

## **CHAPTER I**

### **PRELIMINARY**

#### **1.1 Research Object Overview**

The following shows the logo of PT Xynexis Internasional which will be used as the object of this research for research.



**Figure 1.1 PT Xynexis Internasional Logo**

*Source: PT Xynexis (2022)*

PT Xynexis International is a local pioneer in security assurance services in Indonesia and has grown to become a major player in this field. The company emphasizes adhering to the next generation of Information Assurance frameworks and technologies to ensure our clients' businesses are secure, stable, resilient and effectively monitored. Our rigorous internal processes have been certified with ISO 9001:2000 (Quality Management System) and we are the first company in Southeast Asia to be certified with ISO 27001:2005 (Information Security Management System).

Our expert consultants are regularly invited to speak at international conferences, such as Hack in the Box and IDSecConf, and are highly respected by industry professionals. They have published hundreds of public security advice listed in security archives, such as bugtraq, exploit-db, securia, and packetstorm. We are also the organizing committee of BCS, an annual international conference that brings together world experts in the industry to exchange ideas and promote collaboration to develop new initiatives in the Information Security domain.

### **1.1.1 PT Xynexis Internasional Vision**

As for the vision of PT Xynexis Internasional in running its company, namely "Want to be a dominant player, especially for cyber security". This vision is a vision that Shopee will deliver every day through its platform (PT Xynexis, 2022).

### **1.1.2 PT Xynexis Internasional Objective**

PT Xynexis Internasional by maintaining state-of-the-art knowledge and processes, PT Xynexis Internasional is in a unique position to lead and train security teams in Indonesia and across Asia (PT Xynexis, 2022).

### **1.1.3 PT Xynexis Internasional Position**

PT Xynexis Internasional positions itself as a local pioneer in security assurance services in Indonesia and has grown to become a major player in this field. The company emphasizes adhering to the next generation of Information Assurance frameworks and technologies to ensure our clients' businesses are secure, stable, resilient and effectively monitored (PT Xynexis, 2022).

### **1.1.4 PT Xynexis Internasional Values**

PT Xynexis Internasional in carrying out its operational activities from upstream to downstream has values that are the foundation and basis for achieving the goals of PT Xynexis Internasional, which are as follows (PT Xynexis, 2022).

1. Trust, meaning we build trust in our staff and clients, bridge the gap and form a team of service-oriented professionals.
2. Human Development, by maintaining state-of-the-art knowledge and processes, we are in a unique position to lead and train security teams in Indonesia and across Asia.
3. Total Quality, meaning we strive to consistently improve our services, our people, our processes, and our communications with partners.

## **1.2 Background**

Human Resources (HR) is one of the company's most important assets, because Human Resources (HR) is the main driver of the organization. Human resources (HR) must be managed optimally and given special consideration. In addition, Human Resources (HR) is a partner of entrepreneurs in achieving organizational goals. Companies should be able to optimize and improve the

performance of their employees if there is a good human resources department. Achievement is the result of the work that a person has done in accordance with his duties and roles in accordance with organizational goals (Syafiana et al., 2022).

Performance is the result of work in quality and quantity that can be achieved by an employee/employee in carrying out tasks in accordance with the responsibilities given to him. According to Mangkunegara (2017) states that employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

Job satisfaction is a problem that is quite interesting because it has proven to have a big impact on employees and companies. For employees, job satisfaction will create a pleasant feeling at work. As for the company, job satisfaction is useful in an effort to increase production, improve employee attitudes and behavior. It is difficult to define because satisfaction is not a state that can be influenced and changed by forces both inside and outside the work environment. According to Septyanto and Pertiwi (2020) job satisfaction is the result of individual perceptions in order to complete tasks or fulfill their needs to obtain important work values for themselves.

The more aspects of work according to individual desires, the higher the satisfaction. Similarly, the lower the level of satisfaction achieved, the higher the level of satisfaction achieved. Job satisfaction is a pleasurable emotional state in which workers do their jobs.

