



The Impact of Job Quality to Employee Job Performance at PT Duta Paramindo Sejahtera

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ABSTRACT

This study aims to determine whether there is an effect of work quality on employee performance. The method used is a quantitative approach with data collection through a questionnaire. The sample of respondents was taken using a saturated sample technique of 62. The data collection technique used a closed questionnaire or questionnaire with alternative answers using a Likert scale. analysis tool using simple linear regression analysis using t test. The results of this study are: work quality partially has a positive and significant effect on employee performance. Employee Performance variable can be explained by the variation of the independent variable work quality of 84.5%. While the remaining 15.5% can be explained by other factors or other variables outside variables studied such as work motivation, leadership style and others

Keywords: Quality of work, Employee Performance

RESEARCH BACKGROUND

An important purpose of human resource management within the company is to expedite the company's own goals. Employee performance is very necessary because with good performance, company goals will be achieved. For this reason, every company needs to pay attention and regulate the existence of its employees as an effort to improve good performance. The success of an organization is greatly influenced by the performance of its individual employees. Every organization or company will always improve the performance of its employees, with the hope that what is the company's goal will be achieved well.

Performance (work performance) is the result of work in quality and quantity achieved by an employee who carries out his duties in accordance with the responsibilities given to him (Mangkunegara, 2009). PT Duta Paramindo Sejahtera is a company engaged in Property Developer. Property growth, especially apartments, is increasing from year to year. Integrity and trust are important factors in building consumer trust so that PT. Duta Paramindo Sejahtera can remain competitive with the many property development companies in Jakarta. For this reason, the company must have human resources who have high skills, abilities, and knowledge to produce the

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best performance, which certainly requires the company to pay attention to the quality of employee work so that the company can carry out operational activities properly.

At PT. Duta Paramindo Sejahtera there are several employees who work not in accordance with their educational background and work experience Conditions like this can affect company activities. Errors will arise in employee work activities because work abilities and expertise are not in accordance with the given workload, besides that it can affect employee performance.

The quality and quantity of employees must be in accordance with the needs of the company in order to effectively and efficiently support the achievement of goals, the placement of workers must also be appropriate in accordance with their wishes and skills so that the passion for discipline will be better and more effective in supporting the realization of company goals (Marjuni, 2015)

Given the importance of good quality work will have an impact on the future development of the company at PT Duta Paramindo Sejahtera. Based on the description above, the author is interested in conducting research with the title: "The Effect of Work Quality on Employee Performance at PT Duta Paramindo Sejahtera. ".

Problems Statements:

Based on this background, the author identifies the following problems:

1. Is there any influence of work quality on employee performance at PT Duta Paramindo Sejahtera?
2. How much influence does work quality have on employee performance at PT Duta Paramindo Sejahtera?

Research Objectives

The purpose of this study is to find answers to the formulation of the problem that has been made, so the objectives of this study are:

1. To determine the effect of work quality on employee performance at PT Duta Paramindo Sejahtera.
2. To find out how much influence the quality of work has on employee performance at PT Duta Paramindo Sejahtera.

Research Benefits

The following is a description of some of the benefits expected from the results of this study:

1. For companies, it is hoped that this research can be a source of information and evaluation regarding the quality of employee work, and can be a source of evaluation and broaden the horizons of the company's management in determining the best actions that will be taken in the future to achieve company goals.
2. For the author, this research is expected to increase knowledge about human resources. Especially regarding the quality of work and employee performance.
3. For academics, this research is expected to contribute to the advancement of science, especially in the field of human resources and is also expected to provide more insight into the quality of work and employee performance.

LITERATURE REVIEW

Employee performance

Human resources are very important for companies or organizations in managing, organizing, utilizing employees so that they can function productively to achieve goals. Performance is not an individual characteristic, such as talent, or ability, but is the embodiment of ability in the form of real work.

