The Effect of Quality, Quantity and Work Motivation on Employee Performance of the Investment and One Stop Service

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ABSTRACT

Submitted:

12-19,2021

Accepted:

01-14, 2022

Published:

01-31, 2022

Purpose of the study — *a study to find out about the quality, quantity and work motivation that affect the performance of employees at the Office of Investment and One Stop Integrated Services (DPMPTSP)*

Research method—*This research is a quantitative research with regression. This study uses a quantitative approach to see the causal relationship of several factors that influence employee performance. The population in this study were the employees of the Regency Investment Office and PT. XYZ totaling 65 employees. Data were collected by questionnaire and document study, after which the data were tested for validity and reliability.*

Result—*The results showed that Quality, Quantity and Work Motivation had an effect on employee performance simultaneously. The Multiple Determination Coefficient in this study uses the adjusted R square value because the independent variables in this study are more than 2 in estimating the influence of the two independent variables studied. From the adjusted R Square value data of 0.578, This means that together the influence of variables X1, X2, and X3 is 57.8% on variable Y or in other words the influence of independent variables (Quality, Quantity and Work Discipline) on the dependent variable (Performance) is 57.8% while the rest namely 42.2% caused by other variables that are not included in the research framework.*

Conclusion— *write the conclusion and, if any, practical or social implications of your study in a shorter version*

Keywords: Quality, Quantity, Work Motivation, Performance.

INTRODUCTION

The XYZ Regency Investment Office and One Stop Integrated Service is an element of implementing government affairs in the investment sector in XYZ Regency with the strategic target of improving the investment climate and quality of licensing services in XYZ Regency. Creating a conducive environment to support investment and promotion of regional investment and improving the quality of licensing services is a continuous and sustainable process from planning to regional financial accountability. So far, the management performance at the XYZ Regency Investment Office and PT. XYZ still needs to be optimized, so it is necessary to implement sustainable PT. XYZ and investment and it is hoped that by 2021 the performance can reach a better level. One of the important problems faced by regions today, including in XYZ Regency, is that the (central) government often changes regulations related to financial management, licensing, investment-related aspects, so the regions must immediately adapt to the new regulations. The existing information system for investment development and PT. XYZ must be implemented optimally with the support of human resources and adequate infrastructure.

In assessing the performance of employees, the author also obtained data from the results of reviews on the Google Maps application of PT. XYZ by the community in obtaining permits at PT. XYZ shows that the service provided by the counter staff is not satisfactory. The results of these reviews state that the services provided are slow, service officers are not friendly, are not quick to serve, and are slow in responding to online complaints (Tsai et al., 2020), this reflects the performance of employees at PT. XYZ is bad in the eyes of society. In addition, the author also conducted interviews with one of the people who were carrying out the licensing process (Rashid et al., 2019), obtained information that in general the employees at the office were not fully able to handle service promises in accordance with established standards, the counter clerk was not in place during working hours and not fully able to meet the complaints and complaints submitted by the public, especially related to large-scale licensing services such as permits to construct residential buildings. This can be observed from various phenomena that occur in the field, as follows:

1. The process of granting business licenses is slow for various reasons. Lack of completeness of supporting documents (Sumarni et al., 2020) such as requirements from the kelurahan and from the sub-district, late submissions and others, reasons for busy other tasks, no clarity and certainty of definite costs, and no certainty of time in completing business permits (Perdana & Agus, 2019).
2. There is unequal treatment in providing services related to the granting of business licenses. This problem condition arises as a consequence of the ineffectiveness of the business licensing policy, so that it is far from public expectations, especially with regard to business licensing and investment services by PT. XYZ (Hadi & Udin, 2020).
3. Weak monitoring, control, synergy, and planning consistency systems.

From some of these facts, it is necessary to pay serious attention to the institution, especially the leadership (Wirtz & Zeithaml, 2018), because there are still problems in terms of performance which indicate that the employee's performance is still not as expected by the institution or the community (Sverke et al., 2019). This is caused by several factors, including motivation and work discipline. In addition, this is also a challenge for the institution that the quality and quantity of employee work at PT. XYZ still needs to be improved in order to achieve maximum performance.

In connection with the phenomena and information data above, the researchers are interested in knowing how PT. XYZ, in managing its human resources so that the performance of its employees is optimal and able to achieve its organizational goals. If employees have work discipline and high work motivation (Krisnawati et al., 2021; Sulaiman et al., 2021), it will create a more conducive institutional atmosphere and will have a positive impact on the institution. And vice versa if employees have work discipline and low motivation, it will create an atmosphere of the institution that is not conducive and will have a negative impact on the institution (Iskandar et al., 2022).

