

CHAPTER I

INTRODUCTION

A. The Background of The Research

Communication is a fundamental thing in our daily life. Lussier and Hendon (2019) stated that communication is the process of transmitting information and meaning (p. 1699). In every particular activity even in professional world, communication is intensely needed to build the fine ethic work that later can be used in order to keep company healthy. As stated by Armstrong (2012), the good communications are important for three reasons:

1. They are a vital part of any change management programme.
2. Commitment to the organization will be enhanced if employees know what the organization has achieved or is trying to achieve and how this benefits them.
3. Effective communication generates trust as organizations take the trouble to explain what they are doing and why (p. 426).

Communication as it is seen through psychological side of human being in achieving both organizational and individual goals which high performance and employee satisfaction are mention in it. It can be said that this one of humanistic approach aimed to construct the organisation as an appropriate environment. It should be noted as Fisher stated that

communication clearly covers all discipline and has eclectic character (Sobur, 2013, p. 68)

Building communication and psychology are based factors to determine how company runs well. Similarly to Mathis, et al (2016) statement that mentioned state building positive human capital brings together all assets of an organization so that work gets done and the company functions well. Furthermore Mathis and Jackson added that there are four types of organizational assets; physical assets, financial assets, intellectual property assets, human assets (pp. 8 – 9). All of these assets are important, but the human assets are the “glue” that holds all the other parts together to achieve results. Due to this reason, it is clearly that human resources are important to build company well.

Industry basically is distinguished into two kinds, goods industry and service industry. The goods industry is the business processing a raw material into semi-finished and finished goods. Meanwhile, service industry is an industry that engaged in services or services both to serve and support other industrial activities or provide services or services directly to consumers.

The presence era of globalization makes industry invite of several factors which is characterized by two major contradictory tendencies in synergy; economic life and political life. These things produce a breakthrough in business. This condition cannot be separated also has an impact on changes in the business environment the influence of

telecommunication service management companies that serve the needs of customers or society in general.

The change in this business environment tends to change in various effects that require organizations to open themselves to the demands of change and try to develop strategies and policies that are in line with changes in the business environment.

PT Telkom, which is one of the operators of telecommunications services, as a result of changes in the business environment, will experience the impact of changes in the management of the company. PT Telkom Bekasi Area is one of the telecommunications service areas of the Company PT Telekomunikasi Indonesia, Tbk (PT Telkom), which is one of the telecommunication operator companies in the territory of the Republic of Indonesia. In this company, the management of HR (Human Resources) is a very important thing considering that HR is one of the factors that greatly affect the performance of the company.

Human resource management researches have paid a major attention to the overall issues of managing people which are integrated on corporate level. This is a criticism towards the studies which focused on strategy and practices of human resources management. The assimilation of human resource management into other strategies is critically important since the sustainability of company's performance and competitive advantage is established by several factors includes human resource.

Based on the reasons above the writer chooses the title “Job Description of HRD Staff at PT Telkom Branch Company Bekasi.”

B. Research Questions and Scope

1. Research question

Based on the background of the research, the writer purpose some questions of the research, as follow :

- a. What obstacles were faced by the observation of HRD staff in PT Telkom Branch Company Bekasi Indonesia being done?
- b. What problem solving must be done in each step of job of HRD staff in PT Telkom Branch Company Bekasi Indonesia?

2. Scope

In this research the writer gives limitation of the research on human resources department in PT. Telkom Branch Company Bekasi. The writer tries to describe the job of HRD staff such as recruiting process, filling file, training the worker, and manage the department. Those tasks which the writer explains are written serially.

C. The Objectives and Significances of the Research

1. Objectives of the Research

The Objectives of the Research are :

- a. To identify the obstacles faced by the writer at human resources department in PT Telkom Branch Company Bekasi.

b. To find the solution and to solve the obstacles at human resources department in PT Telkom Branch Company Bekasi.

2. Significances of the Research

a. For the writer

The writer has to write a paper in order to fulfill his final task in D3 program in English Department at STBA-JIA. The writer department evaluates how much importance is the human resources in PT Telkom Branch Company Bekasi is.

b. For the reader

It is expected that the paper can help in understanding about human resources field, enlighten the reader about the function, and able to increase the knowledge also experience.

c. For the company

To make a breakthrough in handling employees in order to create harmonious working environment.

D. The Operational definition

1. Human Resources Department

Human Resources Department (HRD) also known as Human Resources Division in Indonesia is a department within a company that is responsible for handling or managing the employees in a company or organization. HRD is responsible for ensuring the company to get the best employees. Therefore, in terms of employee recruitment, HRD is most

considered party that has responsibility for managing the selection process. After acceptance, the next task is to maximize the best ability of the employee to serve better in the company. In most companies, HRD staff must have a psychology education background. In the interview process, they usually play an important role.

2. Job

The job of an HRD depends on the size of the company, the number of HR, and the needs of the company. However, most fundamentally, HRD is tasked with recruiting and developing employee potential.

E. Research Methodology

In executing the research, the writer applies the descriptive qualitative analysis. Sugiyono (2014) defined that qualitative analysis is the method that based on post-positivism, used to examine the natural object of condition where the writer is the key instrument (p. 9). Moreover, the data collection is done by the combination. The data analysis is inductive, and the result is more emphasize the purpose than generalization.

In this research process, the writer uses a descriptive qualitative analysis with technique, collecting data, observation and documentations at PT. Telkom Bekasi. PT. Telkom Bekasi which is located on 4 Rawa

Tembaga street, South Bekasi. In addition, to complete the data, it took a month of March 2019 to collect the information and do the research.

F. The Systematization of Research

The systematization of the paper means to present the paper in well-edited composition. This paper is divided into 5 chapters as follows:

Chapter I is an introduction which tells about the background of the research, the scopes of the problem, the question of the research, the objectives of the research, the significances of the research, operational definitions, research method, and the systematization of the paper.

Chapter II mentions the definition of human resources management, entities of human resources, and jobs description.

Chapter III explains the company history, organization structure, procedure in this company, and work frame.

Chapter IV presents the data description, observation obstacles, and problem solving.

Chapter V concludes the research that written had done and suggests what it needs for the HRD of PT. Telkom Branch Company Bekasi's improvement.