

**The Effect Of Quality Of Work Life And Motivation On Employee Performance Of Pt.
Bank Rakyat Indonesia (Persero)
Barru Branch****Fajrin¹⁾, Muhammad Yusuf²⁾, Andi Nur Fitrianti³⁾**
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fajrin034@gmail.com¹⁾, muhammadyusuf@unismuh.ac.id²⁾, nur.fitrianti@unismuh.ac.id³⁾**Abstract**

This research is a type of quantitative research with the aim of determining the influence of the quality of work life and motivation on the performance of employees of PT. Bank Rakyat Indonesia (Persero) Barru Branch. The type of data used in this study is quantitative data obtained from questionnaires that are shared and related to the problem being studied. Data collection was carried out by observation and distribution of questionnaires. In this study, the data sources used in data collection include primary data and secondary data. The research instrument used in this study uses the Likert scale method. Based on the results of data research using statistical calculations through the Statistical Package for the Social Science (SPSS) version 26 application regarding the influence of quality of work life and motivation on the performance of employees of PT. Bank Rakyat Indonesia (Persero) Barru Branch which has been discussed in the previous chapter, the author draws an important conclusion that the quality of work life has a positive and significant effect on the performance of employees of PT. Bank Rakyat Indonesia (Persero) Barru Branch while motivation has a positive and significant effect on the performance of employees of PT. Bank Rakyat Indonesia (Persero) Barru Branch.

Keywords: *Quality of Work Life, Motivation, Employee Performance***INTRODUCTION**

Human resources are a translation of "human resources", but there are also experts who equate human resources with "manpower" (labor). In fact, some people equate the meaning of elderly resources with personal (personnel, personnel, and so on). Human resources are the only resources that have reason, desire, skills, knowledge, encouragement, power, and work. Werther and Davis, stated that human resources are "employees who are ready, capable, and alert to achieve organizational goals".

The quality of human resources is determined by the extent to which the system in the field of human resources is able to support and satisfy the wishes of employees and the company. Improvement of knowledge, skills, changes in attitudes, behaviors, correction of performance deficiencies is needed to improve performance and productivity through training and motivation from leaders or the Company.

Training will provide opportunities for employees to develop new skills and abilities in the work process so that what is known and mastered now and for the future can help employees to understand what is actually being done and why it must be done, providing opportunities to increase knowledge, expertise while with motivation will provide opportunities for employees to overcome individual egos and strengthen the commitment of company employees.

The quality of work life means good supervision, good working conditions, good pay and rewards, and work that is attractive, challenging and provides adequate rewards. Quality of

work life is a systematic effort by the organization to provide greater opportunities for workers to influence their work and their contribution to the achievement of the company's overall effectiveness. Therefore, proactive HR managers and departments look for efforts that can motivate workers so that they can use their intellectual abilities. In some companies, the HR department is responsible for encouraging and directing relationships between workers in order to improve the quality of work life and employee productivity. The HR department's efforts to improve relationships between workers mean that it requires support from management with an emphasis on employee motivation and job satisfaction.

Meanwhile, the importance of motivation in an organization causes a person to work if there is a motive because without motivation, people will not do something. Motiv usually arises from the inside as well as from the outside because of the basic human needs that are universal. The urge to cultivate external motives can be physical or non-physical which is called motivation.

Employee work motivation is needed in a job, because basically humans are easily motivated by giving what they want. Humans will basically feel that their needs are satisfied if their physical needs are met such as (food, water, housing and sleep), so that other needs will be more motivated to achieve (security/safety, acceptance of awards, and self-actualization).

PT. Bank Rakyat Indonesia (Persero) Tbk. is one of the government-owned banks that has the widest and largest network in Indonesia. The bank, which used to be named De Poerwokertosche Hulp en Spaarbank der Inlandsche Hoofden, was founded on December 16, 1895 in Purwokerto, Central Java by Raden Bei Aria Wirjaatmadja. The bank, which has been established for 118 years, has 9,736 offices. PT. Bank Rakyat Indonesia (Persero) Tbk. consists of Head Office, Regional Office, Branch Office, Sub-Branch Office, Unit Office, Cash Paying Office, BRI Terrace and Mobile Terrace spread throughout Indonesia.

PT. Bank Rakyat Indonesia (Persero) Tbk. has a network of each sub-district, namely the unit office. The unit office has the task of collecting and redistributing funds to the community within the sub-district. Unit offices serve credit but are limited, for example, KUR with a maximum of twenty million rupiah, working capital loans and investment loans with a maximum of one hundred million rupiah. Human resources in the unit office include unit heads, mantri, customer service, tellers, security guards, cleaning services and night guards. Each employee has their own computer connected by the BRINET application except for security guards, cleaning services, and night guards. The BRINET application includes an operational system and reporting system that is integrated with the Jakarta Head Office.

Based on the pre-research conducted, the number of employees from PT. Bank Rakyat Indonesia (Persero) Barru Branch is 53 people and judging from the current conditions in the field, there are employees who are differentiated in terms of work. At the time of training, only selected employees can take part in the training, in this case unbalanced growth and development will cause a state of suboptimal quality of work life and a relatively low level of employee satisfaction. In addition, in meeting the needs of employees who have not been met in work motivation and are still rarely felt by employees in completing work.

From the above phenomenon, it can be seen that the level of quality of work life and work motivation is quite influential on the performance of PT. Bank Rakyat Indonesia (Persero) Barru Branch. However, this has not been proven to be true before in-depth research has been conducted. Based on the above background, the researcher is interested in conducting

research on "The Influence of Quality of Work Life and Motivation on Employee Performance at PT. Bank Rakyat Indonesia (Persero) Barru Branch".

