

Industrial Relation: A Comparative Study in Nigeria and Indonesia, Historical Perspective

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Abstract—Indonesia and Nigeria are two countries with different histories. Yet both are countries once colonized by different colonial countries. The evolution of labor relations between Indonesia and Nigeria is interesting. From the perspective of history that originated from the invaders who entered what happens to both countries is one of the main attractions to examine the similarities and differences in the evolution of labor relations that occur from two different occupiers. This study examines the evolution of employment relation in developing countries, especially in Nigeria and Indonesia. This event occurred in Nigeria and Indonesia that began with the colonialist entry in both countries. This case study achieves Through in-depth descriptive and historical case study of the transfer of the British Voluntarist ERP to Nigeria and the history of Indonesian nationalism labor. A review of the literature of such transfer of management practices reveals that there are so much different in both perspectives of change. In an attempt to make this study can explain better about the difference, this study relies on descriptive and historical sources on the transfer on employment relation practice. The finding confirms that both countries have so many differences from many aspects.

Keywords—*Nigeria; employment relationship; British Voluntarism; Indonesia Nationalism Labor; Labor Movement*

Industrial Relations: Comparative of Non-Standard Employment Relationship in Nigeria and Indonesia

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Abstract—The research objective is to study and determine the level of non-standard employment relationships in Nigeria and Indonesia. The employment relationship is not as standard as is initial workers, which are contract employees and outsourcing. The nonstandard employment relationship are reinforced by the number of unemployment in Nigeria and Indonesia which are every form of nonstandard employment will offer the challenge but it will tend to have the great of losses. The results of the study found that non-standard employment relationships in Nigeria and Indonesia in general is not different. Most employees are not standard work is in positions which have low skills, without a career path and can harm the development of human resources for both companies or clients. On the other hand, who had a temporary job as an employee or non-standard employee is better than not having a job. Therefore the unemployment rate can be reduced and can significantly increase the country's economic growth.

Keywords—*Unemployment; nonstandard employment relations; contract employees; outsourcing; country's economic growth; Indonesia; Nigeria*

Role of Emotional Intelligence, Employee Engagement and Employee Readiness of Change on the Implementation of Job Performance Assessment of Employees on Public Sector Organization

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Abstract—The changes that occur will have an impact for employees, employees who are ready for this change will be ready and eager to change because it can give them an opportunity to learn and grow, not the case with employees who are not ready for change, change is likely to bring negative consequences for them, namely include: uncertainty, frustration, isolation, depression, and anxiety (Martin et al, 2005). The purpose of this study to analyze and prove whether emotional intelligence, employee engagement and employee readiness of change affecting the implementation of Job Performance Assessment (PPK) employees at the Regional Office of State Personnel Board II Surabaya. The sample used in this study are employees of the Regional Office II BKN Surabaya with probability sampling technique with simple random sampling. The analysis technique used is multiple linear regression analysis. The analysis showed that emotional intelligence, employee engagement and employee readiness of change affect positively and significantly to the implementation of performance appraisal (PPK) Employees (Y) in the Regional Office II BKN Surabaya. The third independent variable can explain the implementation model of performance appraisal (PPK) Employees (Y) amounted to 60.5%.

Keywords—*emotional intelligence; employee engagement; employee readiness of change and job performance assessment of employees*

Spirituality in Workplace: Comparison India and Indonesia

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Abstract—Spirituality is fundamental to every individual, and as an understanding of the basic substance of the meaning of work is closely related to the values of spirituality that individuals have in their work. The individual's spirituality in work also refers to the framework of organizational values. The spirituality of work is defined as the framework of organizational cultural values that encourages the transcendent experience of employees Through the process of work. The type of research includes the type of literature study research by finding theoretical references relevant to the case or problem found. Data collection method in this research is secondary data that is data obtained from book, journal, and internet. Literature study is a method used to collect data or sources related to the topic raised in a study. Literary studies can be obtained from various sources, journals, books, and the internet. The conclusion from this paper are: (1) the concept of spirituality differs from the concept of religion, although both have a very close relationship. (2), spirituality in business organizations based on studies and research provides a number of positive roles in improving employee and organizational performance when properly and appropriately implemented. (3), the application of spirituality in business organizations can touch at individual level, work unit level, leadership level, and overall organizational level.

