

ABSTRACT

PT Indosat Tbk, also known as Indosat Ooredoo Hutchison (IOH), is one of the leading telecommunication service and network providers in Indonesia. Established in 1967, it has been a pioneer in the telecommunication industry. Throughout its journey, Indosat has undergone several mergers, including the merger with Satelindo and Indosat IM3 in 2001, Ooredoo Qatar in 2008, and most recently, the merger with PT Hutchison 3 Indonesia on January 4, 2022. The company is now known as Indosat Ooredoo Hutchison (IOH).

This study aims to understand how cross-cultural mergers, work motivation, and employee performance are affected within Indosat Ooredoo Hutchison. Additionally, it seeks to analyze the extent to which cross-cultural mergers and work motivation influence employee performance at Indosat Ooredoo Hutchison. The research employs a quantitative method, utilizing descriptive data analysis techniques to present the findings. Data collection was conducted through questionnaires. The study uses a Likert scale with a total of 49 statements. The population for this research includes permanent employees at Indosat Ooredoo Hutchison, totaling 2,700 individuals. The sample was determined using non-probability sampling, specifically the Slovin formula, resulting in a sample size of 348 participants.

The hypotheses for this study are: H1: Cross-cultural mergers have a significant positive impact on employee performance. H2: Work motivation has a significant positive impact on employee performance. H3: Cross-cultural mergers and work motivation together have a significant positive impact on employee performance.

Keywords: *Cross-Cultural Merger, Work Motivation, Employee Performance*