



FACTORS AFFECTING WORK QUALITY AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE

Sumarsid¹, Syech Idrus^{2*}, Evi Mafriningsianti³, Ahmad Rifa'i⁴

¹Sekolah Tinggi Manajemen LABORA, Indonesia

²Sekolah Tinggi Pariwisata Mataram, Indonesia

³Universitas Islam 45 Bekasi, Indonesia

⁴Universitas Islam Indragiri, Indonesia

Email: sidroess@gmail.com²

Abstract

Human resources play a very important role in the sustainability of a company or institution. Human resources are responsible for managing and managing all company or institution activities, from planning, organizing, implementing, and supervising. HR is responsible for creating and maintaining a healthy corporate or institutional culture, as well as creating a conducive work environment for all employees. As a research method used the method of observation and observation of PT. XYZ, but the data studied is data that comes from observations and observations are sampled to find relative occurrence, distribution and relationships between variables. In this study the sample consisted of 96 employees who used saturated sample data collection techniques.

Research shows that work quality and work motivation have a significant effect on employee performance at the PT. Both work quality and individual work motivation also have a significant influence on employee performance. However, 64.90% other factors outside the research also affect employee performance. Factors that affect the quality of work at the PT include growth and development, participation, reward system innovation, work environment, and welfare. While the factors that influence work motivation on employee performance include salary, working conditions, job opportunities, job performance, management recognition, and the job itself.

Keywords :Quality of Work, Work Motivation and Employee Performance

INTRODUCTION

Human Resources places more emphasis on strategic and management aspects in managing employees, which includes developing, managing and empowering the workforce as a valuable asset for the company or institution. In addition, HR management also includes other aspects such as human resource planning, recruitment and selection, career development, and performance management, all of which aim to increase employee productivity and quality and achieve organizational goals (Samsudin, 2019)

HR management is able to support the needs and desires of employees and meet company goals. Increasing employee knowledge, skills, attitudes, behavior and performance is very important to increase company productivity and performance. Training is an effective way to improve the quality of human resources, because through training, employees can develop new skills and knowledge, increase expertise, and correct deficiencies in performance. In training, employees are given the opportunity to learn and understand what they actually do and why they have to do it. This can motivate employees to be more enthusiastic and committed to company goals. Motivation is also important in improving the quality of human resources. Motivation will help employees to overcome individual egos and strengthen employee

commitment to the company. By motivating employees, companies can increase employee productivity and performance so that company goals can be achieved more effectively.

Performance is the result or output produced by an organization during a certain period of time, whether the organization is profit or non-profit oriented. Performance can also be measured through various indicators such as profit, revenue, cost savings, customer satisfaction, and so on (Fahmi, 2015). In improving performance, companies need to continuously evaluate and make improvements according to existing needs and circumstances. In addition, companies also need to pay attention to various aspects that can affect performance, such as human resources, technology, information systems, and so on.

With the development of industrialization and economic growth, organizations also need to develop themselves so that they can compete and exist in the market. Organizational development can include changes to the organizational structure, technology development, product or service quality improvement, and employee work quality improvement. To improve the quality of work of employees, companies need to pay attention to several factors such as a conducive work environment, a fair reward system, employee training and development, as well as support from leaders and colleagues. By paying attention to these factors, companies can create a good work environment and improve the work quality of employees, which will ultimately have a positive impact on overall organizational performance.

PT. XYZ is a company engaged in the textile and apparel industry in Banten Province, but the authors limit their research to the apparel industry, which includes several stages of production, starting from inspection of raw materials (inspection) to production. from garment sampling (pattern marking), cutting, sewing, thread cutting, assembling, packing, folding and final inspection. Among the many processes for making clothes, the most common production defects occur in the sewing process, because the sewing process uses a semi-automatic machine, each driver uses a sewing machine, which causes most of the products to be defective.