Keywords—*Spirituality of Work; Organizational Effectiveness; India; Indonesia; Religion; Islam; Hindu*

Improvement Effort of Employee Satisfaction and Employee Performance Through Intrinsic and Extrinsic Motivation

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Abstract—This research aims at analyzing the influence of intrinsic and extrinsic motivation toward work satisfaction and staff performance. The information gained from this research is crucial for the institution as a consideration to apply the increase of staff performance. The subject of this research is the permanent educational personnel staffs of universities in Daerah Istimewa Yogyakarta. The technique of sample collecting applies the census method. The method of data collecting using survey method by distributing the questionnaires involves 104 respondents. The data is analyzed using Structural Equation Modeling (SEM) which is run through AMOS 21 program as the analysis tool. The research findings show that intrinsic motivation and extrinsic motivation have positive influence toward the work satisfaction. Then intrinsic motivation has a positive effect toward the work satisfaction, meanwhile extrinsic motivation does not have influence toward the work satisfaction, and the work satisfaction has a positive influence toward the work performance. Generally, this model is supported in field.

Keywords—*Intrinsic Motivation; Extrinsic Motivation; Work Satisfaction; Work Performance*

Effect of Job Satisfaction, Work Motivation, and Leadership on Organizational Citizenship Behaviour and Employee Performance in PT. MSH Niaga Telecom Surabaya

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Abstract—PT. MSH Niaga Telecom is a company that operates as telecommunication service provider especially in telephony value added service such as calling card service. In 2009, telephone value-added service providers declined significantly, and further reduced. This is due to consumers switching to other technologies to communicate like mobile and internet. Many providers who eventually close or merge to companies whose service products are experiencing increased sales. Based on the internal assessment of employee performance, employees with satisfactory value decreased from 79% in 2014, 76% in 2015, and 74% in 2016. To improve the performance, it is necessary to approach human resources factor such as job satisfaction, work motivation, leadership, and organizational citizenship behavior (OCB). This study aims to determine how much influence job satisfaction, work motivation and leadership to OCB and employee performance of PT. MSH Niaga Telecom Surabaya branch with SEM-PLS method. The result of this research is job satisfaction have positive and significant effect to OCB with t-statistic value 3,238, leadership have positive and significant effect to performance with t-statistic value 2,038, and OCB have positive and significant effect to performance with t-statistic value 2,911. With the knowledge of significant variables affecting employee performance is expected to improve the performance of PT.MSH Niaga Telecom Surabaya for the foresee able future.

Keywords—*Job satisfaction; Work motivation; Leadership; Organizational citizenship behavior; Employee performance*

Effect of Salary Satisfaction, Workload Satisfaction and Performance Appraisal Satisfaction to Employee Turnover Intention (Case Study: PT. XYZ – Bandung)

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Abstract—High turnover rate will cause a negative impact for the company, such as creating instability and uncertainty of labor conditions and the increasing cost of human resources in the form of training costs that have been invested on the employee to the cost of recruitment and retraining. High turnover of PT. XYZ-Bandung rate almost 20% each year also resulted in the company is not effective because the company loses experienced employees and the need to retrain new employees. Therefore lost of business knowledge management and skills insight then competitiveness company. The study aims to examine the effect of salary satisfaction, workload satisfaction and performance appraisal satisfaction to employee turnover intention in employees of PT. XYZ-Bandung. This study used quantitative methods using a type of survey, data collection methods with questionnaires. The population in this study is all employees of PT. XYZ much as 1.340. Sampling technique with stratified random with Slovin formula obtained sample of 267 respondents. Data were analyzed using a multiple linear regression. The results showed that the salary satisfaction negative influence and significant to the employee turnover intention, the workload satisfaction negative influence and significant to the employee turnover intention, the performance appraisal satisfaction negative influence and significant to the employee turnover intention. Based on the result of data processing, it was found that by improving on factors of the salary satisfaction, the workload satisfaction and the performance appraisal satisfaction could minimize the employee turnover intention and at the end will be increasing company's competitiveness.

