THE EFFECT OF EMPLOYEE PERFORMANCE AND WORK MOTIVATION ON WORK QUALITY DURING THE COVID-19 PANDEMIC PERIOD AT VICTORY PLUS SCHOOL

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Abstract

This study aims to analyze empirically the Effect of Employee Performance and Work Motivation During the Covid-19 Pandemic Period at Victory Plus School. The population in this study were employees who worked at the Victory Plus School. And the sample of this study was 80 respondents using the Simple Random Sampling method which is a random sampling of members of the population without regard to the existing strata in the population. The analysis in this study uses multiple linear analysis. The results showed that the results of the t test, employee performance variables and work motivation had a significant effect on work quality.

Keywords: Performance; Motivation; Quality

INTRODUCTION

The Covid-19 pandemic has greatly affected the lives of people all over the world. The resulting impact has had a tremendous effect, from an economic point of view to human resources. It isalso a challenge for the company to remainstanding and not go bankrupt. The role of human resources, namely employees, has a maximum contribution or role in achieving the mission and goals of the organization, it is necessary to make efforts to improve performance comprehensively and continuously.

Source The human resources desired in the 21st century in Indonesia is tough, insightful and skilled. The more advanced a country is, the more quality human resources that country has. This quality is very influential from the pattern of national education, because education is the first foundation for someone to have good knowledge, skills, and attitudes. The purpose of education is none other than building superior human beingswho can also survive the various problems theyface.

According to Arifin (2017) The role of Human Resources (HR) in a company is very important because as a driving force and manager of the system, to run well, its management must pay attention to important aspects such astraining, development and motivation. In this case, HR is used as one of the important indicators of achieving company goals effectively and efficiently. HR is a very vital company asset; therefore, its role and function cannot be replacedby other resources. Human resources in the company must always be oriented towards the vision, mission and goals and objectives of the company. To achieve the vision, mission and goals,of course, humans must have competency values and characteristics.

This agrees with Gates, 1996 in (Wijaya, Sudjimat, 2016: 264) he argues that, Currently, education is in the knowledge age with the acceleration of an extraordinary increase in knowledge. Thisaccelerated increase in knowledge is supported by the application of digital media and technology called the information superhighway. However, hasIndonesia become a country that has thiscapability? When viewed from the CentralStatistics Agency (BPS), the percentage OpenUnemployment Rate (TPT) in August 2018-August 2020 experienced an increase of 7.07 percent in the unemployment rate in Indonesia, coupled with the current state of the COVID-19 pandemic, of thetotal population aged as many as 203.97 million people, the percentage of the working age population affected by Covid-19 is 14.28 percent. With 7.07

percent of this unemployment rate, itshows that the Indonesian state is still less capable in developing human resources.

To achieve an advanced Indonesia, an educator is needed who is ready to create quality human resources, who are able to compete, and have the skills to work. According to Aprillindain (Hariyanto, Jannah, 2020: 78) explained that in this era teachers should be professional teachers, in order to be able to face challenges. For that, personality competence, competence professional, and social competence, as well as the pedagogic competence of a teacher need to be developed so as to be able to educate students who have the ability to predict and cope. This agrees with (Hasibuan, Prastowo, 2019: 40) who argues that teachers in charge of forming intelligent intellectuals must be able to demonstrate their pedagogical abilities. Therefore, teachers are required to read the situation and conditions of the times, in order to realize the "Concept of Science" according to the century.

Performance improvement also needs to be done so that employees avoid the threat of termination of employment (PHK). If the employee's performance decreases, the company will think again in hiring the employee because it does not have a good impact and becomes an obstacle in a company. Performance improvement is very necessary

The quality of the performance produced is very good and in accordance with the expectations desired by the company.

