CHAPTER I
INTODUCTION

1.1   Object Overview

1.1.1   Company Profile

PT. Tali Cahaya Buana or commonly called TCB is a private company specialized in the field of ICT and network infrastructure. Initially, TCB in 2016 was a subcontractor of a state-owned company, namely PT. Len Industry then started as a main contractor in early 2018. The company also provides hardware and software equipment, data center and network infrastructure, network security, telecommunication and video conference, security monitoring, access control and time attendance system, maintenance in computer and networking, seismic sensor equipment installation, computer-based navigation information system. for ships and submarines and any other installation for IT equipment.

Based on the company profile provided by TCB, this company has experience in making Learning Management Systems (LMS) at the Air Force Academy (AAU), Adi Sutjipto, Adi Soemarmo, and Seskoad, making English self-learning practices, ATC simulator labs, computer aided learning system for sukhoi-27, anti-plagiarism system, tactical NAVAL simulator, in cooperation with BMKG for installation of seismic sensor equipment, repair data distribution unit at KRI Layang, procurement and installation of computer-based navigation for ships and submarines installed in KRI NGL-402, and CKR-401, installation for AC system ducting for the Sukhoi simulator building, installation screen for Sukhoi simulator, electronic airport needs at Kulon Progo Airport Yogyakarta, procurement of engineering laboratory equipment at ATKP Makassar, Laboratory of fuel oil and lubricant at Wingditekkal Kalijati, Labsa AAU, Smartclass AAU, navigation maintenance system (echosounder) at KRI Teluk Cendrawasih and KRI Sultan Nuk u, maintenance of the navigation system at KRI CKA Koarmada, and test center at Lanud Adi Soemarmo, and there are projects that are still on going.

PT. Tali Cahaya Buana is located in a residential compound Buah Batu Square B25, Transmart Buah Batu, Bandung, West Java with a total of 108 employees who are divided based on the divisions required by the company.

1.1.2 Company Profile

To develop the company, PT. TCB has a vision and mission, there is the vision and mission of PT. TCB:

Vision: "Become the best total solution system integrator in the IT field at all customers in Indonesia"

Mission: "Providing the best solution for all customers with the application of information and communication technology rightly, effectively and efficiently." (PT. Tali Cahya Buana, 2023)

1.1.3 Company Logo

Figure 1. 1 Company Logo

Source: *Company Internal Data*

1.2 Research Background

Every company needs good quality of human resources. Even though currently the number of human resources is increasing, it cannot be denied that there are still many of them are not qualified. One of the company's challenges is not only resolved by getting workers who fit the criteria, but also how the company does not waste existing human resources and make the best use of them. Human resources can be managed systematically and sustainable for maximizing and increasing employee satisfaction for doing its job, especially in increasing job satisfaction (Nadiah, 2019).

Al-Suraihi et al. (2021) stated that Job satisfaction is an employee's feelings about their job. Job dissatisfaction influences the employees to leave the organization. If employees are dissatisfied with their job, they may have the intention of leaving the organization, leading them to find employment with other

organizations (Asegid et al., 2014). According to research Bagus & Satrya (2019) satisfaction had significant and negative impact towards employees turnover intention. This shows the importance of company being aware to their employee's job satisfaction to reduce the level of employee turnover intention.

According to the data Table 1.1 below presents data on employees of PT. Tali Cahaya Buana in the beginning of the year and also total employees who resigned from 2020-2022.

Table 1. 1 Employees turnover data 2020-2022

No	Year	Number of Employees Beginning of the Year	Number Of Employee Resignations	Turnover Percentage
1.	2020	81	14	17,3%
2.	2021	80	18	22,5%
3.	2022	85	23	27%

Source: HRD of PT. Tali Cahaya Buana

As stated in the table 1.1 above, the number of resignations since 2020 until 2022 are varied. In 2020 a total of 14 people left the company, then in 2021 a total of 18 people left the company, and a total of 23 people leave the company in 2022. It means there were 64 employees who quit work from PT. Tali Cahaya Buana for 3 (three) years.

Relationship between job satisfaction with employee turnover intention stated that Job satisfaction on employees has a very important meaning for company. Employees will stay at the company and able to work independently. Productive when the employee feels satisfied with what he got. Job dissatisfaction has been frequent identified as a reason important cause of the individual left his job. Job satisfaction have a close relationship with the mind to quit work and intention to find another job intention for stop at the end of having a relationship significantly to actual turnover. This is strengthened by Wahyuningtyas et al. (2015)

research, other factors influencing turnover intention the company are include talent management, the HR department's function, work-life balance issues, and job satisfaction.