In addition to job satisfaction, companies must also pay attention to employee discipline to focus on work, maintaining employee discipline is very important because discipline is employee obedience to time rules, company rules, rules of behavior within the company and other rules within the company. According to Hasibuan (2019), discipline is the awareness and willingness of a person to obey all company regulations and applicable norms.

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and technologies to ensure our clients' businesses are secure, stable, resilient and effectively monitored.

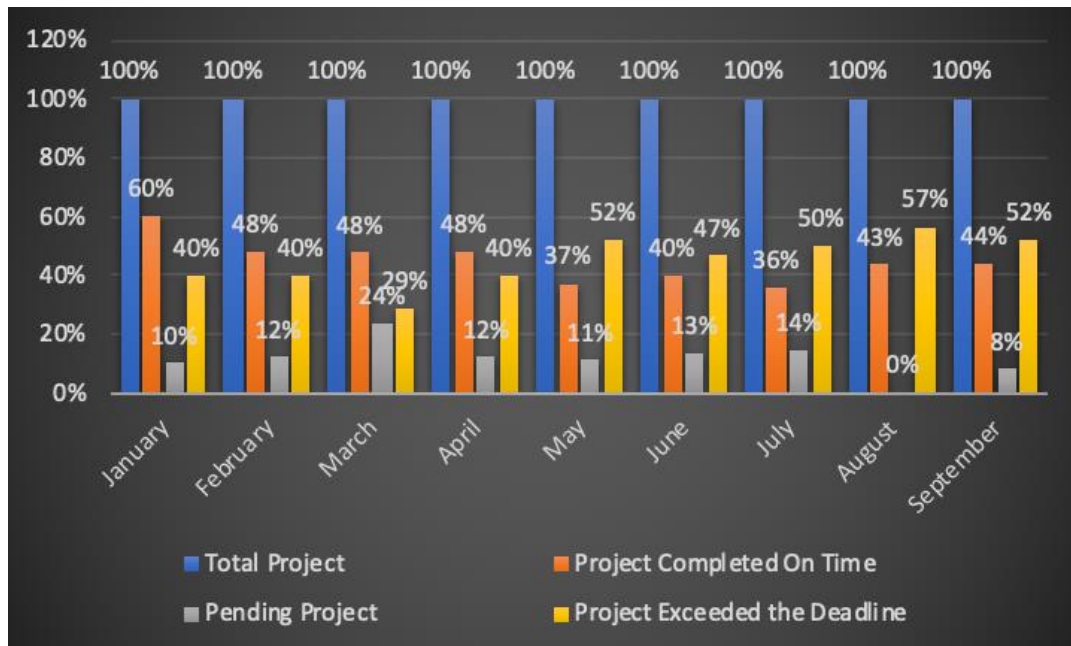
In the performance of PT Xynexis International employees, there are many complaints from clients, indicated by the low quality of services provided by PT Xynexis International employees. Where there are obstacles and problems faced, namely complaints from clients regarding information data security problems that like to experience bugging and sometimes for one day a data cannot be accessed by clients. So, it can be said that the performance standards of employees at PT Xynexis International are still not good, this can be seen from the inability of employees to complete tasks, there are some task not on time and suboptimally to complete. Based on data obtained from internal PT Xynexis International through the project management system using WRIKE tools, there is employee performance based on the project deadlines they have each month.

**Table 1.1 Employee Performance Data Based on Project Deadline (2022)**

Month	Total Project	Project Completed on Time	Pending Project	Project Exceeded the Deadline
January	20	12	2	8
February	25	12	3	10
March	21	10	5	6
April	25	12	3	10
May	27	10	3	14
June	30	12	4	14
July	28	10	4	14
August	23	10	-	13
September	25	11	2	13

*Source: PT Xynexis (2022)*

Based on the data in Table 1.1, it is known that the highest number of projects completed on time was in January, February and June, while for delayed projects the value fluctuated with the most projects being delayed in March and projects exceeding the total time. It continues to increase, dominated by fourteen projects exceeding the deadlines in May, June and July. For a more detailed picture, you can see the percentage in the following graphic image.