LITERATURE REVIEW

Quality of Work (Y)

The quality of work refers to the quality of human resources (Matutina, 2001), the quality of human resources refers to:
1. Knowledge (Knowledge) is the ability of employees who are more oriented towards intelligence and thinking power and mastery of broad knowledge possessed by employees.
2. Skills, abilities, and operational technical mastery in certain fields owned by employees.
3. Abilities namely the ability that is formed from a number of competencies possessed by an employee which includes loyalty, discipline, cooperation, and responsibility.
4. "Quality of performance or called quality of work life is a condition where employees can meet their important needs by working in the organization." Gary Dessler (2003)

Flippo (1995) states that it is important to create an environment to improve the quality of work, namely:
1. It is the responsibility and interest of the leadership to create an environment for quality improvement.
2. Approved values, attitudes and behaviors together required for improve quality.
3. Quality improvement goals implemented by the organization.
4. Open communication and good teamwork.
5. Recognition can encourage actions that are in accordance with values, attitudes and behaviors to improve quality.

Employee Performance (X1)

Performance is the result of individual or group work within an organization that according to Prawirsentono in (Sinambela, 2018) in accordance with the authority and responsibilities given in a legal way, in accordance with the law, morals and ethics as an effort to achieve organizational goals. According to Zainal et al., (2015) performance is a general term used for all activities within an organization in a certain period with past costs that are

projected based on the level of efficiency, accountability, or management accountability as a reference.

The factors that affect performance according to Handoko (2001) are:

1. Motivation
   An important driving factor that causes people to work is the existence of needs that must be met. These needs are related to human nature to get the best results in their work.
2. Job satisfaction
   Reflects a person's feelings towards his work. This can be seen from the positive attitude of employees towards work and everything they face in their work environment.
3. Stress level
   Stress is a condition of tension that affects emotions, thought processes and current conditions. Stress levels that are too large can threaten a person's ability to deal with the environment so that it can interfere with the implementation of their work.
4. Working conditions
   The working conditions in question that can affect performance here are the workplace, ventilation, and lighting in the workspace.
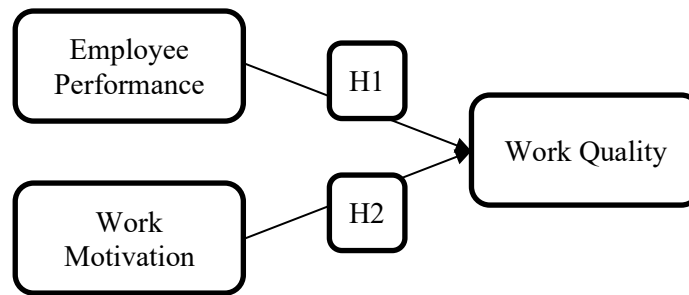
Work Motivation (X2)

Motivation theory is a concept that provides an explanation of a person's actions in meeting the needs and desires of his life. Motivation comes from the word motive which means encouragement, cause, or reason for humans to act consciously, with this motivation is a condition that is created from within a person is intrinsic motivation and there is also encouragement from outside extrinsic motivation.

According to Abraham H. Maslow quoted by (Sunyoto 2015. 194-195) says that human needs are divided into:

1. Physiological needs
   Physiological needs are the most basic hierarchy of human needs which are the needs to be able to live such as eating, drinking, housing, oxygen, sleep, sex and so on. Safety needs these needs include security and protection from the dangers of work accidents, guarantees for the continuity of their work, and guarantees for their old age when they are no longer working.
2. Social needs
   Includes the need for friendship, affiliation, and closer interaction with others. In the organization will be related to the need for a cohesive work group, good supervision, joint recreation. Esteem needs these needs include needs desire to be respected, appreciated for one's achievements, recognition of one's abilities and expertise and the effectiveness of one's work.
3. Self-actualization needs (self-actualization needs)
   Self-actualization is Maslow's highest hierarchy of needs; self-actualization is related to the process of developing one's true potential.

Framework

The Thinking Framework describes the influence of the Independent Variables, namely employee performance (X1), work motivation (X2) on work quality (Y) as the dependent variable. Based on the explanation above, the framework of thinking can be arranged as follows:

Referring to the theoretical study and framework of thinking above, a hypothesis can be proposed, that it is suspected that:

H1: There is an effect of Employee Performance (X1) on Work Quality (Y).
H2: There is an effect of work motivation on work quality (Y).
H3: There is an effect of Employee Performance (X1) and Work Motivation (X2) on Work Quality (Y).