The result of research by Ardianti et al. (2018) in their research entitled the effect of job satisfaction and organizational commitment on turnover intention with person organization fit as moderator variable Job satisfaction is an important reason for employees to stay or leave the company or organization. Because the cause of turnover intention is employee job satisfaction. And to reduce the occurrence of turnover intention in the company, the company must at least increase the level of employee job satisfaction. Where job satisfaction is something that is individual and each individual has a different level of satisfaction the value system that applies. Job satisfaction itself is an emotional attitude in the form of love and a sense of fun towards his work, where this attitude is reflected in behaviours such as work morale, discipline, and work performance.

Table 1. 2 Absenteeism data

Months	On time	Late Presence	Absence
January	88,1%	2,5%	9,3%
February	89,4%	3,2%	7,4%
March	93,0%	2,9%	4,1%
April	90,5%	3,4%	6,1%
May	91,6%	2,6%	5,8%
June	92,6%	3,4%	4,0%
July	89,2%	3,8%	7,0%
August	91,2%	3,6%	5,2%
September	93,8%	2,8%	3,4%

Source: HRD of PT. Tali Cahaya Buana

Absences from work affect an organization's ability to carry out and complete its responsibilities in a way that is satisfactory, which reduces its ability to respond to the requirements of the people it serves. The absence of a worker from their place of employment at a specific time when their presence is expected by society is known as absenteeism (Ribeiro et al., 2019). It is shown by the data above that TCB shares varying levels of latencies. July had the largest rate of late presence

which was 3.8%. For absenteeism data, the highest value of absence was in January with a value of 9.3%.

The author has conducted an interview with PT. Tali Cahaya Buana with HR manager and commissionaire at December 2022 and main director at March 2023. After conducting interviews with sources, the author find phenomena that occurred in the company. Several complaints were expressed by TCB employees that they often have a lack of good information delivery when explaining job descriptions, also they often misunderstandings and miscommunication at work, because if there are issues with communication, the work environment may become less pleasant. This will not happen if human resources in the organization can establish good communication and job descriptions are shared regularly, so that what is instructed by supervisors can be understood and carried out by subordinates.

Communication is needed in organizations because it includes the process of developing and sending messages that are on one another to solve insecure or changing organizational situations. There are several problems faced by TCB. In vertical communication problems, employees often do not understand their position in the company because closed communication often occurs because superiors do not provide direction according to their job description. This also makes subordinates not provide open communication to their superiors. Meanwhile, the horizontal communication problems faced by companies are due to seniority among employees. This happens because seniors think that when they share knowledge, one day their position can be replaced, whereas when there are new employees they feel reluctant to ask questions so that information cannot be conveyed and it is difficult to adapt. Organizations should be able to achieve cooperative goals where team members can rely on each other and will consider each other's ideas and discuss each other's perspectives openly. HRD's task is to make employees feel a more collaborative relationship, the more they share information and discuss differences of opinion directly, which makes employees work more effectively (Dudija, 2015)

One of the triggers for high employee turnover at TCB is due to a mismatch between the initial job description and the job when you are accepted as an

employee. For example, when recruiting employees, they are given a job desk as a cleaning service, but as time goes by, due to the influence of external factors, the employee is given an additional job description to help the hardware team work in the field according to their abilities. This happens because it is based on the dynamics of work and company development so that additional workers are needed due to external factors that come in, for example user requests that speed up the deadline from the previous target. Organizations are required to be dynamic and adaptive to changes in the external environment, therefore good conflict management is needed (Forastero et al., 2018) That is where the role of HRD is needed by the company.

Apart from the problems of communication and job descriptions, there is a phenomenon regarding the work environment at PT Tali Cahaya Buana. The layout of employee work desks that are close together results in employees not focusing on completing their work. The inefficient layout makes them tend to chat with their co-workers but not to discuss work and there are some employees who even spend their working time playing cell phones or playing games to get rid of the boredom. This has been directly noticed by HR Manager Mr. Ia Mufti through CCTV footage.

