

CHAPTER I

INTRODUCTION

A. Background of the Study

Job is something that can fulfill human daily needs. As human being who needs a job, an employee must have strong character so that he or she can last longer in a company. He or she must also have greater and strong motivation, so that he or she can motivate other employees to always work to get better results.

A company that has employees who have a strong enough of motivation, then a manager will feel satisfied with his performance of employees. Thus, the position and character of employees have very important position in a company.

Employee's motivation highly influences on the success of a company. Thus, employees with less, enough or magnitude motivation can affect job satisfaction. In contrast, job satisfaction can be achieved if employees are considered major motivation in generating production in a company. These two things can't be separated in order to achieve maximum results. As an employee should be able to generate motivation to emphasize how strong and big enough to achieve sufficient work or even very satisfactory.

According to Cerry (2014), motivation is defined as the process that initiates, guides and maintains goal-oriented behaviors. Motivation is what causes us to act, whether it is getting a glass of water to reduce thirst or reading a book to gain knowledge. Ryan and Deci (2000: 54) state that to be motivated means to be moved to do something. A person who feels no impetus or inspiration to act is thus characterized as unmotivated, whereas someone who is energized or activated toward an end is considered motivated.

Paswan and Pelton (2005: 5) state that employees with high perceived managerial sincerity and openness are likely to be more motivated. According to Spector on Roos (2005: 18), motivation as an internal state that induces a person to engage in particular behaviors and held that motivation may be viewed from two angles. On the other hand, motivation encompasses direction, where a particular behavior is selected from a choice of behaviors, intensity, referring to the amount of effort put into a task, and persistence, which denotes the person's continuing engagement in the selected behavior.

In addition there are motivations other things become important issues in employee job satisfaction, which can lead to leadership. Leadership has become a major topic of discussion and research in so many Organizational Behavior literatures discuss about leadership. According to Mason (2011), Leadership is influencing a group of people to achieve a

common goal. So the leader will provide greater insight to the employee in carrying out its work. From there it will appear satisfaction expected by employees.

According to Avolio (in Fenwick and Avery, 2008: 69), effective leadership is seen as a potent source of management development and sustained competitive advantage for organizational performance improvement. So it will take a real leadership for the advancement of the company he leads.

According to Rieger and Roodt in Roos (2005: 4), job satisfaction relates to people's own evaluation of their jobs against those issues that are important to them. Since emotion and feelings are involved in such assessments, employee' levels of job satisfaction may impact significantly of their personal, social and work lives, and as such, also influence their behavior at work. Locke in Roos (2005: 38) held that satisfaction is simply a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences.

Electricity Company of Government is Electricity Company of Government as a State-Owned Enterprises in the form of Limited Liability Company (Persero) is obliged to provide electricity to the public interest with regard to the company's goals. The business activities of the company include: *first*, running the electricity supply business which includes the generation, distribution, power distribution, facilities planning and

construction of electricity supply; *second*, supporting businesses running the electricity supply which includes consulting, development, installation, maintenance of equipment electrification, development of technology tools that support the provision of electric power; and *third*, run the management and utilization of natural resources and other energy sources for the benefit of electricity supply.

Based on the explanation above, the existence of two factors covers employee motivation and satisfaction in PT. Electricity Company of Government Persero (PLN) – UPJ Surakarta (Solo). In relation to the use of performance variables as the dependent variable / influence, the researcher takes the title of this research is "**EXAMINING THE JOB CHARACTERISTICS: THE INFLUENCE OF EMPLOYEES MOTIVATION AND LEADERSHIP TO JOB SATISFACTION**".

B. Problem Statements

Problem statements in this study include:

1. What is the influence of employee motivation on job satisfaction in PT. Government Electricity Company Limited (PLN) - UPJ Surakarta (Solo)?
2. What is the influence of leadership on job satisfaction in PT. Government Electricity Company Limited (PLN) - UPJ Surakarta (Solo)?

C. Limitation of Problems

Limitation of the study in this study includes:

1. Employees motivation can be measured the success of company.
2. Leadership can be measured the success of company.
3. Employees job satisfaction in company can determine how the result of production.

D. Benefits and Objectives of The Study

1. Objectives of the Research

The purposes of the study are as follows:

- a. To determine the effect of motivation on job satisfaction of employees at PT. Electricity Company of Government Persero (PLN) – UPJ Surakarta (Solo).
- b. To determine the effect of leadership on job satisfaction of employees at PT. Electricity Company of Government Persero (PLN) – UPJ Surakarta (Solo).

2. Benefits of the Research

From this study is intended to provide benefits for:

- a. Theoretical Benefit

The study can be used as a reference as well as increase knowledge, in order to apply the concepts that have been obtained previously and also can give some information to other researchers.

b. Practical Benefit

For researchers who continue this research, this study can provide the foundations of further research on employees motivation, leadership and job satisfaction in PT. Electricity Company of Government Persero (PLN) - UPJ Surakarta (Solo).