**Figure 1.1 Employee Performance Data by Project Deadline**

*Source: PT Xynexis (2022)*

Thus, based on the data in Table 1.1 and Figure 1.1 shown above, it can be concluded that the performance of PT Xynexis International's employees is still not good because they cannot complete all their projects on time or even before the deadline. Based on the results of interviews with Mrs. Yuliani as HRD and Mrs. Liza, one of the employees or employees at PT Xynexis International, stated that many projects were not completed before the deadline, even exceeding the deadline due to the increasing number of projects and the lack of cooperation between busy employees. and prioritize each project to be completed first.

One aspect that can affect the employee's performance is job satisfaction, because as stated by Septyanto and Pertiwi (2020) job satisfaction is the result of individual perceptions in order to complete tasks or fulfill their needs to obtain important work values for themselves. In addition, job satisfaction can affect how the performance results of an employee, because based on research conducted by Syafiana et al. (2022) found that work discipline has a positive and significant effect on employee performance, work discipline has a positive and significant effect on employee job satisfaction, employee job satisfaction has a significant effect on

employee performance and work discipline has a positive effect on employee performance. employee performance through employee job satisfaction.

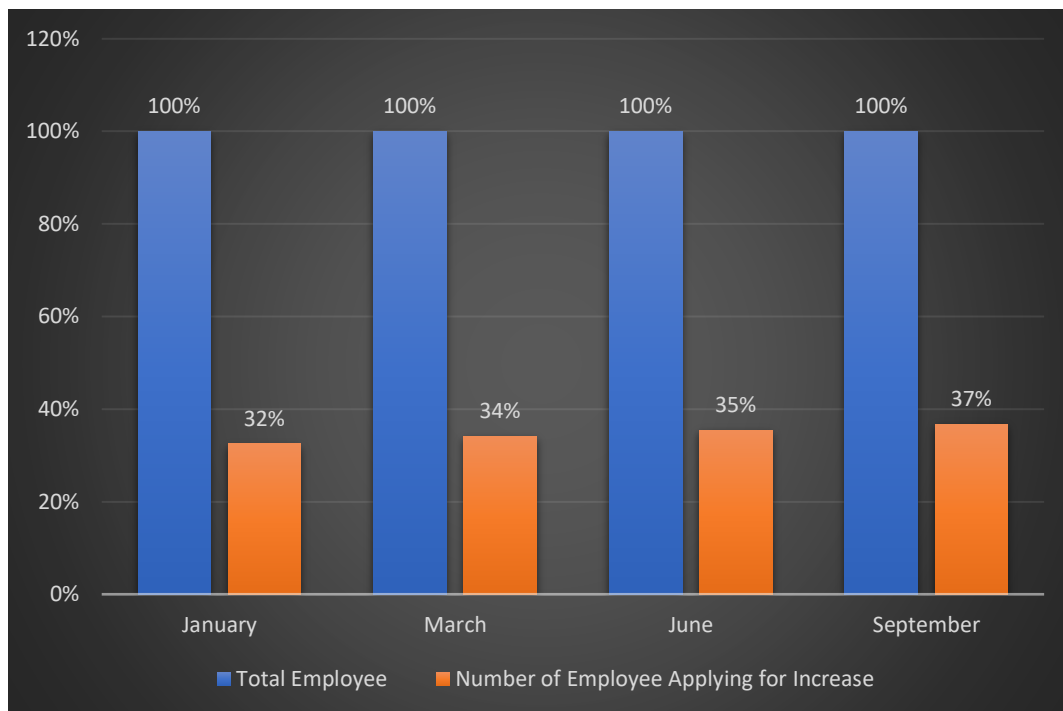
One aspect of job satisfaction that can be assessed is the amount of wages or salaries earned by each employee according to the agreement in their respective contracts. The more appropriate the value of the salary received by an employee will provide higher job satisfaction for an employee which can have an impact on how a person is active and completes every task assigned to him by the company. The following shows the data on the number of employees who applied for a salary increase in recent times during 2022.

