

CHAPTER 1

INTRODUCTION

1.1 Background

Companies, whether engaged in manufacturing, trading, or service industries, will work hard to achieve the goals set by the company. One of the most important factors is the success of the process of activities within the company in achieving its goals, not only paying attention to technological capabilities, operational funds owned, facilities or infrastructure available, but also paying attention to the quality of human resources owned by the company.

Human capital are one of the most important parts of a business in the process of achieving business goals and success. Business will thrive along the way. The process of business activities has various challenges and obstacles, one of which is how businesses can improve the performance of their employees. Employee performance is the quality and quantity of work carried out by an employee in its implementation in accordance with the responsibilities given (Mangkunegara, 2013).

Employee performance can be evaluated by evaluating the work of employees, which is very important to determine the level of success of each employee's performance. Performance evaluation is used as a measure of the success or failure of process or policy activities in accordance with the goals set by the company or organization in order to achieve the company's mission and vision (Natalia, 2021). Employee performance can also be influenced by work motivation and job satisfaction, which is reinforced by research conducted by Lusri and Siagian (2017) which shows that there is a mediating relationship between motivation and job satisfaction.

Job satisfaction is one that affects the results of employee performance. This is supported by a case study conducted by Lusri and Siagian (2017) which shows

that job satisfaction has a significant positive effect on employee performance within the company. What is meant by job satisfaction itself is a positive attitude or behavior that basically comes from the results of an evaluation of something desired which will be achieved through the effort expended in carrying out a job with the results or awards it receives (Suparyadi, 2015).

Job satisfaction can also be influenced by employee work motivation. This is also supported by research conducted by Lusri and Siagian (2017) in their research results concluding that motivation has a significant positive effect on job satisfaction, so it is found that motivated employees are employees who are satisfied with the work they do. done. By understanding the important role of the people involved in a business and how to properly motivate them, businesses can create more passionate and innovative employees. Motivation itself can be interpreted as a machine or mover from within humans that can cause, direct and regulate behavior (Darmawan, 2013).

The company that will be used as a place of research this time is a company engaged in shipping transportation services, namely PT Galaxy Express group. There are 2 companies in it, namely an expedition company (PT GEIL) and a sea freight forwarder (PT GAS) located in the city of Surabaya. The company has a total of 46 employees working. This company was chosen as research because the company does not have a human resource division whose task is to manage and manage existing human resources, so that the management of all human resources is managed directly by the owner of the company.

This study aims to make the company know the assessment of the management of the human resource management process in the company whether it has been done well or still not well in managing all existing human resources by using three main variables, namely work motivation, job satisfaction, and employee performance. Another reason for choosing this company is because the company does not have a human resource division so that the management of all human resources is managed directly by the owner of the company.

Based on this background, this research contains three main things that will be used as research variables, namely work motivation, job satisfaction, and employee performance. International route in Surabaya".

1.2 Research question

Based on the background, the research question in this study can be compiled as follows:

- a) Does work motivation have an effect on employee job satisfaction at PT Galaxy Express International Line in Surabaya?
- b) Does job satisfaction have an effect on employee performance at PT Galaxy Express International Line in Surabaya?

1.3 Research objective

Based on the formulation of the problem above, the research objective of this study is to determine the effect of:

- a) Analyzing the effect motivation on employee job satisfaction at PT Galaxy Express International Line in Surabaya
- b) Analyzing the effect job satisfaction on employee performance at PT Galaxy Express International Line in Surabaya.

1.4 Significance of the study

The results of this study are expected to have academic and practical benefits which can be described as follows:

- a) Academic significance

The results of this study are useful for developing theories in the management of the Human Resources Department, especially in terms of providing motivation and what types of motivation are given to workers for the results of their hard work towards achieving targets and employee satisfaction in working in the company.

- b) Practical significance

This research is expected to help company management to find out what motivations they want from employees who work at PT Galaxy Group and manage what types of motivation will be given to employees in order to increase or maintain their job satisfaction and performance. In addition, it aims to determine the phenomena that occur within the company such as employee performance, employee job satisfaction during this pandemic.

1.5 Systematic thesis writing

The systematics of writing in this research is made as follows:

CHAPTER 1 INTRODUCTION

Briefly explain the background of the problem, problem formulation, research objectives, benefits of research, and systematics of research writing.

CHAPTER 2: LITERATURE REVIEW

Briefly describe the previous theoretical research related to employee compensation, performance, and job satisfaction in analytical models and hypotheses.

CHAPTER 3: RESEARCH METHODS

Briefly describe the type of research, identification of variables, operational definitions, data and data sources, data measurement, data collection tools and methods, population, and data analysis.

CHAPTER 4 ANALYSIS AND DISCUSSION

Briefly describe the data description, data analysis, hypothesis testing and discussion.

CHAPTER 5 CONCLUSION LIMITATIONS AND RECOMMENDATIONS

Contains conclusions from research results and suggestions that are expected to provide useful input, especially for companies that want to conduct similar research/conduct further research.