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Factors Impacted to Employees Performance

To get good performance from employees, there are several factors that affect employee performance. According to Prawirosentono in (Sutrisno, 2009) there are four factors that affect performance, namely:

1. Authority and Responsibility
In a good organization authority and responsibility have been delegated well, without overlapping tasks.
2. Effectiveness and Efficiency
In relation to organizational performance, the measure of good and bad performance is measured by effectiveness and efficiency.
3. Initiative
One's initiative is related to thinking, creativity in the form of ideas to plan something related to organizational goals.
4. Discipline
In general, discipline shows a condition or attitude of respect that exists in employees towards company rules and regulations.

Job Quality

Lupiyoadi and Hamdani stated that the definition of work quality is the quality of work shown by employees in order to provide the best performance of the organization (Sari et al., 2017). Meanwhile, according to Marcana, work quality is a form of behavior or activities that are carried out in accordance with expectations and needs or goals that are achieved effectively and efficiently (S. L. Nasution, 2020).

Work quality is a physical standard that is measured because of the results of work done or carried out by employees on their duties According to Flippo in (M. A. musa Nasution, 2018). Understanding the quality of employee work itself is the quality of work which refers to the quality of human resources such as knowledge, skills and abilities possessed by an employee According to Matutina in (Ceswirdani et al., 2017)

Factors Impacted Job Quality

According to Swasono and Sulistyaningsi in (Lestari, 2019) identified 4 (four) conditions that affect work quality, namely:

1. Security, including health, where to work, and growth.
2. Equity, including equality of opinion on similar types of work both within the organization itself and within other organizations, equality, welfare, working conditions and others.
3. Democracy, the opportunity to participate in decision making.
4. Individual Development, through capacity building, equality enhancement, well-being and others.

Research Framework

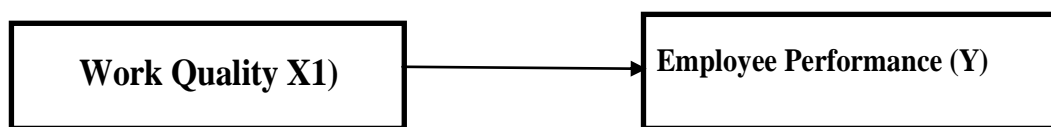


Figure 1 Research Framework

Independent Variable (X) is a variable explaining or influencing other variables, with this study the variable Work Quality. Dependent Variable (Y) The dependent variable is a variable that is influenced by the independent variable which with research is Employee Performance. The hypotheses in this study are:

Ha: There is an influence of Work Quality on the performance of PT Duta Paramindo Lestari.

Ho: There is no effect of Work Quality on the performance of PT Duta Paramindo Paramindo Lestari.

RESEARCH METHODS

Research Methods and Approaches

To complete this study, researchers used a type of quantitative research, while the method used was a survey method with a collerational approach. The data described by the researcher is in the form of quantitative type data that is widely presented and described in the form of numbers. While the type of data used is primary data & secondary data.

Primary data was obtained from distributing questionnaires to respondents who were employees of PT Duta Paramindo Sejahtera. While secondary data is obtained from books, field results, and the internet.

Population and Sample

The population of this study is employees of PT Duta Paramindo Sejahtera. In sampling, this study used a saturated sample technique, namely by including all members of the population as samples, namely all employees of PT. There are 62 Paramindo Sejahtera ambassadors.



Data Collection Techniques

Data collection techniques are obtained by distributing questionnaires to all employees of PT. Paramindo Sejahtera Ambassador for the period 19 July – 2 August 2022. The questionnaire was created using a questionnaire sheet, and then measured using a Likert scale.

Table 1 Research Instrument

Variable	Dimensions
Employee Performance (Y)	Authority & Responsibility
	Effectiveness & Efficiency
	Initiative
	Discipline
Work Quality (X)	Job Security
	Internal Equity
	Democracy
	Individual Development

Sources: Data Processed by Researchers (2022)

Table 2 Likert Scale

Measurement	Scale
Very Agree (SS)	5
Agree(S)	4
Neutral (KS)	3
Disagree (TS)	2
Very Disagree (STS)	1

RESULTS AND DISCUSSIONS

Validity Test Results

Here are the validity test results calculated using the help of SPSS Version 25 software.