METHOD

This type of research intends to test the hypothesis by confirming the assumptions that have been formulated and can support the theory. This research uses quantitative research, because this research is presented with numbers and calculations using statistical methods. According to (Azizah et al., 2021), quantitative data is data in the form of numbers or qualitative data that is scored (scoring). The definition of quantitative method according to (Suliyanto, 2018) is: "Quantitative method can be defined as a research method based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, data analysis is quantitative/statistical, with the purpose of testing the established hypothesis.

And the method used is descriptive and verification methods. According (Neuman, 2014) the definition of a descriptive approach is: "Research conducted to determine the existence of the value of independent variables, either one or more (independent) variables without making comparisons or connecting with other variables".

RESULTS AND DISCUSSION

Multiple Linear Regression Analysis

This study uses multiple linear regression analysis to prove the research hypothesis. This analysis uses the SPSS version 24.0 program based on data obtained from questionnaires distributed by researchers.

Table 1: Multiple Linear Regression Analysis

Coefficientsª

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,557	2,632		1,731	,088
	quality (X1)	,414	,107	,364	3,863	,000
	kuantitas (X2)	,188	,070	,232	2,702	,002
	motivasi (X3)	,315	,063	,474	4,993	,000

a. Dependent Variable: kinerja (Y)

Based on table 1, the constant value is 4.557 The regression equation for predicting or predicting the effect of quality (X1), quantity (X2) and motivation (X3) variables simultaneously on the Performance variable (Y) is as follows:

$Y = a + ßX1 + ßX2 + ßX3 + e$

$Y = 4,557 + 0,414X1 + 0,188X2 + 0,315X3$

The results of multiple linear regression analysis which are still in the form of numbers can be explained in simple language, namely as follows:

1. **Constanta (α)**

Based on table 1 shows that the variables of Quality, Quantity and Motivation have a positive relationship with the increase in employee performance at PT. XYZ. Where the value of Employee Performance is 4.557, it shows that if the variables of Quality (X1), Quantity (X2) and Motivation (X3) are equal to zero, then the performance variable is 4.557. Increasing quality, quantity and motivation will affect employee performance.

2. **β1**

It is known that the regression coefficient value of the Quality variable affects employee performance at employees at PT. XYZ is 0.414 or has a positive effect, which means that if the Quality Variable increases by 1 unit, then Employee Performance will also increase by 0.414 units, if Performance decreases by 1 unit, it will decrease Quality by 0.414 units.

3. **β2**

It is known that the regression coefficient of the Quantity variable affects Employee Performance at PT. XYZ is 0.188 or has a positive effect, which means that if the Quantity Variable increases by 1 unit, then Employee Performance will increase by 0.122 units. We recommend that if the quantity decreases by 1 unit, it will reduce employee performance by 0.188.

4. **β3**

It is known that the regression coefficient of the Work Discipline variable affects Employee Performance at PT. XYZ is 0.315 or has a positive effect, which means that if the motivation variable increases by 1 unit, the employee's performance will increase by 0.315 units. Conversely, if motivation decreases by 1 unit, it will reduce employee performance by 0.315 units.

T-Test

The t-test is used to show how far the influence of one explanatory/independent variable individually in explaining the variation of the dependent variable. Whether in the regression model the independent variables (X1, X2,…X3) partially have a significant effect on the dependent variable. If t_count < t_table with a significance level less than 0.05, then H0 is accepted and Ha is rejected, which means there is no effect between variable X and variable Y. If t_count > t_table, then H0 is rejected and Ha is accepted, which means there is an influence between each each variable X with variable Y. (Imam Ghozali, 2013:98-99). Coefficients results through hypothesis testing and then compared with ttable, namely = 0.05 and n = number of samples (61), with the formula df = nk, where n is the observation while k is the number of independent variables (k = 3), f = 65 -3 = 62 then the t-table is 2.026. So the results of the t-test of each variable can be seen which variables affect performance, namely as follows:

1. Quality on Employee Performance
   Based on Table 1, the coefficient of tcount is 3.863 while the t-table value with degrees of freedom df = n-k (65-k=57) is 1.998. Based on these criteria, it shows that tcount 3,863 > ttable 1,998 indicates that the Quality variable (X1) has an effect on the Employee Performance variable (Y).
   Based on the significance criteria that Sig <0.05, it means that H0 is rejected and Ha is accepted, which means that there is an influence between the X variable on the Y variable. This shows that the variable X1 (Quality) has a positive and significant effect on the variable Y (Employee Performance). For each value of 4.557, there is a ttable value of X1 of 3.863, X2=0, X3=0. So it can be concluded that partially there is a positive and significant effect of the Quality variable on Employee Performance at the PT. XYZ.