RESEARCH METHODS

This type of research is quantitative research with the intention of finding the influence of independent variables (independent variables) with dependent variables (bound variables). This study uses primary data obtained directly by providing questionnaires or lists of questions to employees of PT. Bank Rakyat Indonesia (Persero) Barru Branch, and secondary data obtained from the second source after primary data consisting of documents, notes, magazines, newspapers, and literature. The population and in this study are all employees of PT. Bank Rakyat Indonesia (Persero) Barru Branch with a total of 53 employees. The data collection technique using questionnaires is a series of question instruments arranged based on research variable measurement tools by providing a set of questions or statements to individuals who function as respondents to enable them to answer the researcher's questions. This study uses the Likert Scale to distribute questionnaires to respondents, each statement is given a score of 1 to 5 with the following answer choices: for strongly disagree the answer is given a score = 1, disagree is given a score = 2, disagreement is given a score = 3, agree is given a score = 4, strongly agree is given a score = 5.

RESULTS AND DISCUSSION

A. Results

1. Characteristics of respondents by gender

Table 1. Results Characteristics of respondents by gender

		Gender			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Legal Law	25	47.2	47.2	47.2
	Woman	28	52.8	52.8	100.0
	Total	53	100.0	100.0	

Based on the data of table 1, it shows that the gender characteristics of the majority of respondents are dominated by female employees as many as 28 (52.8%) while male employees are 25 (47.2%), thus it can be concluded that employees of PT. Bank Rakyat Indonesia (Persero) Barru Branch The number of male and female respondents is relatively unbalanced.

2. Reliability Test

Table 2. Reliability Ttest Results

Variable	<i>Cronbach's Alpha</i>	Information
Quality of Work Life (X1)	0,953	Reliable
Motivation (X2)	0,911	Reliable
Employee Performance (Y)	0,947	Reliable

The results of the reliability test show that all variables are declared realistic because they have passed the limit of the reliability coefficient, namely with a Cronbach alpha value of >0.6 so that in the future the items in each of the variable concepts are suitable to be used as a measuring tool.

3. Partial Test (Test t)

Table 3. Test Result t

Model		Unstandardized Coefficients		Standardized Coefficients	t	Say.
		B	Std. Error	Beta		
1	(Constant)	6.584	1.485		4.432	.000
	Quality of Work Life	.473	.106	.523	4.473	.000
	Motivation	.356	.095	.436	3.730	.000

ased on the results shown in the table above, it can be seen that in the value of t obtained, for the variable (X1) the quality of work life is obtained $t_{\text{calculation}} = 4.473$ greater than $t_{\text{table}} = 1.675$ ($4.473 > 1.675$) with a significance level of 0.00 which means H1 is accepted. Thus, the first hypothesis of this study is proven to mean that there is a significant influence on the quality of work life on the performance of employees of PT. Bank Rakyat Indonesia (Persero) Barru Branch. For the variable (X2) motivation is obtained $t_{\text{calculation}} = 3.730$ greater than $t_{\text{table}} = 1.675$ ($3.730 > 1.675$) with a significance level of 0.00 which means H2 is accepted. Thus, the hypothesis of these two studies is proven to mean that there is a significant influence between motivation and employee performance of PT. Bank Rakyat Indonesia (Persero) Barru Branch.

4. Test Coefficient of Determination (R^2)

Table 4. Test Results of Coefficient of Determination (R^2)

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.937 ^a	.877	.872	1.06107	2.074
a. Predictors: (Constant), Motivation, Quality of Work Life					
b. Dependent Variable: Employee Performance					

From the results of multiple regression management, it is known that the magnitude of the determination coefficient (R^2) value of 0.877 means that the variable of quality of work life and motivation is able to explain the variation of the employee performance variable, which is 87.7%, and the rest is influenced by other factors that are not examined in this research model.

B. Discussion

This study aims to partially test the quality of work life and motivation for employee performance at PT. Bank Rakyat Indonesia (Persero) Barru Branch and the discussion are adjusted to the purpose of this study. Based on the test results, it has been found that the results of the quality of work life variable are obtained $t_{\text{calculation}} > t_{\text{table}}$ ($4.473 > 1.675$) and the significance value for the quality of work life variable < 0.05 which is 0.000 while the motivation variable is obtained as a result of $t_{\text{calculation}} > t_{\text{table}}$ which is a value ($3,730 > 1,675$) and the significance value for the motivation variable < 0.05 ($0.000 < 0.05$). Therefore, it can be concluded that H1 and H2 are accepted, which means that there is a positive and significant influence between the quality of work life and motivation on employee performance at PT. Bank Rakyat Indonesia (Persero) Barru Branch.

The results of this study are in line with the research conducted by Fairuz Tito Milsan, 2022 with the title "The Influence of Quality of Work Life, Emotional Intelligence, Social Support on Employee Performance (Case Study of Employees of the Pemalang Regency Investment and One-Stop Integrated Services" and the results of this research are in line with the research conducted by Ali (2021) entitled "The Influence of Quality of Work Life and Job Satisfaction on Employee Performance on CV. Bebi Tri Sentosa in Bitung City". These two studies show that the quality of work life and motivation have a positive and significant effect on employee performance.

This shows that the better the quality of work life, the better the employee's performance will be, as well as motivation, if the more motivation is given and in accordance with the employee's ability, the resulting performance will increase. With good motivation and a guaranteed work environment, it will trigger employees to work more actively which will certainly have a good impact on the company

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