Table 3 Work Quality Validity Test Results (X)

Indicators	Sig. (2-tailed)	Criteria (Sig. 2-tailed)	R Count	Criteria R table	Result
X1	0.000	< 0.05	0.726	> 0.25	Valid
X2	0.000	< 0.05	0.692	> 0.25	Valid
X3	0.000	< 0.05	0.671	> 0.25	Valid
X4	0.000	< 0.05	0.643	> 0.25	Valid
X5	0.000	< 0.05	0.740	> 0.25	Valid

Sources: Data Processed by SPSS 25 (2022)

Table 4. Validity Test Results Variable Employee Performance (Y)

Indicators	Sig. (2-tailed)	Criteria (Sig. 2-tailed)	R Count	Criteria R table	Result
Y1	0.000	< 0.05	0.696	> 0.25	Valid
Y2	0.000	< 0.05	0.742	> 0.25	Valid
Y3	0.000	< 0.05	0.498	> 0.25	Valid
Y4	0.000	< 0.05	0.701	> 0.25	Valid
Y5	0.000	< 0.05	0.598	> 0.25	Valid
Y6	0.000	< 0.05	0.470	> 0.25	Valid
Y7	0.000	< 0.05	0.574	> 0.25	Valid
Y8	0.000	< 0.05	0.793	> 0.25	Valid
Y9	0.000	< 0.05	0.467	> 0.25	Valid
Y10	0.000	< 0.05	0.624	> 0.25	Valid

Sources: Data Processed by SPSS 25 (2022)

Based on the table above from the data that has been processed with SPSS version 25, it can be concluded with a significance of 5% or with 0.05 and a value of 0.25, then the calculated value > rtable. So it can be concluded that all X and Y variable instruments used in this researcher are declared valid. In this case instruments and variables X and Y can be included in further tests

Reliability Test

Reliability testing of this study greetings using the Cronbach alpha formula. Where the minimum Cronbach alpha value is 0.6.

Table 5 Reliability Test Results

No	Variable	Score r Alpha	Score Alpha Minimal	Results
1	Job Quality	0,711	0,6	Reliable
2	Employee Performance	0,805	0,6	Reliable

Sources: Data Processed by SPSS 25 (2022)

In accordance with these data, it can be seen that the alpha value of the two data variables has a value greater than Cronbach alpha, which is 0.6. . So it can be concluded that all X and Y variable instruments used in this researcher are declared reliable. In this case instruments and variables X and Y can be included in further tests

Normality Test

Table 6. Kolmogorov-Smirnov Test Results
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		62
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.80130771
Most Extreme Differences	Absolute	.095
	Positive	.095
	Negative	-.083
Test Statistic		.095
Asymp. Sig. (2-tailed)		.200 ^{c,d}

Sources: Data Processed by SPSS 25 (2022)

Based on table 6 The normality test with Kolmogorov-Smirnov for all variables used in this study yielded values with Asymp probability. Sig of 0.200. Because the significance value is greater than the level of the research test (Sig > α which is 0.200 > 0.05), it can be concluded that the tested data are normally distributed.

Simple Linear Regression Test

Table 7. Results of Simple Linear Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.023	1.669		6.004	.000
	Job Quality	1.490	.082	.919	18.102	.000

Sources: Data Processed by SPSS 25 (2022)

Based on the SPSS output in table 7 the regression equation is obtained as follows: $Y = 10.023 + 1.490 (X)$

The model shows that:

- Constant = 10.023
If the Work Quality variable is assumed to be fixed, the Employee Performance value is 10,023
- Work Quality Coefficient
The magnitude of the coefficient for the Work Quality variabel is 1,490 which means that it shows the direction of a positive relationship (unidirectional) between Work Quality and Employee Performance. A positive sign means that if the Work Quality variabel increases by one unit then Employee Performance will increase by 1,490 assuming other independent variabel are constant.