LITERATURE RIVIEW

Performance

Performance is the result of work achieved by a person in carrying out a task or job in accordance with the responsibilities given to him. Performance can be measured based on the quality and quantity of work achieved. (Kumomoto, 2005). Whereas Rudianto (2013) Performance can be measured through various indicators such as product or service quality produced, operational efficiency and effectiveness, customer satisfaction, company

profitability, employee absenteeism and tardiness rates, and employee productivity levels. Furthermore, according to A.A Anwar Prabu Mangkunegara, that Employee performance can be defined as the work results achieved by an employee in carrying out their duties as well as possible, both in quality and quantity, in accordance with the responsibilities assigned to them by the company or superiors. (Mangkunegara, 2019)

Factors Affecting Performance

As a leader, it is important to understand and manage these factors in order to improve employee performance and increase overall organizational productivity. This can be achieved by providing the right training and development to enhance employees' skills and knowledge, setting clear goals and motivating employees to achieve them, creating a positive work culture and building good working relationships with employees.

Work quality

Quality of Work Life (QWL) is an important concept in human resource management that focuses on improving the quality of life of employees at work. QWL involves factors such as job security, occupational health and safety, work flexibility, opportunities for development and learning, social support from colleagues and management, and fair compensation and benefits (Wirawan, 2015).

Another definition of quality of work life also includes aspects such as a safe and healthy work environment, career development opportunities, flexibility in working hours, good communication, and fair and equal treatment for all employees. The goal is to create a positive work environment and meet the needs of employees so that they can work effectively and productively, and feel valued and recognized by the organization. Quality of work life can also have a positive impact on productivity, employee satisfaction, and employee retention. (Noor, 2012).

Work motivation

The goals of the organization or company in which he works. Motivation can be in the form of internal or external encouragement or stimulants that influence a person to carry out an action or activity. A high level of employee motivation can increase productivity, creativity and work quality so as to make a positive contribution to achieving company goals. Motivation is an activity that generates, disseminates and maintains human behavior. Motivation in a

person is the driving force that manifests behavior to achieve self-satisfaction goals (Effendi, 2014).

According to Liang Gie, motivation is the work done by managers to inspire, encourage and encourage other people, in this case employees, to take certain actions. The purpose of this motivation is to activate people or employees to get excited and get the results that people want (Samsudin, 2019)

Thinking Framework

The framework of thought put forward in this study is to identify the factors that influence the quality of work and work motivation on employee performance at PT. XYZ, are as follows:

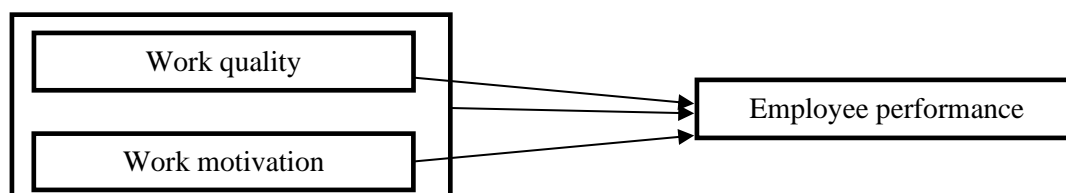


Figure 1 Thinking Framework

Research Hypothesis

The hypothesis in this study is

H₁: There is an Influence of Work Quality on Employee Performance at PT. XYZ

H₂: There is an influence of work motivation on employee performance at PT. XYZ.

H₃: There is Quality of Work and the Influence of Work Motivation together on Employee Performance at PT. XYZ.

METHOD

Research methods

Observation and observation methods are a type of research method used to collect data by observing and recording phenomena that occur in the field. This method can be used to study various aspects of an organization, such as employee behavior, organizational performance, work team dynamics, and so on. In research at PT. XYZ, the use of observation and observation methods is very appropriate for collecting data from samples taken from the field, so that relative events, distribution, and relationships between the variables studied can be found. In addition, observation and observation methods can also provide accurate and in-depth data about an observed phenomenon, so that it can assist in analysis and making the right decisions within the organization.

This research was conducted by PT. XYZ which is one of the garment companies in Banten Province. This research was conducted in January 2023.

