

ABSTRACT

A Study of organization provided a clear explanation on how individuals and groups behave in organizations. The motivation accounted for a theme that is interesting to study. This is closely also consistent with a common view that employees having high motivation would be able to undertake their tasks and responsibilities in better manner.

A range of studies and theories on motivation have been developed by many experts; however, the reality in the field show that those theories were not always be able to answer a phenomenon that a person who felt he or she didn't obtain anything he expected from the organization, he would leave this organization.

Some theories regarding the organizational commitment tried to elucidate the phenomena. It might be truly that people who worked at in the organization did not always have a desire to attain financial rewards. On the contrary, people often decided to stay working in the organization because of immaterial reasons, such as identity closeness, social status, opportunities to make career, sense of being indebted to organizations and many others.

In Addition, the organizational learning perspective indicated that the motivation exerted a considerable effect on the employees' efforts. Another theory explicated that there was a relationship between the employees' commitment and efforts. Given these facts, then an assumption emerged that the motivation and commitment generated a significant impact on the employees' efforts. Furthermore, since the effort referred to an activity, then a level of the employee's success could be determined by the effort in implementing the tasks and responsibilities that the organization granted to him. Finally, the success certainty would make people feel satisfied.

The Customs and Excise Service Office of Tipe A at Tanjung Perak possessing The Task of executing a technical policy of Directorate General Of Customs and Excise should increase its human resource in terms of some aspects such as the employee's motivation, commitment, effort, performance and satisfaction.

The result suggested that the employee's motivation and commitment were significantly correlated with employee's efforts, employee's commitment produced a dominant effect on employee's efforts, where the employee's efforts were significantly to the employee's performance. In the same way, the satisfaction had a significant effect on the performance.