

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

Irnawanti<sup>1</sup>, Rodi Wahyudi<sup>2</sup>

<sup>1,2</sup> Fakultas Ekonomi dan Ilmu Sosial Universitas Islam Negeri Sultan Syarif Kasim Riau. Jl HR. Subrantas KM 15 Kelurahan Tuah Madani Kecamatan Tuah Madani Pekanbaru, Indonesia

Corresponding Author Email: [irnawanti2002@gmail.com](mailto:irnawanti2002@gmail.com)<sup>1</sup>, [rodi.wahyudi@uin-suska.ac.id](mailto:rodi.wahyudi@uin-suska.ac.id)<sup>2</sup>

### ABSTRACT

Received: May 2023

Accepted: June 2023

**Keywords:**

Work Motivation, Work Discipline, Work Quality

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  $\rho < 0.05$ ) had a stronger influence on work quality than Work Motivation ( $t = 2.333$  and  $\rho < 0.05$ ). 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.

### 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).

Fereries Hetlan Muhyadin 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

	Form	Nonstandard coefficients		Standard coefficients	t	Significant .
		B	Betas	Beta		
1	(Constant)	7.320	8.673		.844	.403
	Work motivation	.267	.114	.295	2.333	.024
	Work Discipline	.407	.156	.330	2.614	.012

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

$$\text{So: } Y = 7.320 + 0.267 + 0.407$$

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:  $Y = 7,320 + 0,267X_1 + 0,407X_2$

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. 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. 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**

No	Variable	T	Significant
1	Work motivation	2,333	0,024
2	Work Discipline	2,614	0,012

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

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

$a ; (n-k-1)$

material :

$\alpha = 0.05 (5\%)$

$n =$  the number of subjects

$k =$  the number of variables

then  $t_{table} = 0.05 ; 54-3-1$

$= 0.05 ; 50 = 2.00856$

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  $t_{(count)} > t_{table}$  ( $2.333 > 2.00856$ ) and the significance level is  $< 0.05$  ( $0.024 < 0.05$ ). 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  $t_{(count)} > t_{table}$  ( $2.614 > 2.00856$ ) 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**

Form		Squared sum	DF	rectangle	F	Significant
1)	Regression	50.729	2	25.364	5.909	.005 <sup>b</sup>
	residual	218.919	51	4.293		
	Total	269.648	53			

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  $F_{(table)}$ , the magnitude of  $F_{(count)}$  must be compared with  $F_{(table)}$ :

$K = n-k-1$

$n =$  the number of subjects

$k =$  the number of variables

then,  $F_{(table)} = 2; 54-3-1 = 2; 50 = 3,183$

The  $F_{(table)}$  value of 3.183 was found when looking for the distribution of the  $F_{(table)}$  value. The independent variable work motivation (X1) also work discipline (X2) influences the dependent variable work quality (Y) together, because the value of  $F_{(count)}$  is greater than the value of  $F_{(table)}$  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 ( $R^2$ )**

Form	R	R square	Customized R square	Std. estimation error
1)	0,434 <sup>a</sup>	0,188	0,156	2,072

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  $< 0.05$  ( $0.012 < 0.05$ ) (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  $0.005 < 0.05$ . From his explanation, it can be concluded that work discipline and free work motivation have a simultaneous effect on the dependent variable of employee work quality at the Pekanbaru City Trade and Industry Service.

Then if based on the R square test it is worth 0.188 or equal to 18.8%, the magnitude of the presentation influences the independent variables (work motivation and work discipline) on the dependent variable (work quality). Other factors not the researchers did influence 81.2% of the total.

### 4. CONCLUSION

Judging from the results of his research and his discussion of the influence of work motivation and work discipline on the work quality of employees at the Pekanbaru City Trade and Industry Service, the researchers concluded that:

1. Work motivation has a significant influence on the quality of employee work at the Pekanbaru City Trade and Industry Service. Therefore it can be seen based on the t test the value is  $t_{count} > t_{table}$  ( $2.333 >$

$2.00856$ ). Its significance is  $0.024 < 0.05$  ( $0.024 < 0.05$ )  $H_0$  is rejected.

2. Work Discipline influences its significance to the Quality of Employee Work at the Pekanbaru City Trade and Industry Service. Therefore it can be seen based on the t test with the value  $t_{count} > t_{table}$  ( $2.614 > 2.00856$ ) also the significance level  $< 0.05$  ( $0.012 < 0.05$ )  $H_0$  is rejected.
3. Work Motivation and Work Discipline affect their significance to the Quality of Employee Work at the Pekanbaru City Trade and Industry Service. 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  $0.005 < 0.05$  so  $H_0$  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.

### REFERENCES

- Afandi, P. (2018). *Manajemen Sumber Daya Manusia*. Pekanbaru: Zanafa Publishing.
- Arikunto. (2012). *Prosedur Penelitian: Suatu Pendekatan Praktik*. Jakarta: Rineka Cipta.
- Dessler, G. (2010). *Manajemen Sumber Daya Manusia* (edisi kesepuluh). Jakarta Barat: PT. Indeks.
- Hao, L. (2013). *Pelaksanaan Reformasi Birokrasi Dalam Meningkatkan Kualitas Kerja Pegawai di Kantor Pertahanan Kota Banjar*. 3.
- Ilahi, D. (2017). *Pengaruh Kepuasan Kerja Terhadap Disiplin Kerja dan Komitmen Organisasi* (studi pada karyawan PT. PLN (Persero) Distribusi Jawa Timur Area Malang). *Jurnal Administrasi Bisnis S1 Universitas Brawijaya*, 31-39.
- Muhyadin, F. (2019). *Pengaruh Disiplin Kerja, Komitmen Organisasi dan Motivasi Kerja Terhadap Kinerja Karyawan*. Skripsi.
- Mukhsin, M. (2017). *Peran Pelatihan Terhadap Kualitas Kerja Pegawai Smp Islam Terpadu Ibadurrahman Ciruas-Serang*. *Jurnal Of Islamic Economic, Finance and Banking*, 42-65.
- Nidayawati. (2022). *Pengaruh Sikap dan Keterampilan terhadap Kualitas Kerja Pegawai Bagian Perlengkapan Setda Kabupaten Lahat*. *Jurnal Ilmiah Ekonomi dan Bisnis*, 532-542.
- Rao. (2013). *Performance Appraisal: Theory and Practise*, Diterjemahkan oleh Ny. L Mulyana, *Penilaian Prestasi Kerja: Teori dan Praktek* Pusat. Jakarta Pusat: Pusat Lembaga PPM dan Pustaka Binaman Pressindo.
- Salafiyah, W. R. (2022). *Pengaruh Beban Kerja Stress Kerja, Kemampuan Komunikasi dan Pemanfaatan*

Teknologi Informasi Terhadap Kualitas Kerja  
Pegawai di Kntor Satker P2JN Sumsel.

Sugiyono. (2018). Metode Penelitian Kuantitatif Kualitatif  
dan r&d . Bandung: Alfabeta.

Sumadhinata, Y. (2018). Pengaruh disiplin Kerja dan  
Motivasi Terhadap Kinerja Karyawan Non

Edukatif di Salah satu Universitas Swasta di  
Bandung. Seminar Nasional dan Call For Paper  
Stainable Competitive Advantage (SCA).

Sutrisno. (2016). Manfaat dan Tujuan Disiplin Kerja.  
Jakarta: Kencana Prenada Media Groub.