

Abstract

In order to overcome the challenges in current environment to be successful, companies should create a strong and positive relationship with its employees and direct them towards task fulfillment. Organizations should develop strategies to compete highly competitive market and increase their performance to achieve their goals and objectives. Organization can easily change their material, needs, goods and services to other organization but human resource is the only one not easily exchangeable. IndiHome Fiber Bandung established legally on December, 2014 and until the end of the 2015, IndiHome Fiber didn't reach the target to get 300.000 users. This research is conducted to know the intrinsic motivation, extrinsic motivation and job performance in Home Service division of IndiHome Bandung also the impact of Intrinsic and Extrinsic motivation toward job performance partially and simultaneously. Data collection method is gathered by distributing the questionnaire directly to all of the employee in home service division of IndiHome Fiber Bandung with total 42 respondent. His research is used saturated sampling which use all of the population as the sample. All instrument of the questionnaire is valid and the data were processed using SPSS version 16 Windows along with Ms. Excel 2013 for the back-up calculation. Based on the results of data analysis, the respondents' assessment of Intrinsic and Extrinsic is category very high scores. This means that respondents' showed a good perception of the variable of Intrinsic and Extrinsic motivation. Data shows that intrinsic position slightly higher than the extrinsic motivation. By looking at the data evaluation, the influence of Intrinsic and Extrinsic motivation studied partially and simultaneously, it appears that all the independent variables of Intrinsic and Extrinsic motivation positive and significant effect on the dependent variable (job performance).

Key word: *intrinsic motivation, extrinsic motivation, job performance, motivation, Human Resource Management*