**Table 1.2 Data on Submission of Employee Salary Increase of PT Xynexis Internasional**

Month	Total Employee	Number of Employee Applying for Increase
January	77	25
March	79	27
June	79	28
September	79	29

*Source: PT Xynexis (2022)*

Based on the data in Table 1.2 above, it can be seen that, the number who applied for a salary increase at PT Xynexis Internasional in 2022 increased per quarter, the number started from 25 employees in January, 27 employees in March, 28 employees in June and 29 employees in September. This figure continues to increase and is approximately 32% on average of the total employees at PT Xynexis Internasional. Even though the company has provided a fixed schedule for conducting salary reviews per semester. To be clearer for the description of the salary increase application, it can be seen in the percentage graph shown below.



**Figure 1.2 Data on Submission of Employee Salary Increase of PT Xynexis**

*Source: PT Xynexis (2022)*

Based on the data shown in Table 1.2 and Figure 1.2, it can be concluded that the job satisfaction of PT Xynexis International employees is still lacking, especially in the aspect of salary received by each employee. Coupled with the results of an interview with one of the employees of PT Xynexis International, Mrs. Yuliani as a legal and HRD, said that the high number of employees felt that the salary they got was not proportional to the amount of work they had to carry out and complete. In addition, there is also the factor of the company's lack of responsibility for transportation costs for those who work offline and communication dependents when working online or online.

Based on Syafiana et al. (2022) stated that one of the factors that affect the level of performance of an employee is job satisfaction which is described by the amount of wages or salaries received by them. The more appropriate the wages received, the better the performance of an employee, and vice versa.

In addition to the job satisfaction factor, employee performance is also influenced by the work discipline variable shown by each employee. Because work discipline according to Hasibuan (2019) states that discipline is a person's

awareness and willingness to obey all company regulations and applicable norms. In addition, based on research conducted by Pambudi et al. (2022) stated that work discipline has a positive effect on employee performance. Furthermore, compensation does not affect employee performance. Then, work discipline has a positive effect on employee performance. While compensation does not mediate the discipline of work relations with employee performance. Based on the research results, organizations need to consider providing proper and fair compensation to contract employees.

One aspect that can be measured in one's work discipline is project targets that can be completed before the deadline or on time as shown by the data in Table 1.1, and also the attendance rate of an employee working at PT Xynexis Internasional, as shown in the table the following.

**Table 1.3 PT Xynexis Internasional Employee Attendance Data**

Month	Total Employee	Late	Without Explanation	Home Early	The Calculation	Percentage of Violating Attendance Rule
January	77	24	2	4	$(24+2+4)/77$	39%
February	79	30	1	3	$(30+1+3)/79$	43%
Marh	79	31	-	-	$(31)/79$	39%
April	79	30	-	2	$(30+2)/79$	40%
May	79	27	-	3	$(27+3)/79$	38%
June	79	35	1	1	$(35+1+1)/79$	46%

*Source: PT Xynexis (2022)*

Based on table 1.2 above, it can be seen that employees who arrived late from January 2022 to June 2022 fluctuated and most number of employee delays occurred in June 2022, namely 35 employees. For employees who go home not according to the specified time (going home early) during the 6 months period, there are fluctuations, and the most employees who go home not according to the specified time occurred in January 2022, namely 4 employees. Meanwhile, the number of absences of employees without information has decreased for several months and the number of employees who are absent without information the most occurred in January, namely as many as 2 employees. The percentage of employees who violate the rules the most in June is 46% and the least in May is 38%. This shows that the employees of PT Xynexis Internasional still lack discipline,



especially in terms of their attendance, both in terms of arriving late, without explanation and leaving early. Based on the results of the interview with Mrs. Yuliani, she said that the target number of employees who arrived late was at most 5% of the total employees and the target was 0% for employees who did not attend without explanation. Which the definition of violating attendance is the action or behavior of someone who does not fulfill their obligations or responsibilities to be present at a place or event at a pre-agreed time. This action can harm other people who are waiting for them, disrupt the schedule of events, or create difficulties in the planning process. Examples of violating attendance might include missing an important meeting without notifying the people involved in advance, showing up late for a previously scheduled event, or even ignoring important calls or messages that require an immediate response (Pambudi et al., 2022)