RESEARCH METHODS

Research Design

Cresweel (2010:4) reveals that the causal survey quantitative research method is an objective measurement of quantitative and statistical data through scientific calculations based on a sample of people or residents who are asked to answer a number of questions about surveys to determine the frequency and percentage of their responses. Quantitative research methods according to Azwar (2012:5) quantitative research is a study that emphasizes analysis on numerical data that is processed by certain statistical methods. In other words, research uses a quantitative approach if the data used are numerical.

Based on the theoretical basis above, the research method that will be used in this study is a quantitative research method using a simple random sampling technique which is a random sampling of members of the population without regard to the existing strata in the population. (Sugiyono, 2018:81).

By taking a sample from a population using the main data collection instrument or primary data with a questionnaire, this study will examine employee performance by analyzing the relationship between research variables and measuring the influence between the independent variable and the dependent variable. Where the variable to be studied is the influence of employee performance and work motivation on work quality at Victory Plus School Bekasi.

The population in this study were all employees at the Victory Plus School with 100 employees at the time of the study. The number of samples taken according to the calculation of the Slovin formula is 80 respondents.

RESULTS AND DISCUSSION

Validity Test

Validity test is used to measure the accuracy of a research instrument. To find out whether an instrument is valid or not, the r count obtained must be greater than r table (r count > r table), so the method of calculating the validity test is to use the formula for degree of freedom/df = n-2 (df = 80 – 2 = 78) so that the r table value is 0.2199 with a probability value (sig) of 0.05 (5%).

Table 1. Validity Test Employee Performance

Indicators	R Count	R Table	Description
KK1	0.720	0.2199	Valid
KK2	0.717	0.2199	Valid
KK3	0.857	0.2199	Valid
KK4	0.697	0.2199	Valid
KK5	0.535	0.2199	Valid
KK6	0.682	0.2199	Valid
KK7	0.772	0.2199	Valid
KK8	0.657	0.2199	Valid
KK9	0.751	0.2199	Valid
KK10	0.625	0.2199	Valid

Source: Test result (2022)

Based on the table above, it can be seen that the calculated r value obtained by each variable statement item has a greater r value than the r table which has a value of 0.2199, so it can be concluded that the 10 statements in the Employee Performance variable are declared valid. Based on the table above, it can be seen that the calculated r value obtained by each item of the variable statement has a greater r arithmetic value than the r table which has a value of 0.2199, so it can be concluded that the 10 statements in the Work Motivation variable are declared valid.

Reliability Test

Reliability test is used to find out how far the measuring instrument can be relied upon if it is used many times to measure the same phenomenon. The level of reliability of a variable can be seen based on the statistical results of Cronbach's Alpha (α). An instrument is said to be reliable if the Cronbach's Alpha value > 0.60.

Table 2. Reliability Test

Variables	Cronbach's Alpha	Criteria	No of Item	Description
Work Quality	0.843	0.600	10	Reliable
Employee Performance	0.883	0.600	10	Reliable
Work Motivation	0.808	0.600	10	Reliable

Source: Test result (2022)

Based on the table above, it can be seen that the Cronbach's Alpha value of each variable is greater than 0.60 where the quality of work has a Cronbach's Alpha value of 0.843, employee performance has a Cronbach's Alpha value of 0.883 and work motivation has a Cronbach's Alpha value of 0.808. It can be concluded that all instruments in this study are reliable.

Normality test

Table 3. Validity Test Work Motivation

Indicators	R Count	R Table	Description
MK1	0.680	0.2199	Valid
MK2	0.590	0.2199	Valid
MK3	0.666	0.2199	Valid
MK4	0.621	0.2199	Valid
MK5	0.811	0.2199	Valid
MK6	0.792	0.2199	Valid
MK7	0.540	0.2199	Valid
MK8	0.478	0.2199	Valid

| Indicators	R Count	R Table	Description
MK9	0.511	0.2199	Valid
MK10	0.411	0.2199	Valid

Source: Test result (2022)

The normality test aims to determine whether the instrument used as a data collection tool is normally distributed or not. In this study, the normality test was carried out using the Kolmogorov Smirnov method with the criteria if the significance value (Asym sig 2 tailed) > 0.05, then the data was declared normally distributed and vice versa.