Determination Coefficient Test Result (R²)

Table 8 Coefficient Determination Test Results (R²)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.919 ^a	.845	.843	1.816	1.530

Sources: Data Processed by SPSS 25 (2022)

The result of the coefficient of determination or R² is described by an R Square value of 0.845 or 84.5%. Thus, it can be stated that the variation in Employee Performance can be explained by the variation of the independent variable Work Quality by 84.5%. While the remaining 15.5% can be explained by other factors or other variables outside the variables studied such as Work Motivation, Leadership Style and many more.

Hypothesis Test Results

Table 9. Partial Test Results (T Test)

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1	(Constant)	10.023	1.669		6.004	.000
	Job Quality	1.490	.082	.919	18.102	.000

Sources: Data Processed by SPSS 25 (2022)

Based on the results of testing with a partial hypothesis, the t test is mapped by the calculated t value for the work quality variable is 18.102 while the t table is 1.67 with a significance value smaller than 0.05 (0.000 < 0.05), so it can be concluded that the Work Quality variable (X) has a positive and significant effect on Employee Performance, which means that H₀ is rejected and H_a is accepted.

DISCUSSIONS

From the results of partial hypothesis testing, the T test of the Work Quality variable (X) obtained a T-count value of 18.102 while the statistical table (T table) was 1.67 and the significant value of the Work Quality variable (X) 0.000 was smaller than 0.05. So it can be concluded that the independent variable of Work Quality (X) partially has a positive and significant influence on Employee Performance.

The results of this study are supported by the results of Melly Lestari's research (2019), there is a positive and significant influence of Work Quality (X) on Employee Performance, meaning that any increase and decrease that occurs in Work Quality (X) will have a direct impact on Employee Performance (Y). From the average score results that the factors that influence the improvement of Work Quality are most dominant is the training provided by the company is able to improve the ability of employees, that with training and education will improve the abilities and skills of employees so that they can adjust the workload given and in completing work will be more effective and efficient which will affect the performance of the employees themselves.

Thus, based on the results of research that the author conducted, where the calculated t value is greater than the table t and the significance value is smaller than 0.05, this means that H_a is accepted and H_o is rejected so that the hypothesis proposed that Work Quality has a positive and significant influence on Employee Performance.

CONCLUSION AND SUGGESTIONS

Conclusion

Here are some conclusions from the results of this study are:

1. The results of partial hypothesis testing of the Work Quality variable T test obtained a T-count value of 18.102 while the statistical table (T table) was 1.67 and the value of the Work Quality variable specification of 0.000 was smaller than 0.05. So it can be concluded that the Quality of Work partially has a positive and significant effect on Employee Performance.
2. Based on the test results of the Coefficient of Determination (R^2) the variable Employee Performance can be explained by variations from the independent variable Work Quality by 84.5%. While the remaining 15.5% can be explained by other factors or other variables outside the variables studied such as Work Motivation, Leadership Style and many more

Suggestion

Based on the results of the study, the results of the discussion and the conclusions obtained, the suggestions that can be put forward are as follows:

1. For Companies.
The results of this study show that there is an influence of Work Quality on Employee Performance, therefore it is expected for the company PT Duta Paramindo Sejahtera to pay more attention to individual career development factors in improving work quality where these factors become dominant in employee perceptions to improve the quality of work which refers to the abilities and skills of employees that will affect the performance of the employees themselves.
2. For Academics
As reference material or literature for those who need information in the field of human resources, especially about the quality of work that affects employee performance as a basis for comparison to be used as an evaluation.

3. For Researchers

Based on the results of the study, it is hoped that further research can be carried out because there are many things that can be explored in the variables studied, so that it will provide input for other interested parties, especially to provide input for PT Duta Paramindo Sejahtera. And for future research, it can develop and apply science to how far the theories that have been set in the case in the field so that things that are still felt to be lacking can be improved.

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