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# THE EFFECT OF QUALITY OF WORK LIFE (QWL), WORK DISCIPLINE AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE IN THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OF SUMENEP DISTRICT

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## Abstract

Creating competitive advantage is improving the quality of human resources, several advantages such as aspects of human resources are closely related to improving the quality of work life and several important aspects such as work discipline and work motivation, as well as goals to set goals. This study emphasizes how to examine the effect of the quality of work life, work discipline and work motivation on the performance of the population and civil registry of Sumenep Regency, so the method used in this study is a quantitative approach to employees at Disdukcapil Sumenep Regency with a population of 80 employees, due to limitations. The 80 employees then used the sample determination technique using all members of the population in the office using a saturated sample of 80 respondents. This data analysis technique uses multiple linear regression using SPSS software with data that has passed the test results with data quality tests and assumption tests. The results of the study concluded that the quality of work life has a significant effect on employee performance, while the variable work discipline of employees at the service office has a significant effect on employee performance and work motivation can also make a positive contribution, which has a significant effect on employee performance in population and civil registration services in Sumenep Regency.

**Keywords:** Quality work life - Work discipline - Work motivation - Employee performance

## 1. Introduction

The main problem in human resource management is how to build a productive culture within the company so that it will improve organizational performance [1]. According to Simanjuntak in performance competition is the level of achievement of results for the implementation of certain tasks in an effort to improve the quality of work life or Quality of Work Life (QWL) is not easy because in the process there are many challenges, even if not supported by various parties, usually this effort can fail (2) ]. Motivation and support from top management is needed and very important in determining employee performance. Effective disciplinary action will encourage individuals to improve performance that benefits that individual and of course also the organization.

As an agency engaged in public services that focuses on services to the general public, an adequate quality of work life is needed for its employees. The main problem in this research is one of the research gaps in this research, namely This research also complements the previous research at the service office with the title of the previous research, namely the analysis of community satisfaction with the population service and civil registration of Sumenep in the previous study was still limited to general services to the community so it is necessary in this study to conduct more in-depth research. how the human resources in the office work optimally and there is a need for development both in terms of quality of work life, work discipline and motivation of these employees in serving the community in Sumenep Regency. Another main problem is related to the implementation of performance at the population service and civil registration in Sumenep, there are some relationships that are still limited to the implementation of work, not on a positive reciprocal relationship between leaders and employees, so there is a need for improvement in a better direction such as discipline, motivation or quality. a better work life, motivation needs to be a stage in achieving the goal of effective performance by providing appropriate rewards or compensation, while in the quality of work life it is also necessary to have equal participation from all human resources. Work motivation that affects performance and effective disciplinary action will encourage individuals to improve performance that benefits the individual and of course also the organization.

From the above explanations, quality of work life, work discipline and work motivation are the main ingredients of research in organizations engaged in the field of public services, namely at the department of population and civil registration of Sumenep Regency, in this case the performance of employees in the department of population and civil registration of Sumenep Regency. And the existing problems can later be developed from the results of the problem formulation, namely how is the relationship between quality work of life, work discipline and work motivation on performance in the civil registry office of Sumenep Regency.

## 2. Methods

Some of the identification and research indicators are as follows, according to walton. indicators of variables *quality work of life* consist of growth and development, participation, an innovative reward system, work environment [3]. Meanwhile, according to sudarmato, work discipline variables consist of punctuality, using office equipment properly, high responsibility, and obedience to office rules [4]. Work motivation consists of several indicators that have been put forward by maslow into five hierarchies of needs, namely physiological needs, safety needs, social needs, self-esteem needs, and self-actualization [5]. Meanwhile, according to Robbins, performance consists of several dimensions such as quality, quantity, timeliness, effectiveness, independence and work commitment [6]. From these indicators then developed with several statements submitted in the questionnaire to be answered by all research respondents using a measurement scale in this study is an ordinal scale using five scales on each variable

Population in this study, namely employees who work at the population service and civil registration of Sumenep Regency. The sampling technique uses saturated samples, where all members of the population are sampled. The sample in this study were 80 employees at the

population service of civil registration of Sumenep Regency. While the analysis technique used, namely the stages carried out first is to test the quality of the data by testing the validity and reliability testing then the data is also carried out five assumption tests. In concluding the results of the data, it is carried out by using multiple linear regression analysis where this technique is a statistical technique that is useful for examining and modeling the relationship between variables. Multiple regression is often used to solve regression analysis problems which result in the relationship of two or more independent variables and the related framework of this research is listed in accordance with Figure 1 below.