2. Quantity on Employee Performance
   Based on Table 1, the coefficient of tcount is 2,702 while the value of t table with degrees of freedom df = n-k (65-k=62) is 1,998. Based on these criteria, it shows that tcount 2.702 > ttable 1.998 indicates that the Quantity variable (X2) has an effect on the Employee Performance variable (Y).
   Based on the significance criteria that Sig <0.05, it means that H0 is rejected and Ha is accepted, it means that there is an influence between the X variable on the Y variable. This shows that the variable X2 (Quantity) has a positive and significant effect on the variable Y (Employee Performance). For each value of 4.557, there is a ttable value of X2 of 2.702, X1 = 0, X3 = 0. So it can be concluded that partially there is a positive and significant influence on the Quantity variable on Employee Performance at PT. XYZ.

3. Motivation on Employee Performance

Based on Table 1 above, the coefficient of tcount is 4.993 while the value of t-table with degrees of freedom df = n-k (65-k=62) is 1.998. Based on these criteria, it shows that tcount 4.993 > ttable 1.998 indicates that the Motivation variable (X3) has an effect on the Employee Performance variable (Y).

Based on the significance criteria that Sig <0.05, it means that H0 is rejected and Ha is accepted, which means that there is an influence between the X variable on the Y variable. This shows that the X3 variable (motivation) has a positive and significant effect on the Y variable (Employee Performance). For each value of 4.557, there is a ttable value of X3 of 4.993, X1 = 0, X2 = 0. So it can be concluded that partially there is a positive and significant influence on the motivation variable on employee performance at PT. XYZ.

Simultaneous Test or F-Test

According to Imam Ghozali (2013: 98) the F test is used to determine whether all independent or independent variables included in the model have a joint influence on the dependent/bound variable. As the basis for making decisions, the F test is If F_count> F_table and sig <0.05, then Ha is accepted and H0 is rejected, meaning that there is an effect of variables X1, X2, and X3 simultaneously on variable Y. If F_count < F_table and value, then H0 accepted and Ha rejected, this means that the variables X1, X2, and X3 have no simultaneous effect on the Y variable. To determine the value of Ftable, Ftable = F(k; nk)=F(3.67)= 2.74. The results of the F test carried out in this study using the SPSS version 25 program for windows can be seen in the following table:

Table 2:The Name of Table (Initial capital, Calibri, bold, 11 pt, center alignment)
ANOVAᵃ

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	989,062	3	329,687	27,874	,000ᵇ
	Residual	721,492	61	11,828		
	Total	1710,554	64			

a. Dependent Variable: kinerja (Y)

b. Predictors: (Constant), motivasi (X3), kuantitas (X2), kualitas (X1)

Based on Table 2, the calculation results show the Fcount value of 27.874 and the significance is 0.000. Based on the criteria for the F TEST test results, it shows that Fcount (27.874) > Ftable (2.74) and the value of Sig (0.000) <0.05 means that there is an influence

between the Quality (X1), Quantity (X2) and Motivation (X3) variables. influence together (simultaneously) on the performance variable (Y).

CONCLUSION

Based on data analysis and discussion of research data analysis on the influence of Quality, Quantity and Motivation on Employee Performance which has been described in the previous chapter, the following conclusions can be drawn:

1. Based on the results of the partial test (t test) the influence of Quality on Performance shows that tcount (3.863)> t table (1.998) and sig value (0.000) <0.05, this indicates that H1 is accepted and H0 is rejected, meaning that there is a partial effect there is a positive and significant influence between the Quality variable (X1) and the Performance Variable (Y) at the PT. XYZ of 0.414 Units.

2. Based on the results of the partial test (t test) the influence of quantity on performance shows that tcount (2.702)> t table (1.998) and the value of sig (0.002) <0.05 this indicates that H2 is accepted and H0 is rejected, meaning that there is a partial effect the existence of a positive and significant influence between the Quantity variable (X2) and the Performance Variable (Y) at the PT. XYZ of 0.188 Units.

3. Based on the results of the partial test (t-test) the influence of motivation on performance shows that tcount (4.993)>ttable (1.988) and sig (0.000) <0.05, this indicates that H3 is accepted and H0 is rejected, meaning that there is a partial effect. there is a positive and significant influence between the Quantity variable (X3) and the Performance Variable (Y) at the PT. XYZ of 0.315 Units.

4. Based on the results of the Simultaneous test (F test) the influence of Quality, Quantity and Motivation on Performance shows that Fcount (27.874)> t table (2.74) and sig value (0.000) <0.05 this indicates that H4 is accepted and H0 is reject means that there is a Simultaneous (together) influence, there is a positive and significant influence between the Quality (X1), Quantity (X2) and Motivation (X3) variables with the Performance Variable (Y) at the PT. XYZ. And based on the results of the analysis of the coefficient of Determination R Square is 0.578 this shows that the influence of the independent variable (independent) on the dependent variable is 57.8%, the remaining 46.20% is influenced by other factors outside of the quality, quantity and motivation factors. Based on the classification of how much influence the independent variable has on the dependent variable, it is included in the medium classification.

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