THE INFLUENCE OF WORK MOTIVATION AND WORK DISCIPLINE ON THE QUALITY OF EMPLOYEE WORK AT THE SERVICE OF TRADE AND INDUSTRY IN PEKANBARU CITY

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ABSTRACT

The success of an organization depends on the quality of work of employees to carry out their duties with maximum results. The quality of work of an organization is influenced by many variables including Work Motivation and Work Discipline. An organization is not only looking for capable, competent, and hardworking employees, but more importantly they also have a strong morale and drive to get the best possible results. This study aims to determine how much Work Motivation and Work Discipline affect the Quality of Work of employees at the Pekanbaru City Trade and Industry Office. The type of research used is descriptive quantitative. The population in this study is all employees of the Pekanbaru City Trade and Industry Office as many as 135 people. The sample used in this study was 54 people. The technical data analysis in this study is multiple linear regression using SPSS V.25. The results showed that there was a significant influence of Work Motivation (X1) and Work Discipline (X2) variables on employee work quality where Work Discipline variables (t = 2.614 and ρ<0.05) had a stronger influence on work quality than Work Motivation (t = 2.333 and ρ<0.05). The percentage of influence of the two variables was 18.8% while the remaining 71.2% was influenced by other variables that were not used in this study.

Keywords: Work Motivation, Work Discipline, Work Quality

1. INTRODUCTION

Human resources is one mode and is very important for the success of an organization. People are responsible for moving and determining the course of an agency or institution. Because humans are very important in carrying out their duties, leaders must pay attention to them. Employees are very important for every organization to achieve organizational or agency goals efficiently. The quality of work of an employee greatly affects his performance in the agency. In making an assessment, a supervisor takes this situation into account. The main indicator of quality of work is when an employee can identify the level of their human resources while carrying out their duties and making the most effective contribution to the organization where they work. The quality of work of employees in their roles is very important to the success of the organization. then maintain and strive so that employees have high-quality work. Quality of work occurs when a government official is able to demonstrate the quality of his human resources by carrying out work processes and making the best possible contribution to the agency where he works.

The quality of employee work is closely related to the problem of how to motivate employees and how to implement a reward system so that employees can and want to work optimally and can support the achievement of organizational goals. In order to create optimal employee work quality, it is necessary to have optimal employee motivation as well as good work discipline. This will improve the quality of work because motivation to encourage someone to do something with good results and work discipline will make employees carry out their duties properly. The quality of work is influenced by the extent to which the employee's motivation is high at work and the level of employee discipline at work. Low employee work discipline will result in poor quality in an organization.

In carrying out the work program of the Pekanbaru City Central Leadership Council, they encountered various
problems, namely: limited quality and quantity of competent human resources, lack of regional regulations (regional regulations, mayoral regulations) on trade and industrial affairs, not optimal monitoring and evaluation of trade and industrial affairs, not optimal cooperation with relevant ministries, state-owned enterprises, inter-regions within the province and between regions outside the province as well as the private sector in trade and industrial affairs, the use of applications based on Science Technology is not optimal, there is no valid trade and industrial affairs database available, the superior product which is the icon of Pekanbaru City is not yet optimal, a Development Master Plan has not been prepared City Industry, low product competitiveness (raw materials, quality, production costs, packaging, design, product verification), not all types of industries have centers, inadequate supporting infrastructure in the trade and industrial sector, lack of awareness of business actors' compliance with regulations governing trade and industry, especially those concerning licensing and obligations that they must carry out.

Based on Rao (2013: 11), quality of work is defined as activities carried out equally and achieving direction in a timely and efficient manner.

Kualitas kerja ialah ketika pekerjaan dilakukan dengan good quality, effective, careful, and using policies understood by employees who are responsible for the work that has been given, as well as individuals, groups, morals, and spirituality (Hao, 2013:3).

Based on Hasibuan (2008:95), there are four indicators of employee work quality: 1) ability, 2) good output, 3) way of working, and 4) enthusiasm.

Based on Sutrisno (2011), motivation is something that encourages someone to do a certain activity because it is often said to drive one's attitude.

According to Afandi (2018), motivation is the aspiration of someone who is motivated, also moves in carrying out activities, and is enthusiastic, happy, and earnest to get good and quality results. Based on the opinion above, the researcher concludes that work motivation is a force that encourages human behavior to achieve certain goals and encourages them to act.

According to Afandi (2018), several factors such as the need for life, the need for the future, the need for honor, and the need to be recognized for work results are motivations to work. Here are a number of motivational indicators, according to Abraham Maslow: Physiological needs include the need for comfort, a sense of belonging, respect, and self-actualization.

Managers can use work discipline as a tool to communicate with their employees so that they are ready to change behavior and increase their awareness of the importance of following all social rules and norms that apply in an organization, according to Sumadhinata (2018).

