

Factors Influencing the Work Quality of PT. United Motors Center Gresik Employees

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Abstract. This research aims to analyze the factors that influence the quality of work results, including ethical orientation, professional commitment, audit experience, job satisfaction and motivation. This research method uses a type of qualitative research. The data analysis technique used in this research is data analysis arranged by Miles and Huberman. The results of the factors that affect employees' quality of work at PT. United Motor Center Gresik's internal factors are human resources, employee work experience, employee responsibilities, and employee capabilities. At the same time, the external factors are the environment, company leadership, work facilities, superiors' trust in subordinates, and salary. Job satisfaction affects the quality of work of employees at PT. United Motor Center Gresik. A comfortable work situation also makes a big contribution that can affect the quality of the employee's work itself.

Keyword. Quality, Satisfaction, Work Motivation

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INTRODUCTION

Performance is the overall result of a person's individual work accomplishments within a certain period of time. Based on evaluation using specific criteria, the results of this work may be certified as successes or failures. As'ad (1991) said, performance is a person's success in carrying out a job.

Ethical orientation (ethical orientation or ethical ideology) means self-concept and personal behavior related to the individual in a person. Cohen et al. (1995 and 1996) and Finegan (1994) suggest that each individual's ethical orientation is primarily determined by his or her needs. These needs interact with the experience of hope or goals in each behavior so that, in the end, the individual chooses what action to take.

Professional commitment is defined as the strength of personal identification and work commitment. This identification requires a degree of conformity between the individual and the professional's goals and values, including moral and ethical values. A definition of professional involvement that is widely used in the accounting literature is: 1) a belief in and acceptance of the goals and values of the professional organization; 2) a desire to represent the professional organization in a specific role; and 3) a desire to maintain membership in the professional organization. (Jeffrey and Weatherholt, 1996). Job satisfaction is an individual's attitude toward work expressed as the difference between the number of rewards a worker receives and the amount of money they receive (Robbins, 1996). Job satisfaction leads to a positive attitude towards work progress.

Motivation is an individual state that drives an individual's desire to perform a particular activity to achieve a goal (Handoko, 1995 in Trisnaningsih, 2004). Motivating someone is giving them directions and taking the necessary steps to get them there at a goal.

Reksohadiprodo (1990) defines motivation as the state of an individual's personality that facilitates an individual's desire to engage in a particular activity to achieve a goal.

Work quality results from the effectiveness and efficiency of the work performed by people or other resources to adequately and efficiently achieve business goals or objectives. This is what causes one company to another company to compete in terms of improving quality, both the quality of enhancing human resources and product quality. Improving human resources is an activity carried out jointly with employees and managers with the aim of seeking added value so that the company can face competitive challenges. Therefore, a study that describes factors affecting job quality in a particular company is necessary. Knowing these factors is expected to create efforts to improve the company's quality of work. Based on the background above, this study aimed to determine the factors that affect the quality of work of employees at PT. United Motors Center Gresik. In this study, the performance of job satisfaction, organizational commitment and turnover intention are dependent variables. This study will analyze the factors that influence the quality of work, including ethical orientation, professional commitment, audit experience, job satisfaction and motivation. Performance is the overall result of individual work achieved by someone in carrying out their activities within a certain period of time.

METHOD

The type of research used in this study is qualitative research. Data collection techniques are critical to the success of a study. This has to do with how the data is collected, who is the source of the data, and what tools will be used. The subjects in this study were all employees of PT.UMC Gresik; the number of respondents was 31 people.

The main data used are a questionnaire (questionnaire) and interviews (interviews) conducted with the leadership and employees of PT. UMC Gresik directly. The determination of informants in this study is based on research subjects or informants, as follows: Company Directors, PT Employees, Customers, and Company Sales Marketing.

The secondary data used an organized data analysis technique called Miles and Huberman. This includes data reduction, data display, and inference/validation. The analysis used is interactive model analysis.