Based on several exposures from secondary data and previous studies that have been discussed previously, researchers are interested in conducting research on the level of job satisfaction and work discipline of PT Xynexis Internasional and whether job satisfaction and work discipline are factors that affect the level of performance of PT Xynexis Internasional employees. The title that will be appointed for this research by the researcher is "The Influence of Job Satisfaction and Work Discipline at the Performance of PT Xynexis International Employees".

### **1.3 Problem Formulation**

The high changes and client demand on PT Xynexis Internasional will increase the security of information data and services to be provided, resulting in PT Xynexis Internasional having to be able to process and maintain the quality provided to clients. One of the main aspects in maintaining this quality is Human Resources, because PT Xynexis International is service-based. In addition, maintaining and maximizing the performance of PT Xynexis International's employees will have a good impact on the quality of services offered. However, at this time there are still many projects from clients that are delayed and that exceed the deadline for completing the project, besides that, one of the two aspects that affect the performance is job satisfaction through the amount of salary obtained because there is still high demand for salaries by employees in the last few months.

, as well as employee work discipline which is shown through the employee attendance table where there are still many absences even without explanation. Therefore, it is interesting for researchers to conduct research with the following research questions.

1. How is job satisfaction at PT Xynexis Internasional?
2. How is the work discipline at PT Xynexis Internasional?
3. How is the employees performance of PT Xynexis Internasional employees?
4. How much the influence of job satisfaction and work discipline on employee performance at PT Xynexis Internasional?

#### **1.4 Research Purposes**

The aims of this research are as follows.

1. Understanding of how job satisfaction at PT Xynexis Internasional
2. Understanding of how to work discipline at PT Xynexis Internasional
3. Understanding of how the performance of employees of PT Xynexis Internasional
4. Understanding of how much the influence job satisfaction and work discipline have on employee performance at PT Xynexis Internasional

#### **1.5 Research Benefits**

The benefits of this research are divided into two parts as follows:

##### **1.5.1 Theoretical Aspect**

The theoretical aspect of this research is that this research is expected to provide and become information for other researchers as comparative study material as well as reference material and reference for further research on the effect of job satisfaction and work discipline on employee performance. Encouraging other researchers to develop and improve this research better in the future as well as as a Final Project for S1 Education in the Telecommunication and Informatics Business Management study program, Telkom University.

##### **1.5.2 Practical Aspect**

The practical aspect of this research, with this research, it is hoped that it can provide new knowledge and insights for researchers so that later they are able to apply the theory they get in lectures with actual reality. Then, with this research, it

is hoped that this research can help and provide input, advice on managing job satisfaction, work discipline and employee performance at PT Xynexis Internasional.

## **1.6 Thesis Systematics**

The systematic writing of this research is as follows:

### **a) CHAPTER I INTRODUCTION**

The first chapter shows a general, concise, and concise explanation of the phenomenon and research content

### **b) CHAPTER II LITERATURE REVIEW AND SCOPE OF RESEARCH**

The second chapter describes clearly, concisely, and concisely, the theories related to the topic and research variables to be used as the basis for the preparation of a framework of thought and the formulation of hypotheses.

### **c) CHAPTER III RESEARCH METHODS**

The third chapter provides an explanation of the approaches, methods, and techniques used to collect and analyze data that can answer or explain the research problem.

### **d) CHAPTER IV RESEARCH RESULTS AND DISCUSSION**

The fourth chapter describes the results of the research conducted by the author on the object along with a discussion consisting of respondents' analysis of variables, statistical analysis, and analysis of the influence of variables.

### **e) CHAPTER V CONCLUSIONS AND SUGGESTIONS**

The fifth chapter is part of the research which contains conclusions from the results of the research discussion and suggestions given by the author which are expected to be useful both for the object of research and other interested parties.