Fererius Hetlan Muyadin in 2019 Work discipline is the ability of a person to work consistently, enthusiastically, and on par with the rules by not violating them.

Based on the previous opinion, the researcher concluded that work discipline is compliance with the implementation of work rules determined or required by agencies so that employees can carry out their jobs properly, including refraining from actions that deviate from regulations.

According to Divine (2017), there are two types of work discipline: self-imposed discipline (discipline that arises from oneself) and external discipline. And command discipline (discipline based on orders).

According to Hasibuan, the indicators of work discipline are: compliance with mass regulations, compliance with agency regulations, compliance with agency actions, and absentee level.

2. METHODS

The central leadership board is the subject of this study. The research was conducted in March 2023. Primary data was obtained in this study from several correspondences, either through filling out questionnaires, observations, or the results of interviews conducted by researchers. While the secondary data for this study were obtained from records and information from external sources, this study collected data through a Likert scale questionnaire (to estimate one's views, behavior, and responses to general facts) involving all employees of the Pekanbaru City Trade and Industry Service, a total of 135 employees. In research using the purposive sampling method. Sampling is 40% of the population.

3. RESULTS AND DISCUSSION

3.1 Research Results

The dependent variable (Y) and the independent variable (X) interact with each other, and the closeness of the relationship between the two is determined through the use of multiple regression analysis.

Multiple Linear Regression Analysis

Table 1: Multiple Linear Regression

<table>
<thead>
<tr>
<th>Form</th>
<th>Nonstandard coefficients</th>
<th>Standard coefficients</th>
<th>t</th>
<th>Significant</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Constant)</td>
<td>B</td>
<td>.732</td>
<td>Betas</td>
<td>.867</td>
</tr>
<tr>
<td>1</td>
<td>Work motivation Work Discipline</td>
<td>.267</td>
<td>.114</td>
<td>.295</td>
</tr>
<tr>
<td></td>
<td>Work Discipline</td>
<td>.407</td>
<td>.156</td>
<td>.330</td>
</tr>
</tbody>
</table>

Source: Processed primary data, 2023 (processed with SPSS, 25)

So: \( Y = 7.320 + 0.267 + 0.407 \)

By considering this equation, it can be seen that:

1. The constant coefficient of 7.320 indicates that the quality of work of employees at the Pekanbaru City Trade And Industry Service will increase if work discipline and work motivation are ignored.
2. The regression coefficient of the work motivation variable is 0.267, which shows a positive sign, said that an increase in work motivation will have an impact on the quality of work of employees at the Pekanbaru City central Board.
3. The regression coefficient of the work discipline variable is 0.407, indicating a positive sign. said that increasing the level of employee discipline for employees at the Pekanbaru City central Board.
would have an impact on the quality of their work.

Hypothesis test

Source: Processed primary data, 2023 (Processed with SPSS, 25)

So: \( Y = 7.320 + 0.267 + 0.407 \)

By considering this equation, it can be seen that:

1. The constant coefficient of 7.320 indicates that the quality of work of employees at the Pekanbaru City Trade and Industry Service will increase if work discipline and work motivation are neglected.

2. The regression coefficient of the work motivation variable is 0.267, which shows a positive sign. This said that increasing work motivation would have an impact on the quality of work of employees at the Pekanbaru City Trade and Industry Service.

3. The regression coefficient of the work discipline variable is 0.407 indicating a positive sign. This said that increasing the level of employee discipline for employees at the Pekanbaru City Trade and Industry Service would have an impact on the quality of their work.

Hypothesis test

Table 2 Partial Test

<table>
<thead>
<tr>
<th>No</th>
<th>Variable</th>
<th>T</th>
<th>Significant</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Work motivation</td>
<td>2.333</td>
<td>0.024</td>
</tr>
<tr>
<td>2</td>
<td>Work Discipline</td>
<td>2.614</td>
<td>0.012</td>
</tr>
</tbody>
</table>

Source: Processed primary data, 2023 (Processed with SPSS, 25)

How to find the value of \( t_{(\text{table})} \) namely:

\[ a \cdot (n-k-1) \]

material:

\[ n = \text{the number of subjects} \]

\[ k = \text{the number of variables} \]

then \( t_{(\text{table})} = 0.05 \cdot 54-3-1 = 0.05 \cdot 50 = 2.00856 \)

The table above shows the factors that partially influence the dependent variable and the independent variable, namely:

1. Effect of work motivation on the quality of work

   Because \( t_{(\text{count})} t_{(\text{table})} (2.333 > 2.00856) \) and the significance level < 0.05 (0.024 < 0.05), So it can be said that work motivation is based on a partial influence that is relevant to the quality of work of employees at the Pekanbaru City Trade and Industry Service.

2. Effect of work discipline on the quality of work

   Because the value of \( t_{(\text{count})} t_{(\text{table})} (2.614 > 2.00856) \) and its significance level < 0.05 (0.012 < 0.05) \( H_0 \) was rejected.