Table 4. Normality Test

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		80
Normal Parameters[a,b]	Mean	,0000000
	Std. Deviation	1,18695120
Most Extreme Differences	Absolute	,097
	Positive	,097
	Negative	-,060
Test Statistic		,097
Asymp. Sig. (2-tailed)		,062[c]
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Source: Test result (2022)

Based on the table above, the significance value (Asymp.Sig.2-tailed) obtained for the results of each dependent variable and independent variable is 0.062. Based on the significance value for each of these variables is greater than 0.05, it can be concluded that the data is normally distributed.
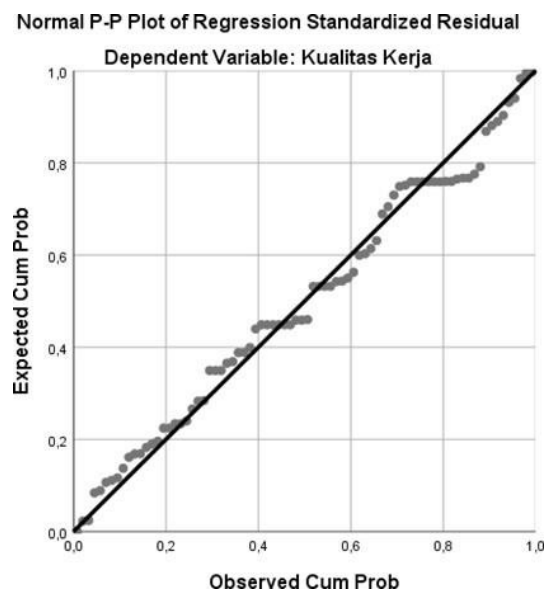
Source: Test result (2022)

From the results of the image above, it is known that the points in the distribution image appear to be spreading or approaching around the diagonal line and the distribution of data points is in the same direction as following the diagonal line, this indicates that the regression model fulfills the assumption of normality, so it can be said that the regression plot table standardized residuals are normally distributed.

Multicollinearity Test

This test is used to see whether the regression model shows a high correlation between the independent variables. There are several ways to find out whether there is multicollinearity in the regression, namely by looking at the Tolerance and Variance Inflation Factor (VIF) values. If there is no independent variable that has a Tolerance value of more than 0.10 or a VIF of less than 10. So it can be concluded that there is no multicollinearity between the independent variables.

Table 5. Multicollinearity Test

Coefficients[a]							
	Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model	B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1 (Constant)	1,396	1,433		,974	,333		
Kinerja Karyawan	,717	,056	,752	12,872	,000	,302	3,307
Motivasi Kerja	,252	,062	,238	4,070	,000	,302	3,307

a. Dependent Variable: Kualitas Kerja

Source: Test result (2022)

Based on the table above, the tolerance value is 0.302 > 0.1 and the VIF value is 3.307 < 10. These results have met the requirements of the multicollinearity test. So, it can be concluded that the data in this study does not have multicollinearity in the multiple linear regression model.

Heteroscedasticity Test

Heteroscedasticity test is used to test whether in the regression model there is an inequality of variance from the residuals of one observation to another observation. Heteroscedasticity test using the glejser test as follows:

Heteroscedasticity Test with Glejser Test:
1. If the significant value is > 0.05, then the data does not occur heteroscedasticity.
2. If the significant value is <0.05, then the data has heteroscedasticity.

Table 6. Heteroscedasticity Test

	Coefficientsᵃ							
		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	-,785	,917		-,856	**,394**		
	Kinerja Karyawan	,017	,036	,096	,473	**,638**	,302	3,307
	Motivasi Kerja	,023	,040	,120	,591	**,556**	,302	3,307
a. Dependent Variable: ABS_RESIDUAL								

Source: Test result (2022)

Based on the results of the calculations in the coefficients table shows that: The value of the employee performance variable (X1) is 0.638 statistically, then the employee performance variable is said to have no heteroscedasticity because the significant value is 0.638 > 0.05. The value of the work motivation variable(X2) is 0.556 statistically, then the work motivation variable is said to have no heteroscedasticity because the significant value is 0.556 > 0.05.

