influence have influence on Employee Performance at Bistronomix, Medan.

1.5.2 Practical Benefit

The practical benefits on this research are:

- a. For the writer

The writer as the researcher to get more experience in doing the research and as an addition to knowledge with regard to Motivation, Leadership and Employee Performance

b. For the company

To provide useful suggestion for the company in increasing Employee Performance especially improving the Motivation and Leadership.

c. For other researchers

To be an additional reference, reference material for further research and information to interested parties in assessing the problem the same in the future