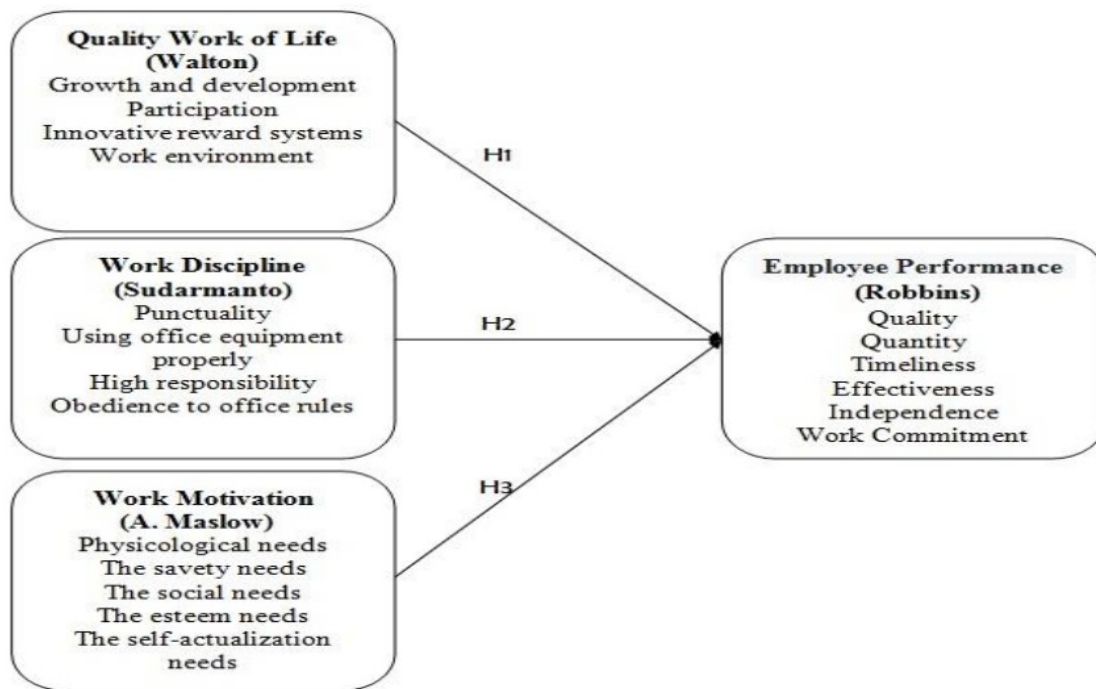


Figure 1. Framework

### 3. Results and Discussion. Results of the

#### 3.1. Analysis

##### a. t test (test individually)

Individual test or t test can be presented in the table below with reference to the t test value and the significance value for each of the following variables

Table 1. t test

Variable	Test t	Significance
X1	5,016	,000
X2	4,627	,000
X3	2,312	,023

Based on Table 1 above shows that the variable Quality work of life, work discipline and motivation of its significance value less than 0.05 it can be concluded that all of these variables have a significant effect on the performance of the Disdukcapil in Sumenep district

b. The calculated F test (simultaneous test)

The joint test or the F test can be presented in the table below with reference to the F test value and the significance value of each of these variables

Table 2. Simultaneous Test (F)

Variable	F Test	Significance
X1, X2, X3	23, 273	, 000

Based on the results of the F test in table 2 that the significance value is below the value of 0.05 so it can be concluded that the quality variables work of life, work discipline and work motivation together have a significant effect on performance.

## 3.2 Discussion

### 3.2.1 Effect of quality of life on employee performance

Based on the results of several data tests in knowing the variable quality of life or quality of work life on employee performance in the civil service office of population and civil registration in Sumenep Regency, the quality of work life has a significant positive effect on employee performance. These results indicate that the higher the quality of work life that exists in the employees of the Office of Population and Civil Registry of Sumenep Regency, the more it will improve the performance of an employee in the service, so that if the lower the quality of work life of the service employee will reduce the performance of these employees and The performance of employees is very much determined by how to always improve the quality of life of the apes carried out at the Sumenep Regency population and civil registration service. The

conclusion above is also in accordance with Wayne's explanation where the quality of work life is the employee's perceptions that they want to feel safe, are relatively satisfied, and got the opportunity to be able to grow and develop like humans [3]. The results of this study are also in accordance with some of the results of previous research, including research by Anugrahini with the title of the influence of the quality of work life on the performance of the employees of the Sampang Regency industry and trade service, which concludes that the quality of work life has a positive effect on the employees of the Sampang Regency industry and trade service [7], other research results concluded as has been done by Astrianditya stating that the quality of work life has a positive effect on the performance of employees of PT Pertamina persero ru IV cilacap with several supporting factors, such as self-recognition, a good work environment and mutual tolerance, the attitude of leaders who can foster and control well, and appropriate work placement so that the quality of work life affects employee performance [8]

