

# The Effect of Quality of Work Life on Employee Work Motivation in the Office of the Financial Management Agency and Regional Assets of Palopo City

Bakhtiar<sup>1</sup>, Rizaldi Al Ayubi<sup>2</sup>

Faculty of Economic and iDjemma University Palopo, Indonesia

**Abstract:** *This study aims to improve employee performance through quality of work (quality of work life) on work motivation, while the objectives to be achieved in this final project research are: To determine the effect of quality of work on the work motivation of employees at the Regional Financial and Asset Management Agency (FAMA) of Palopo City. The results of this study indicate that the Quality of Work Life affects the Motivation of Employee Work. Based on t count 27,397 t table 2,006 it can be concluded that in this study t count & t-table this variable the Quality of Work Life variable has an influence on the Motivation of Employee Work. The influence of independent variables on the dependent variable called coefficient of determination which is the result of withdrawal R. Coefficient determination ( $R^2$ ) of 0.935, which implies that the influence of the independent variable Quality of Work Life on the dependent variable Employee Work Motivation is equal to 93.5% while the remaining 6.5% is influenced by other variables not examined.*

**Keywords:** Quality of work (quality of work life)

## 1. Preface

The era of globalization is characterized by increasingly rapid development in all fields of activity. In the era of globalization, such as today a company or organization is required to have high effectiveness and efficiency, it can be an advantage to survive in the midst of competitive conditions that are currently growing rapidly. Because of that pressure, in the formation of a company or organization that is highly competitive, there are several factors that must be met in order to compensate for external changes that are rapidly occurring in the current era of globalization. One of the important factors that must be fulfilled is a good human resource management. Human resources or in this case employees are very valuable assets for the organization. In an organization, human resources have an important role. Its position is far from just a means of production and an activator of organizational activities, human resources have a stake in determining the progress or development of an organization. In other words, the progress of an organization is determined by the quality and capabilities of the people involved, in all types of organizations, government organizations, businesses, and non-profits. For organizations that carry out the mission of service to the community, as with most government agency organizations, employees are required to have quality and capability to work carefully. The reason is that the success of such service type organizations is judged by how high stakeholders (parties that receive services) are satisfied with the services they obtain. On the other hand the level of stakeholder satisfaction varies and is not easy to measure. In this context, an employee needs to have a good level of discipline so that he is still able to maintain and maintain the characteristics of his service. Employees or employees are one of the internal factors that are very instrumental in creating a quality organization. In order for this to happen, one of the best

ways an organization can do is to improve its human resources. Good HR management will have an impact on improving employee performance and will have a direct effect on improving overall organizational performance. To achieve superior employee performance, organizations need to understand and understand what is the motivation and needs of employees in their work environment. The work environment is one of the factors that influence employee performance. According to Sedarmayanti (2003: 12) the condition of the work environment is said to be good or appropriate if humans can carry out activities optimally, healthy, safe, and comfortable. In an organization, work motivation is very important because motivation can spur employees to work hard to be able to carry out their duties. With high work motivation, employees will work harder in carrying out their work. On the contrary, with low work motivation, employees do not have the enthusiasm to work, easy to give up, and difficulties in completing their work. One concept for developing a good work environment to motivate employees is the concept of quality of work life, also known as Quality of Work Life (QWL). This concept expresses the importance of respect for humans in their work environment. In its implementation, the main focus of Quality of Work Life is not to make work better, but Quality of Work Life emphasizes how work can make workers better. Quality of work life or Quality of Work Life is one form of philosophy that is applied by management in managing organizations in general and human resources in particular.

**Problem Formulation:** How does the quality of work life affect the work motivation of employees at the Regional Financial and Asset Management Agency Office in the City of Palopo

## 2. Literature Review

### Definition of Quality of Work Life.

The term quality of work life was first introduced at the International Labor Conference in 1972, but only gained attention after the United Auto Workers and General Motors took the initiative to adopt work quality life practices to change the work system. Quality of work or Quality of Work Life (QWL) is one form of philosophy that is applied by management in managing organizations in general and human resources in particular. As a philosophy, QWL is a management perspective on people, workers and organizations. The main elements in philosophy are management's concern about the impact of work on humans, the effectiveness of the organization and the importance of employees in solving decisions especially those concerning work, career, income and their fate in work (Rethinam and Ismail, 2008). There are two views regarding the purpose of the quality of work life. The first view says that the quality of work life is a number of conditions and practices of organizational goals. Examples of work enrichment, democratic supervision, worker involvement and safe working conditions. While others equate that the quality of work life is employee perceptions that they want to feel safe, are relatively satisfied and have the opportunity to be able to grow and develop as humans (Wayne, 2001 in Noor Arifin, 2003) ... Indicators of Quality of Work Life (Quality Of Work Life) Indicators in measuring the quality of work life developed by Imran (2005: 06) in Meredith (2002) in this study in outline, the work environment is influenced by factors including, namely: 1. Compensation, Giving compensation both also aim to ensure justice. Compensation also includes salaries, health benefits, work safety benefits, activity fees for wage services, and operational costs and other incentives such as (meal money, overtime pay and SPDP fees).