Population and Sample

The population of this study are employees of PT. XYZ with 96 employees. In this study, the saturated sampling method was used to select the sample; H. sampling method in which all members of the population are sampled. (Sugiyono, 2019). Part of the number and characteristics of the population. The sample for this research is 96 employees, according to Kuncoro, a correlational study requires at least 30 samples to test whether there is a relationship. (Or, 2011).

Data Collection Techniques

Validity and Reliability Test

Measuring tools (instruments) used in research must be appropriate (valid). Testing the validity of the instrument is used to determine how much accuracy and precision a measuring instrument has in measuring its symptoms. Testing the validity of the instrument using the correlation coefficient formula *Product Moment* from Karl Pearson namely (Sugiyono, 2019):

$$r_{xy} = \frac{n \sum x_i y_i - (\sum x_i)(\sum y_i)}{\sqrt{\{n \sum x_i^2 - (\sum x_i)^2\} \{n \sum y_i^2 - (\sum y_i)^2\}}}$$

Suharsimi Arikunto formula used to test the reliability of the instrument in this study is the Alpha Coefficient (α) from Cronbach (1951), namely: Where the variance formula is as follows (Ali, 2011):

$$r_{11} = \left[\frac{k}{k-1} \right] \left[1 - \sum \frac{\sigma_i^2}{\sigma^2} \right]$$

Where is the variance formula as follows:

$$\sigma^2 = \frac{\sum x^2 - \frac{\sum x^2}{N}}{N}$$

The criterion is if the value_{count}r is greater (>) than the value_{table}r, then the instrument is declared reliable. Conversely, if the value_{count}r is smaller (<) than the value_{table}r, then the instrument is declared unreliable.

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Data analysis technique

Data Quality Testing (Validity Test and Reliability Test)

The validity test is carried out to ensure that the measuring instrument or instrument used in the study actually measures the construct or variable you want to measure. Validity test can be done in several ways, one of which is by calculating the correlation between scores on measuring instruments and scores on other variables that are expected to have a relationship with the variable being measured. A high correlation value indicates that the measuring instrument is valid, or in other words, can be trusted in measuring the desired variable. (Supriyadi, 2013).

A higher Cronbach's Alpha value indicates better reliability, with an ideal value above 0.50. However, this threshold value can vary depending on the research context and the type of instrument used. In addition, keep in mind that Cronbach's Alpha value does not only depend on the quality of the instrument, but also on the characteristics of the sample used. Therefore, it is important to pay attention to and improve the factors that affect reliability when designing and using measurement instruments. (Supriyadi, 2013).

Classical Assumption Test (Multicollinearity Test, and T Test)

Multicollinearity test is one of the important steps in regression analysis. Multicollinearity occurs when two or more independent variables in the regression model have a high correlation with each other, making it difficult to determine the contribution of the independent variables separately to the dependent variable. The multicollinearity test can be carried out by analyzing the correlation matrix of the independent variables, with a high correlation value between variables indicating an indication of multicollinearity. In addition, the multicollinearity test can also be carried out by calculating the tolerance value and variance inflation factor (VIF), with a tolerance value of not less than 0.1 and a VIF of not more than 10 indicating that the regression model is free from multicollinearity problems. (Widianto, 2013).

RESULTS AND DISCUSSION

Research result

Basic Assumption Test

Table 1 Data Normality Test Results
 One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		96
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.16995314
Most Extreme Differences	Absolute	.067
	Positive	.064
	Negative	-.067
Test Statistic		.067
Asymp. Sig. (2-tailed)		.200 ^{c,d}

Source: Primary data processed in 2023

Based on the normality test results table above, it shows that the significance value is 0.200. Because the significance value is greater than 0.05, the residual value is normally distributed.