RESULTS AND DISCUSSION

1. Factors that affect the quality of work of employees at PT. United Motor Center Gresik

Work quality results from the effectiveness and efficiency of work performed by people or other resources to adequately and efficiently achieve business goals or objectives. This is what causes one company to compete with another in terms of improving quality, both the quality of improving human resources and product quality. Enhancing human resources is an activity carried out jointly with employees and managers with the aim of seeking added value so that the company can face competitive challenges.

The following is a presentation of the characteristics of respondents based on gender, age, and years of service.

Table 1. Gender

Description (Gender)	Number of Respondents	Percentage (%)
Man	7	20%
Woman	24	80%
Total	31	100%

(Source: Data processed in 2021)

From Table 1, it can be seen that the number of respondents based on female sex has a percentage of 80% of 31 respondents, meaning that the number of male respondents consists of 7 people. While the number of respondents based on female sex has a percentage of 80% of 31 respondents. This means that the number of female respondents consists of 24 people.

Table 2. Age

Description	Number of Respondents	Percentage (%)
20-30	8	24%
30-40	19	53%
40-50	4	13%
Total	31	100%

(Source: Data processed in 2021)

From table 2 it can be seen that PT UMC Gresik's employees are dominated by the age of 30-40 as much as 53%. This shows that the majority of employees are dominated by employees of productive age.

Table 3. Working Period

Description (Years)	Number of Respondents	Percentage (%)
1-10	16	50%
11-20	14	47.7%
20>	1	3.3%
Total	31	100%

(Source: Data processed in 2021)

From Table 3 above, 16 respondents or as many as 50% of respondents, had a working period of 1-10 years, during which the majority of employees were productive. The above data shows that the majority of respondents were women, from the age category of 30-40, and their last education was dominated by Bachelor/S1 graduates.

The following are some of the variables that can be used to determine the motivation given by superiors/company leaders to their employees.

Table 4. Leadership Variables

Statement	STS	TS	KS	S	SS
The management of my work schedule is well managed	0	0	0	67,7%	32,3%
The leader gives direction so that I can work well	0	0	6,5%	67,7%	25,8%
Leaders are able to provide the needs needed by employees at work	0	3,2%	19,4%	58,1%	19,4%
Leaders always remind the importance of achieving performance in accordance with the expectations of PT UMC Gresik	0	0	9,7%	64,5%	25,8%
The leader believes that I can work according to expectations	0	0	0	38,7%	61,3%
Leaders are always friendly towards employees	0	0	6,5%	64,5%	29,0%
The leader provides input on the problems experienced by employees at work	0	0	12,9%	61,3%	25,8%
The leader helps me in developing my potential	0	0	16,1%	61,3%	22,6%
Leaders can convey information in meetings well	0	0	3,2%	64,5%	32,3%
Leaders appreciate ideas from employees	0	0	16,1%	61,3%	22,6%
Leaders give praise to employees for achieving good work results	0	0	16,1%	61,3%	22,6%
Leaders can guide the course of the meeting well	0	0	0	67,7%	32,3%
Leaders can foster their employees well in achieving work goals	0	0	9,7%	67,7%	22,6%
Leaders help solve employee problems	0	0	16,1%	58,1%	25,8%

(Source: Data processed in 2021)

From the data that has been processed in table 4. the result can be obtained that the majority of respondents are satisfied with this leadership at PT.UMC Gresik. However, there was displeasure in the respondents' answers by 3.2% on the leader indicator providing work needs.