Figure 1. 2 Project Condition

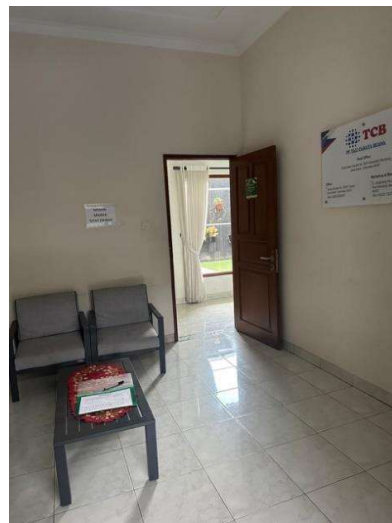Figure 1. 3 Administration Room

Figure 1. 4 Waiting Room

With communication, job descriptions and an effective work environment, employees work well, and job satisfaction arises from the results they do, because they feel they have been provided with clear and accurate information and descriptions and comfortable work environment. Meanwhile, the leader can also find out the extent to which employees can understand their duties and the extent to which employees pay attention to the company and to their supervisors. On the other hand, according to Hasibuan in Safari (2021) job dissatisfaction can be seen in various ways, including stopping work, employees complaining being disobedient, often missing work, and avoiding dome of their responsibilities.

According to Ratnasari et al. (2021) stated that if employees are satisfied with the company, employees will be more enthusiastic about working and have a

desire to improve their performance, which is why job satisfaction is very important for companies. Job satisfaction can also be referred to as the emotional attitude of someone who likes their job, because this attitude will show the discipline, achievement, and work enthusiasm of employees. when duties are not well described or when duties are not in line with current responsibilities, the employees are dissatisfied. Job description provides a formal relationship between an employee and the organisation (Ramhit, 2019).

Candrawasih (2019) states that it is very important for companies to have detailed job descriptions, well-structured obligations and responsibilities of each position, reducing the level of employee burnout by carrying out employee activities, and implementing the provisions and commitments given by the company. If the job description is unclear or exceeds the capacity of employees, there will be overlapping tasks which result in employees having to work overtime. And if the tasks given are monotonous, disproportionate, or less challenging, it can affect employee job satisfaction. According to (Fathoni, 2020) and (Minarsih, 2021) which states that job descriptions affect job satisfaction. Candrawasih (2019) assumption explains that job saturation can develop and result in the division of employee duties and can affect employee job satisfaction. Job descriptions can help businesses better organize their workforce and maximize the value of a trained workforce. Organizations can become more adaptable by hiring, selecting, and training individuals with the skills needed for successful performance with good human resources (Switasarra et al., 2021).

To achieve the goals of a company or organization, human resources are needed who have the ability to carry out the work given to them, are responsible for their duties and positions, and most importantly are able to communicate well. By increasing work to achieve organizational goals, in the organization employees have to interact with each other, exchange ideas, and help each other to solve problems by communicating between organizational members. In organizations, the ability to communicate with other people or between individuals will make it easier for employees to complete their work and be able to increase employee satisfaction. Effective communication with the leader requires employees to feel

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greater involvement and to experience a higher level of satisfaction (Tulangow et al., 2016). Job satisfaction is influenced by effective communication between supervisor and subordinate which suggests that greater communication between supervisor and subordinate can increase job satisfaction. In accordance with the result of research by Surucu and Maslakci (2020) which states that organizational communication has a positive effect on job satisfaction.

Besides job description and communication, work environment is one of the major issues in running an organization. Many organizations fail to understand the importance of the work environment. The work environment in a company needs to be considered, this is because the work environment has a direct influence on employees. Employee productivity can increase if a good and conductive work environment exists in the company. Employees are very concerned about their work environment either for personal comfort or to facilitate doing good tasks. Handling a good work environment will make the company have the ability to provide work enthusiasm for employees so that it will affect employee's job satisfaction. This is accordance with research conducted by Sundari and Priya (2020) and Ardianti et al. (2018) which states that the work environment has a positive effect on job satisfaction. However, it is different from Wongkar et al. (2018) which states that the work environment has no significant effect on job satisfaction.

Based on the background described above, the authors are interested in conducting research titled "The Effect of Job Description, Organizational Communication, and Work Environment Towards Employee job satisfaction at PT. Tali Cahaya Buana.

1.3   Problem Statement

According to data provided by the organization, there were 64 people who quit their jobs in the last 3 years at PT. Tali Cahaya Buana. PT. Tali Cahaya Buana has a problem that starts with complaints about the lack of clarity in job description, communication between divisions, and a less conductive work environment. This problem affects the value of employee job satisfaction.