Table 2 Homogeneity Test Results

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Say.
Work quality	1.653	10	82	.106
Motivation	1.308	10	82	.240

Source: Primary data processed in 2023

Based on the table of data homogeneity test results using *test of homogeneity of variance* shows that the significance probability value of all variables is more $> (0.05)$, all variables have the same variance and the regression analysis test can be continued. However, it is good to add that a homogeneity test is carried out to ensure that the variance of each group or independent variable is not significantly different. This is important to maintain the accuracy and reliability of the results of the regression analysis.

Classic assumption test

Table 3 Multicollinearity Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
	1 (Constant)	17.018	2.964		5.741	.000	
Work quality	.515	.100	.428	5.125	.000	.978	1.023
Motivation	.407	.093	.366	4.379	.000	.978	1.023

Source: Primary data processed in 2023

Based on the table above, the test results *Variance Inflation Factor* (VIP) on the SPSS table output results *Coefficients*, each independent variable has a VIF value of Work Quality = 1.023 and VIP Work Motivation = 1.023, each independent variable has a VIF value < 10 and a tolerance value of > 0.01, so it can be concluded that there is no multicollinearity problem in the variable quality of work life and work motivation.

Hypothesis test

Table 4 Multiple Linear Regression Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Say.
	B	Std. Error	Beta		
	1 (Constant)	17.018	2.964		5.741
Work quality	.515	.100	.428	5.125	.000
Motivation	.407	.093	.366	4.379	.000

Source: Primary data processed in 2023

Based on data analysis using SPSS 22, the following equation is obtained:

$$Y = 17.018 + 0.515 X_1 + 0.407 X_2 + e$$

From the formulation it can be concluded that:

1. The constant value (β_0) is 17.018 meaning that if the quality of work (X_1) and work motivation (X_2) value is 0, then the employee performance (Y) value is 17.018.
2. Quality of work life (X_1) has a positive influence on employee performance (Y) with a value (β_1) of 0.515.
3. Work motivation (X_2) has a positive influence on employee performance (Y) with a value (β_2) of 0.407.

Table 5 Partial Test Results (t)

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	17.018	2.964		5.741	.000
Work quality	.515	.100	.428	5.125	.000
Motivation	.407	.093	.366	4.379	.000

Source: Primary data processed in 2023

The results of the t test can be described as follows:

1. Work Quality Variable (X_1) has a positive and significant effect on the performance of employees of PT. XYZ. This can be seen from the significant quality of work (X_1) $0.000 < 0.05$, and $t_{table} = (\alpha/2, n=k-1) = (0.05/2, 96-2-1) = (0.025, 93) = 1.98580$. mean t value_{count} bigger than t_{table} ($5.125 > 1.98580$), it can be concluded that H_a accepted H_0 rejected, meaning that the quality of work (X_1) has a partial effect on employee performance.
2. Motivation Variable (X_2) has a positive and significant effect on the performance of employees of PT. XYZ. This can be seen from the significant motivation (X_2) $0.000 < 0.05$, and $t_{table} = (\alpha/2, n=k-1) = (0.05/2, 96-2-1) = (0.025, 93) = 1.98580$. mean t value_{count} bigger than t_{table} ($4.379 > 1.98580$), it can be concluded that H_a accepted H_0 rejected, meaning that Motivation (X_2) has a partial effect on employee performance.

If the $F_{value_{count}} > F_{table}$ then it can be interpreted that the regression model is correct, meaning that the effect is joint (simultaneous) by looking at $F_{table} = (k;n-k) F_{table} = (2;96-2) F_{table} = (2;94) = 3.09$ with an error rate of 5%. The F test carried out can be seen in table 4.16 below:

Table 6 Simultaneous Test Results (f)

ANOVA ^a					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	256.507	2	128.254	26.664	.000 ^b
Residual	447.326	93	4.810		
Total	703.833	95			

a. Dependent Variable: Performance

b. Predictors: (Constant), Motivation, Quality of Work

Source: Primary data processed 2023

Based on the test results in the table above, it can be seen in the value of F_{count} of 26.664 with a value of F_{table} is equal to 3.09, so the value of $F_{count} > \text{Nilai } F_{table}$ or $26.664 > 3.09$ and a significance level of $0.000 < 0.05$, then H_a accepted H_0 rejected, it can be concluded that the variable quality of work (X_1) and motivation (X_2) simultaneously has a significant effect on the performance of employees in PT. PT. XYZ.