Multiple Linear Analysis

Multiple linear regression analysis aims to test how much influence the independent variable has on the dependent variable.

Table 7. Multiple Linear Regression Test

	Coefficientsᵃ							
		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	**1,396**	1,433		,974	,333		
	Kinerja Karyawan	,717	,056	,752	12,872	,000	,302	3,307
	Motivasi Kerja	**,252**	,062	,238	4,070	,000	,302	3,307
a. Dependent Variable: Kualitas Kerja								

Source: Test result (2022)

Based on table 7, the two independent variables have a significance value below 0.05. So it can be concluded that the dependent variable, namely the quality of work is influenced by the two dependent variables. Then the multiple regression equation obtained from the results of the analysis is as follows:

$$Y = 1.396 + 0.717 X1 + 0.252 X2 + e$$

The equation model means that:
1. Constant = 1.396
2. This figure shows that if the employee performance variable (X1) and work motivation (X2) have a value of 0, then the quality of work (Y) has a value of 1.396.

3. Employee performance regression coefficient (X1) is 0.717. This means that if there is an addition of 1 employee performance value and other independent variables remain, then the employee's performance will increase by 0.717.
4. The regression coefficient of work motivation (X2) is 0.252. This means that if there is an additional 1 value of work motivation and other independent variables remain, then the quality of work will increase by 0.523.

T Test (Partial)

T test or partial test aims to determine how far the influence between each independent variable on the dependent variable. If the significance value <0.05, the independent variable has a significant effect on the dependent variable. With the criteria if the value of t count > t table then Ho is rejected and Ha is accepted, on the contrary if the value of t arithmetic < t table then Ho is accepted, and Ha is rejected.

Table 8. T Test (Partial)

Coefficientsª								
		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	1,396	1,433		,974	,333		
	Kinerja Karyawan	,717	,056	,752	12,872	,000	,302	3,307
	Motivasi Kerja	,252	,062	,238	4,070	,000	,302	3,307
a. Dependent Variable: Kualitas Kerja								

Source: Test result (2022)

The results of the T test can be seen in the following table:
1. Hypothesis Test 1
   Based on table 8, it is known that the results of the t count obtained are greater than t table, namely 12.872> 1.990 with a significance value of 0.000 <0.05, then Ho is rejected, and Ha is accepted. So, it can be concluded that the employee performance variable (X1) partially has a significant effect on work quality (Y).
2. Hypothesis Test 2
3. Based on table 8, it is known that the results of the t count obtained are greater than t table, namely 4.070> 1.990 with a significance value of 0.000 <0.05, then Ho is rejected, and Ha is accepted. So, it can be concluded that the work motivation variable (X2) partially has a significant effect on work quality (Y).

F Test (Simultaneous)

The F test or simultaneous test aims to determine whether all the independent variables included in the model have a joint influence on the dependent variable. If the value of F count > F table or significance value < 0.05 then Ho is rejected and Ha is accepted, on the other hand if the F count value is < F table or significance value > 0.05 then Ho is accepted, and Ha is rejected.

Table 9. F Test (Simultaneous)

Model		Sum of Squares	df	Mean Square	F	Sig.
		ANOVAª				
1	Regression	1289,588	2	644,794	**446,086**	**,000ᵇ**
	Residual	111,299	77	1,445		
	Total	1400,887	79			
a. Dependent Variable: Kualitas Kerja						
b. Predictors: (Constant), Motivasi Kerja, Kinerja Karyawan						

Source: Test result (2022)

Based on table 9 it is known that the F count obtained is greater than F table, namely 644.794 > 3.11 with a significance value of 0.000 <0.05, then Ho is rejected, and Ha is accepted. So, it can be concluded that simultaneously employee performance (X1) and work motivation (X2) affect the quality of work (Y).

