

## ABSTRACT

*Businesses in the rapidly changing Telecommunications and Digital services industry are forced to constantly adapt in order to survive and thrive. To address the various challenges posed by rapid changes, including technological advancements, companies striving to survive must migrate and adopt digital-based, centralized, real-time, and automated systems. Transformation is a necessity to survive, remain relevant, and win in the competition. As part of its transformation policy, PT Telkomsel has made changes to its operational structure by transferring a portion of its network operations to PT Telkom Infra.*

*Through this transfer process, several phenomena have emerged as research concerns that could potentially have a negative impact on employee motivation, such as unclear workload distribution, increasing workloads, and ambiguous job scopes. Challenges related to employee competence, such as employees lacking skills in network handling and insufficient knowledge in utilizing digital tools, have also been identified. The lack of motivation and competence among employees in a company can potentially affect their performance.*

*The aim of this research is to identify employee motivation, competence, and performance, as well as the influence of motivation and competence on the performance of employees at PT. Infrastruktur Telekomunikasi Indonesia in the DIY-Central Java region, both simultaneously and partially.*

*This research utilizes a descriptive and verificative methodology. Data collection methods include on-field observation to gather facts, interviews to understand the observed phenomena, identification of indicators, and quantitative investigation through surveys. The potential number of respondents for the survey is 100 individuals, and data processing will be carried out using the SEM PLS (Smart PLS) application.*

*The results of the research indicate that, partially, motivation significantly influences employee performance, while competence does not have a significant impact on employee performance. Meanwhile, the results also show that, simultaneously, both motivation and competence have a significant influence on employee performance at PT. Infrastruktur Telekomunikasi Indonesia in the DIY-Central Java region.*

**Keywords** : *Motivation, Competency, Employee Performance*