Table 5. Motivation Variables

Statement	STS	TS	KS	S	SS
Leaders give positive appreciation to employees in work	0	0	16,1%	54,8%	29,0%
Praise from the leadership can	0	0	0	35,5%	64,5%

increase my enthusiasm for work					
I get the opportunity to learn new things	0	0	19,4%	67,7%	12,9%
My job duties and responsibilities are in accordance with my abilities	0	0	3,2%	71,0%	25,8%
The amount of salary that I get is in accordance with the workload that I do	0	0	12,9%	67,7%	19,4%
I get facilities in accordance with the workload performed	0	0	6,5%	71,0%	22,6%
I don't feel troubled by office administration	0	0	0	77,4%	22,6%
The progress of work completion is monitored by the leadership	0	0	16,1%	71,0%	12,9%
I have a good relationship with co-workers	0	0	16,1%	45,2%	38,7%

(Source: Data processed in 2021)

The data processed in Table 5 shows that the majority of respondents are satisfied with PT.UMC Gresik's motivation. However, 19.4% of the respondents were dissatisfied with the indicators giving progress.

Table 6. Work Discipline Variables

Statement	STS	TS	KS	S	SS
I always come to the office on time	0	0	6,5%	45,2%	48,4%
I complete the task according to the set time	0	0	3%	64,5%	32,3%
I always take care of the company equipment that I use	0	0	25,8%	67,7%	6,5%
I always carry out work according to a predetermined work plan	0	0	16,1%	71,0%	12,9%
I am responsible for the results of my work that I do	0	0	0	58,1%	41,9%
I always obey the rules of wearing the uniform that has been set	0	0	0	80,6%	19,4%
I provide information to the leadership if not present at the office	0	0	12,9%	54,8%	32,3%

(Source: Data processed in 2021)

The data processed in Table 6 may indicate that almost all respondents are satisfied with the work discipline at PT UMC Gresik. However, 25.8% of respondents were displeased with the indicator of maintaining work equipment.

2. Job satisfaction affects the quality of work of employees at PT. United Motor Center Gresik

The word contentment comes from the words *static* (meaning good enough, adequate) and *facio* (do or make). Consumer satisfaction is the comparative level of emotions (performance or results) felt compared to consumer expectations. Consumers can experience one of her three levels of overall satisfaction. If the performance falls short of expectations, the consumer is disappointed; if the performance exceeds expectations, the customer is satisfied; if the performance exceeds expectations, the customer is delighted; increase. Fandy Tjiptono (2012:312) Consumer satisfaction is the level of feeling after comparing perceived performance (or results) to expectations. According to Kotler and Keller (2009:138), Satisfaction is a person's feelings of joy or disappointment that arise from comparing a product's perceived performance (or results) to his or her expectations. Customers are unhappy when performance doesn't meet their expectations. If the performance meets expectations, the customer is happy. Customers are very satisfied or delighted when performance exceeds expectations.

The results of an interview with one of the employees of PT UMC Gresik revealed that regarding good performance, performance in a company depends on the quality of human resources. With good quality human resources, employees' performance at work will automatically run well. Conversely, if the talent you acquire is not good, the results will not be perfect. Employee performance is a personal matter. This is because all employees have different performance levels in carrying out their tasks. In an effort to improve employee performance, a company will face several obstacles. These constraints such as stress in the employee's workplace work and a non-physical work environment that is not optimal.

CONCLUSION

Based on the results of the research conducted, it was found that there are two causal factors affecting the quality of work of employees at PT UMC Gresik, namely internal factors and external factors. Internal factors are external factors that affect the quality of work of employees of PT. United Motor Center Gresik, These factors include human resources, employee work experience, employee responsibilities, and employee skills/abilities. These external factors are influenced by the environment, company leadership, work facilities/equipment, superiors' trust in subordinates, and salary/wages. The stage of process pride influences the excellent work of PT employees. United Motor Center Gresik. Work facilities are also an important factor in supporting employee performance. This must be paid more attention to and fulfilled by the leadership of the company in order to enhance the nice of labor of its employees. The loyalty of a company leader in giving work compensation money is also very influential on employee satisfaction. A comfortable

work situation also makes a big contribution that can affect the quality of the employee's work itself.

Suppose superiors can improve performance and provide new targets. In that case, superiors also motivate EMC employees to maximize their work abilities through daily and continuous job evaluations, a supportive work environment, and career development so that EMC employees can access higher career opportunities.

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