Coefficient of Determination (R^2)

This test is used to measure the closeness of the correlation coefficient of determination, namely the number that indicates the magnitude of the ability to vary or spread the independent variables that explain the dependent variable or the number that indicates how much the dependent variable is influenced by the independent variable. The analysis of determination in this study is to find out how far the influence of the independent variable on the dependent variable which is shown in the form of a percentage is based on the value of R Square in the Model Summary table.

Table 10. Coefficient of Determination (R^2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
		Model Summaryᵇ		
1	,959ª	**,921**	,918	1,20227
a. Predictors: (Constant), Motivasi Kerja, Kinerja Karyawan				
b. Dependent Variable: Kualitas Kerja				

Source: Test result (2022)

Based on the results of the table above, it shows that the resulting R square value is 0.921, which means that the influence of employee performance and work motivation on work quality is 92.1% or it can be said that there is a strong enough influence on the independent variables jointly influencing the dependent variable. The rest (100% - 92.1% = 7.9%) 7.9% value is influenced by other variables not examined in this study.

Discussion of Research Results

Based on the results of the tests that have been carried out, it can be explained about the discussion of Employee Performance and Work Motivation on Work Quality During the Covid- 19 Pandemic Period at Victory Plus School, it can be explained through the following discussion:

The Influence of Employee Performance on Work Quality

Based on the results of the T-test or partial test data processing, it is known that the employee's performance has a t-count value greater than t- table, namely 12.872 > 1.990 with a significance value of 0.000 <0.05 then H1 is accepted, meaning that partially there is a significant influence between employee performance and Work quality. In this case, employee performance has a greater influence on the quality of work of employees at the Victory Plus School. This illustrates that the better the performance given by employees, the quality of the work produced will increase. This means that improving the quality of work of employees at the Victory Plus School requires support for improving employee performance.

The results of this study support previous research conducted by (Ardianto and Bukhori 2021) in their research that employee performance has a positive and significant effect on work quality.

The Effect of Work Motivation on Work Quality

Based on the results of the T-test or partial test data processing, it is known that the work motivation variable has a t-count value greater than t-table, namely 4.070> 1.990 with a significance value of 0.000 < 0.05 then H1 is accepted, meaning that partially there is a significant influence between work motivation and work quality. This illustrates that the higher the perceived work motivation of employees, the higher the quality of work produced by employees at the company. This means that improving the quality of employee work at the company requires increased support from employee motivation.

The results of this study support previous research conducted by (Sartono 2018) in his research that work motivation has a positive and significant effect on the quality of employee work.

The Influence of Employee Performance and Work Motivation on Work Quality

Based on the results of data processing in the F test or simultaneous test, it is known that employee performance and work motivation have a Fcount greater than Ftable, namely 644.794 > 3.11 with a significance value of 0.000 < 0.05 so that H3 is accepted, meaning that employee performance and work motivation are jointly affect the quality of work of employees at the Victory Plus School. Meanwhile, the coefficient of determination shows that the result of the R Square value is 0.918 or 92.1%. These results indicate that employee performance and work motivation have an effect of 92.1% on the quality of work of employees at the Victory Plus School. While the remaining 7.9% is influenced by other variables that not included in this study.

Each of the variables, namely employee performance and work motivation, has an important role in improving the quality of employee work. If the two variables are increased together it will improve the quality of work of employees at the Victory Plus School. An employee whose performance is good and continues to increase, and has high work motivation, will tend to improve the quality of work of employees at the school. This will have a good impact on schools, especially during the Covid-19 pandemic.

CONCLUSION

Referring to the results of research and discussion in chapter IV, it can be concluded that it is proven that:

1. Employee performance is proven to have a significant effect on the Quality of Work of Employees at Victory Plus School.
2. Work Motivation is proven to have a significant effect on the Quality of Work of Employees at Victory Plus School.

3. Based on the results of the analysis of the third hypothesis, it shows that employee performance and work motivation simultaneously have a strong influence on the quality of work of employees at the Victory Plus School.

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