Then work discipline can be concluded based on the partial influence on the quality of work of employees at the Pekanbaru City Trade and Industry Service.

Table 3 Simultaneous Test

<table>
<thead>
<tr>
<th>Form</th>
<th>Squared sum</th>
<th>DF</th>
<th>rectangular</th>
<th>F</th>
<th>Significant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regression</td>
<td>50.729</td>
<td>2</td>
<td>25.364</td>
<td>5.909</td>
<td>.005b</td>
</tr>
<tr>
<td>residual</td>
<td>218.919</td>
<td>51</td>
<td>4.293</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>269.648</td>
<td>53</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Processed primary data, 2023 (Processed with SPSS, 25)

The F value with a probability level is 5.909, as shown in the table (0.005 < 0.05). To determine the value of \( F_{(\text{table})} \), the magnitude of \( F_{(\text{count})} \) must be compared with \( F_{(\text{table})} \):

\[ K = n-k-1 \]

\[ n = \text{the number of subjects} \]

\[ k = \text{the number of variables} \]

then, \( F_{(\text{table})} = 2.54-3-1 = 2.50 = 3.183 \)

The \( F_{(\text{table})} \) value of 3.183 was found when looking for the distribution of the \( F_{(\text{table})} \) value. The independent variable work motivation (X1) also work discipline (X2) influences the dependent variable work quality (Y) together, because the value of \( F_{(\text{count})} \) is greater than the value of \( F_{(\text{table})} \) 3.183.

In addition, there is a probability value of t, which is sig 0.005, so a significance score of 0.005 < 0.05 until \( H_0 \) is rejected. Therefore the conclusion is that work discipline as well as work motivation simultaneously have a major impact on the quality of work of employees at the Pekanbaru City Trade and Industry Service.

Table 4 Determination Test \((R^2)\)

<table>
<thead>
<tr>
<th>Form</th>
<th>R</th>
<th>R square</th>
<th>Customized R square</th>
<th>Std. estimation error</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0.434*</td>
<td>0.188</td>
<td>0.156</td>
<td>2.072</td>
</tr>
</tbody>
</table>

Source: Processed primary data, 2023 (Processed with SPSS, 25)

Based on the table, it can be seen that the coefficient of determination \( R^2 \) is 0.188 explaining that the effect on work quality using two independent variables is work motivation (X1) and work discipline (X2) as well as the dependent variable, namely work quality (Y) with a value of 0.188. Therefore, it is said that the rise and fall in preferences of work motivation as well as work discipline on work quality is 18.8% while the remaining 81.2% are factors not included in the form that are not examined also joining the linear regression.
3.2 Discussion

1. The Effect of Work Motivation on Employee Work Quality

Concludes that there is an influence of work motivation on the quality of employee work. If $t_{count} > t_{table}$, it means that there is a partially significant effect, and vice versa if $t_{count} < t_{table}$, it means that there was no significant effect previously. In this study the results of the $t$ test with the value $t_{count} > t_{table}$ (2.333 > 2.00856). Its significance is 0.024 < 0.05 (0.024 < 0.05) (Influence), the average relationship constant shows a value of 0.267. From this explanation, it can be concluded that work motivation influences work quality at the Pekanbaru City Trade and Industry Service.

2. There is an influence of work discipline on the quality of employee work

His research shows that there is an impact of work motivation on the quality of employee work. If $t_{count} > t_{table}$ then there is a partial significance, and vice versa. If $t_{count} < t_{table}$ then there is no partially significant effect. The results of this study are $t$ test statistics with a value of $t_{count} > t_{table}$ (2.614 > 2.00856) and a significance level < 0.05 (0.024 < 0.05) (Influence), also the constant relationship average has a positive value of 0.407. From his explanation, it can be said that work discipline affects the quality of work of employees at the Pekanbaru City Trade and Industry Service.

3. The Effect of Work Motivation and Work Discipline on Employee Work Quality

In researching, work discipline as well as employee work motivation at the Pekanbaru City Trade and Industry Service affect the quality of their work. Based on the $F$ test table, it is obtained that $f_{(count)}$ is greater than the value of $f_{table}$ (5.909 > 3.183) and the significance level is 0.005 < 0.05 (0.005 < 0.05). Based on the $F$ test, it means that there was no significant effect, and vice versa if $f_{count} < f_{table}$, it means that there was no significant effect previously. In this study the results of the $F$ test with the value $f_{count} > f_{table}$ (5.909 > 3.183) and the significance level is 0.005 < 0.05 so $H_O$ is rejected.

ACKNOWLEDGMENT

Thank you researchers to all employees of the Pekanbaru City Trade and Industry Service for allowing researchers to conduct research on the Effect of Work Motivation and Work Discipline on the Work Quality of Employees at the Pekanbaru City Trade and Industry Service.

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