Discussion

Based on the research results, it can be concluded that the majority of respondents were women, namely as many as 77 people or 80.21% of all respondents. In addition, the characteristics of the respondents were dominated by age, where all 43 people were aged between 17 to 27 years or 44.79% of all respondents. Based on the length of work, most of the respondents had work experience of less than one year, namely 30 people or 31.25%. However, information about the type of work or the industry in which they work is not provided in the explanation, so no further conclusions can be drawn about the characteristics of the respondent's work. Of all the respondents, the characteristics according to the level of education of the respondents were mostly educated last namely. SMA/equivalent, as many as 49 people or (51.04%) of all respondents.

Effect of work quality on employee performance

Based on the SPSS 22 calculation results shown in the table, it can be concluded that the first hypothesis which states that work quality has a significant effect on the performance of XYZ public transport employees is supported by the results of the analysis. This is indicated by the tcount value which is greater than ttable ($5.125 > 1.98580$) and the calculated significance value which is less than 0.05 ($0.00 < 0.05$). In addition, the coefficient of determination (R square) is 0.428 or 42.8%, which indicates that the variable quality of work contributes 42.8% to variations in employee performance, while the remaining 57.2% is influenced by other factors. which are not included in this model. From this it can be concluded that H_a is accepted and H_o is rejected, which means the quality of work (X_1) has a partial effect on employee performance.

The influence of work motivation affects employee performance

Based on the results of calculations using SPSS 22 as shown in the table, it can be concluded that the second hypothesis which states that motivation has a significant effect on employee performance at PT. XYZ is supported by the results of the analysis. This is indicated by the tcount value which is greater than ttable ($4.379 > 1.98580$) and the calculated significance value which is less than 0.05 ($0.00 < 0.05$). Thus, it can be concluded that the motivation variable (X_2) has a partially significant effect on employee performance at PT. XYZ. However, keep in mind that the results of this analysis are only valid for the sample used

in the study and cannot be generalized to a wider population without conducting further research.

Quality of work and work motivation influence simultaneously on employee performance

Based on the results of calculations using SPSS 22 as shown in the table, it can be concluded that the third hypothesis which states that work quality and motivation have a significant effect on employee performance at PT. XYZ is supported by the results of the analysis. This is indicated by the Fcount value which is greater than F table ($26.664 > 3.09$) and the calculated significance value which is less than 0.05 ($0.001 < 0.05$). Thus, it can be concluded that the variables of work quality (X1) and motivation (X2) together have a significant influence on employee performance at PT. XYZ. However, keep in mind that the results of this analysis are only valid for the sample used in the study and cannot be generalized to a wider population without conducting further research.

CONCLUSION

Based on the research that has been carried out, the authors conclude as follows:

1. The results of the partial test (t) show that the quality of work has a significant effect on the performance of employees at PT. XYZ with a tcount value of 5.125 and ttable 1 = 1.98580 (tcount > ttable) and a calculation significance value of $0.00 < 0.05$. This shows that the higher the quality of employee work, the better the employee performance.
2. Work motivation affects employee performance. the obtained tcount value of 4.379 is greater than the ttable 1 value of 1.98580, and the calculated significance value is less than 0.05. This shows that the work motivation variable has a significant effect on employee performance.
3. Quality of work and work motivation together have a significant effect on the performance of employees of PT. XYZ. It was shown from the results of multiple linear analysis that the Fcount value was 26.664 with the Ftable value of 3.09, so that the Fcount > Ftable value or $26.664 > 3.09$ and a significance level of $0.001 < 0.05$.

Thus, factors that affect the quality of work at the PT include growth and development, participation, reward system innovation, work environment, and welfare. While the factors that influence work motivation on employee performance include salary, working conditions, job opportunities, job performance, management recognition, and the job itself.

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