### Understanding Motivation

Motivation comes from other words "MOVERE" which means encouragement or English to move. Motives are interpreted as strengths which are found in the driving force. Motives do not stand alone, but are interrelated with other factors, both external factors and internal factors. Motivation is behavior that wants to achieve certain goals that tend to settle down. Motivation is also a force that drives and directs the success of behaviors that are fixed towards certain goals. Motivation can come from within a person or from outside himself. Motivation that comes from within a person is called intrinsic motivation, and that which comes from outside is extrinsic motivation. Motivation is a psychological symptom in the form of an impulse that arises in a person consciously to take an action with a specific purpose. Motivation can also be in the form of efforts that can cause a person or group of people to be moved to do something because they want to achieve the desired goal or get satisfaction with their actions.

### Types of Research

Descriptive Analysis, descriptive statistics are statistical methods used to analyze data by describing or describing collected data as they are without intending to make conclusions that apply to general or generalizations. Simple

Linear Regression Analysis, simple linear regression is a linear relationship between one independent variable (X) with the dependent variable (Y), this analysis is to find out the direction of the relationship between the independent variable and the dependent variable whether positive or negative and to predict the value of the dependent variable if the independent variable value.

## 3. Results and Discussion

Based on the results of the research and discussion of the effect of quality of work life on employee motivation at the Office of the Financial and Asset Management Agency in Palopo City are as follows:

Quality of Work Life influences the Motivation of Employee Work at the Palopo Regional Financial and Asset Management Agency (BPKAD) office, this is reinforced by the results of the Quality Of Work Life (X) variable on Job Motivation Employee (X) has t count which is 27,397 with t table which is 2,006, because  $t \text{ count} > t \text{ table}$ . This shows that there is an influence between the Quality of Work Life on the Motivation of Employee work at the Regional Financial and Asset Management Agency (BPKAD) office in Palopo City. Based on the t-test, Quality of Work Life (X) has an effect on Employee Work Motivation (Y). Judging from the results of the SPSS calculation, it is known that the value of t count is 27,397 t table 2,006 is greater than 0.05 as the level of error, this test stated that the variable Quality of Work Life (X) and Employee Work Motivation (Y) .

The influence of the independent variable on the dependent variable is called coefficient of determination which is the result of withdrawal  $R^2$ . coefficient determination ( $R^2$ ) of 0.935, which contains an understanding that the effect of the quality of work on the dependent variable Employee Work Motivation is equal to 93.5% while the remaining 6.5% is influenced by other variables not examined. From the results of the research that I did in accordance with previous research conducted by Pratama (2006) with the title Effect of Quality Of Work Life on Work Motivation of Kota Batu Village Employees. This research is included in the type of explanatory research using quantitative data. In this study 57 respondents were employed by civil servants in the Batu City Government Village, where the whole respondents were the whole population individually or together were given the same opportunity to become members of the sample so that this study was referred to as census research. The test used to test the research instrument is in the form of validity test, reliability test, and classic assumption test. To analyze the data, we used multiple linear regression analysis and classic assumption test, namely normality test, multicollinearity test, and heteroscedasticity test to determine the effect of quality of work life on work motivation both partially and simultaneously. The results of the study using multiple linear analysis show that job enrichment variables (X1) and participation variables in decision making (X2) have a significant influence on work motivation (Y) both simultaneously and partially. The most dominant variable influencing work motivation is participation in decision making.

The research results obtained are in line with previous research conducted by Sani (2015) in his research entitled the influence of Quality Of Work Life (QWL) and Motivation on Employee Performance of BinalhsanulFikri, the results of this study indicate that quality of work life and motivation have an influence simultaneous, has an influence on performance but partially, skill development with a significant value of 0.53, contact with co-workers with a significant value of 0.34, compensation with a significant value of 0.821, supervision with a significant value of 0.210, relationship with organization with a significant value of 0.759, work involvement with a significant value of 0.799, leadership with a value of 0.125 has no effect on performance, work environment with a significant value of 0.10, and motivation with a significant value of 0.001 has an influence on performance.

The results obtained are in line with previous research conducted by Astitiani (2016), his research entitled The Effect of Quality Of Work Life on Work Motivation and Employee Job Satisfaction, The study was conducted at Swastika Bungalows Sanur, with a sample of 60 employees taken by saturated sample method or census. The data analysis technique used is path analysis. Variables used in this study there are 3 variables, namely Exogenous variables Quality of Work Life employees (X), Endogenous variables Employee job satisfaction (Y), and Mediating variables of employee work motivation (Z). The results showed that the higher the Quality Of Work Life applied, the higher the work motivation of employees which had an impact on increasing employee job satisfaction with the results of path analysis which showed that work motivation had a positive effect in mediating the effect of Quality Of Work Life. The results of the study were obtained in accordance with the proposed hypothesis, which said that the Quality of Work Life (Quality Of Work Life) has an influence on Employee Work Motivation.

#### 4. Conclusion

In accordance with the results of the research conducted, it can be concluded that the Quality of Work Life influences the Motivation of Employee Work. Based on  $t$  count  $27,397 > 56$   $t$  table  $2,006$  it can be concluded that in this study  $t$  count  $> t$  table this variable the Quality of Work Life variable has an influence on the Motivation of Employee Work. The influence of independent variables on the dependent variable called coefficient of determination which is the result withdrawal R. coefficient determination ( $R^2$ ) of 0.935, which implies that the influence of the independent variable Quality of Work Life on the dependent variable Employee Work Motivation is equal to 93.5% while the remaining 6.5% is influenced by other variables not examined.

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