From some of the explanations above it can be a reference that the quality of work life in the population and civil registration office in Sumenep District has a very good impact on the continuity of working life and in particular for improving performance in the office is also in accordance with the results in the field that several indicators such as development, participation, reward systems and work environment synergize in the office with some evidence such as active participation of employees in carrying out activities every day with consistency of presence and a conducive work environment such as mutual timacy between employees so that with this atmosphere a good work environment can arise and the quality of work life can improve the performance of employees in the population and civil registration services. Sumenep Regency.

### 3.2.2 The effect of work discipline on employee performance

The results of several data tests that have been carried out to determine the effect of work discipline variables on employee performance at the office of population and civil registration of Sumenep Regency, it is known that employee work discipline in the service office has a positive influence on employee performance. So that these results be concluded that the work discipline that has become a culture or routine in the employees of the Population and Civil Registry Office of Sumenep Regency can improve the performance of individual staff in these offices, so that if there is a decrease in discipline in these employees it will greatly affect the performance decline of the employees. employees in service of population and civil registration Sumenep

As based on the observations that have been made by researchers that the level of participation shown by the absence or presence in the department of population and civil registration Sumenep in accordance with the procedure yanga da in office, factor this presence become baselines for the improvement of employee discipline in which attendance and adherence to work standards will have a very high impact on the performance of employees in these offices as is currently happening in the department of population and civil registration Sumenep Regency. From some of the research results above, it is also supported by several previous theories, ardana states that work discipline is an attitude of respect, respect, obedience,

and obedience to the applicable regulations, both written and unwritten and able to carry them out and not avoid receiving sanctions. the sanctions. [9]

Meanwhile, based on previous research, it also strengthens the results of this study, namely rhyme & bambang with the title of research on the effect of work discipline and work environment on employee performance (a study on employees of PT. Pertamina (Persero) refinery unit IV cilacap by concluding the results of their research, namely discipline. Work owned by employees of PT. Pertamina (Persero) refinery unit IV Cilacap is in a good category. Employees have the awareness that complying with existing regulations in the company is important so that work discipline in the company has a significant effect on employee performance [10]. As for other studies that have the same results in strengthening the results of this study are as research conducted by Suparno where the results of these studies state that work discipline has a positive and significant effect on the performance of the employees of the Sragen Regency education office [11]

### 3.2.3 The effect of work motivation on performance

The results of several data tests that have been carried out to determine the effect of work motivation on employee performance at the office of population and civil registration in Sumenep Regency, it is known from the data analysis that the work motivation of employees in the office has a significant effect on employee performance. So that it can be concluded that the work motivation possessed by employees at the service can increase the performance of individual employees in the service, so that if there is work motivation on these employees it will affect the decline in the performance of an employee in the district of Sumenep

## 4. Conclusion

Based on the results of data testing and discussion of this study, several conclusions can be drawn, including the following:

1. The quality of work life can contribute significantly to employee performance. With several important indicators such as development, participation and a very supportive work environment that has become a routine and culture in the department of population and civil registration of Sumenep Regency. These results are indicated by the higher the quality of work life of employees, the higher the performance of employees in the agency.
2. Employee work discipline also contributes to the performance of employees in the agency with the results that have been done from data processing of the results of this study which shows that work discipline variables have a positive effect on employee performance with certain criteria such as attendance levels, adherence to work standards, awareness and being ethical among employees contributes to improving the performance of employees at the office of population and civil registration of Sumenep Regency
3. Employee work motivation can make a positive contribution to the performance of employees in these offices with the results that have been done from the data processing of the results of this study which shows that work motivation has a significant effect on employee performance with certain criteria or indicators that have been studied with the results of work motivation. impact on improving the performance of employees at the office of population and civil registration of Sumenep Regency



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