When employees do not get a clarity of job description, it will affect overlapping tasks and with unclear communication, there will be disturbances and conflicts around employees and delays in achieving work. If a detailed job description has been implemented in the company, it will make the company well-structured in the obligation and responsibilities of each position, reduce the level of job burnout of by conducting employee activities and if good organizational communication has been implemented in the company, it will make it easier for employees to complete work targets and have fewer conflicts around employees. However, it is very important to understand the intention of the effect of job description, organizational communication, and work environment on job satisfaction, especially in this company. As a result, the authors conducted research on this topic.

1.4 Research Question

Based on the previous background and problem description, it is possible to formulate research questions, namely:

1. How is job description at PT. Tali Cahaya Buana?
2. How is organizational communication at PT. Tali Cahaya Buana?
3. How is work environment at PT. Tali Cahaya Buana?
4. How is job satisfaction at PT. Tali Cahaya Buana?
5. How much is the influence of job satisfaction towards job satisfaction at PT. Tali Cahaya Buana?
6. How much is the influence of organizational communication influence towards job satisfaction at PT. Tali Cahaya Buana?
7. How much is the influence of work environment influence towards job satisfaction at PT. Tali Cahaya Buana?
8. How much is the influence of job description, organizational, and work environment influence towards job satisfaction at PT. Tali Cahaya Buana?

1.5 Research Objective

Based on the research question above, this study aims to analyze:

1. Job description at PT. Tali Cahaya Buana.

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2. Organizational communication at PT. Tali Cahaya Buana.

3. Work environment at PT. Tali Cahaya Buana.

4. Job satisfaction at PT. Tali Cahaya Buana?

5. The influence of job satisfaction towards job satisfaction at PT. Tali Cahaya Buana.

6. The influence of organizational communication influence towards job satisfaction at PT. Tali Cahaya Buana.

7. The influence of work environment influence towards job satisfaction at PT. Tali Cahaya Buana.

8. The influence of job description, organizational, and work environment influence towards job satisfaction at PT. Tali Cahaya Buana.

1.6   Research Benefits

In conducting research, author hope this research can provide benefits both theoretically and practically. The benefits of this writing are:

1.6.1   Theoretical Benefits

This study may be used as additional knowledge for the author, insights for the improvement of talents in studies and alertness of theories which have been acquired from lectures. The outcomes of this have a look at also are anticipated for use as a reference and further know-how for researchers and organizations studied (PT. Tali Cahaya Buana). The outcomes of this have a look at also can offer to readers approximately the virtual implementation inside the company.

1.6.2   Practical Benefits

This research reveals the positive and negative things of PT. Tali Cahaya Buana business. So, that the company knows the advantages and disadvantages and opportunities and business threats for the company concerned. In addition, the results of this study can be useful as additional information for the company concerned. To develop the company's business in a better direction. So that the company can continue to survive and continue the business with high quality.

1.7   Systematic of Mini Thesis Writing

The systematics writing in this study is structured into four chapters. The following are the contents of each of these chapters:

1. **CHAPTER I INTRODUCTION**

    This chapter is a general, concise, and concise explanation that accurately describes the content of the research. The contents of this chapter include: an overview of the research object, research background, problem formulation, research objectives, research benefits, and final project writing systematics.

2. **CHAPTER II LITERATURE REVIEW**

    This chapter contains theories from general to specific, accompanied by previous research and followed by a research framework ending with hypotheses if needed.

3. **CHAPTER III RESEARCH METHODS**

    This chapter outlines the approaches, methods, and techniques used to collect and analyse findings that can answer the research problem. This chapter includes a description of Types of Research, Operationalization of Variables, Population and Sample (for quantitative) / Social Situation (for qualitative), Data Collection, Validity and Reliability Test, and Data Analysis Techniques.

4. **CHAPTER IV RESEARCH RESULTS AND DISCUSSION**

    This chapter contains results of the research and discussion are systematically described in accordance with the formulation of the problem and research objectives and are presented in separate sub-headings. This chapter contains two parts: the first part presents the research results, and the second part presents a discussion or analysis of the research results. Each aspect of the discussion should start from the results of data analysis, then be interpreted, and then followed by drawing conclusions. In the discussion, it should be compared with previous studies or relevant theoretical foundations.

5. CHAPTER V CONCLUSIONS AND SUGGESTIONS

This chapter conclusions are answers to research questions, then become suggestions related to the benefits of research.

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