Keywords—*Salary Satisfaction; Workload Satisfaction; Performance Appraisal Satisfaction; Employee Turnover Intention*

Development of Heuristics Scheduling Model for Human Resources Allocation in PT. XYU

*(Pengembangan Model Penjadwalan Berbasis Heuristics
untuk Alokasi Sumber Daya Manusia di PT. XYU)*

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Abstract—Optimization planning on the strategic aspects are very important for PT. XYU including allocation optimization of HR (human resources) and timeliness metering activities completion. Moreover, by operating in the mature facility lead to increase of corrective maintainance activities. Those things are a challenge for PT. XYU to remain able to operate safely and maintain accountability, particularly in relation to metering equipment. Totally there are more than 300 meters that need to be managed by the minimum human resources, at which almost all the metering activities have a due date. Metering activities includes routine work, project and corrective, which aims to achieve reliability and accountability. Meter accountable is an important factor in providing accurate information production. While the number of meters may not be reduced, and human resources may not be added. Therefore, an optimum scheduling method of metering activities is required to precisely allocate human resources right on targeted and with timely completion. This Research was conducted on the team metering activities in PT. XYU in East Kalimantan operating unit. The best solution in multi-resource and multi-project approaches can be obtained by analyzing all possible schedules but with consideration of the effectiveness and characteristics of the problem, the best scheduling method is to prioritize the activities using Heuristics multi-pass priority based. An initial stage are grouping an activities based on their priorities ie routine and project work, An application is by making algorithm priority rules “minimum slack time” and priority rules based on prioritization of work and criticality of equipment. Then the both algorithm will decide which activitie gets the allocation of human resources first. Performance of both schedule of these two priority rules is compared by analyze its objective achievements. Objective factors for evaluating the performance of them are a weighted lateness of routine activities and project completion ie the completion date and makespan of the project. From the research results we get the lowest Weighted Lateness is the result of the implementation of priority rules "minimum slack" and the best project completion objectives the priority rule "prioritization of work and criticality meter" is better. The validation results prove there is a decrease weighted lateness in routine and project activities. The study also conducts an analysis to examine the type of resource as the dominant variable that causes the latent work lateness and project delay. For management, correct identification will result good evaluation of internal metering staff requirement and the number of technicians required in ongoing contracts. This research can also obtain the most logical makespan of the project with the consideration of the number of man-power and the burden of other routine activities. Overall implementation of this priority-based scheduling model is a managerial step forward in the field of project management but also in the field of HR management especially improvement in the planning, organizing, and evaluation of human resources.

Keywords—*multi-pass priority based Heuristics; Priority rules; objectives; makespan problem; Lateness problem.*

Analysis of Effect of Relationship between Personality and Performance Through Intervening Variable Motivation and Teacher Certification (Case Study on Teacher of Madrasah Aliyah)

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Abstract—Teachers are important for student progress and are key to the education system. The learning process undertaken in the madrasah can be judged by the teacher's performance. Performance describes the level of achievement of the implementation of activities in realizing the goals, goals, vision and mission of the organization contained in the planning strategy of an organization in various sectors, both private and public. To improve the performance, the Human Resources approach is needed such as personality, motivation, and teacher certification. So in this research is to see the influence of personality to the performance through motivation and certification of teachers on Madrasah Aliyah teachers. The results of this study are for teachers who have certification, personality affecting the performance, personality effect on certification and certification affect the performance with variable intervening certification, while for teachers who have not certified, personality does not directly affect the performance, personality influence on motivation and motivation Effect on performance with intervening motivational variables, and certification can also be an intervening variable.

Keywords—*Personality; Motivation; Performance; Certification; Teacher*