



The Influence Of Work Quality, Trust, And Work Discipline On The Performance Of Employees Of Pakuhaji District, Tangerang Regency

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ABSTRACT

The purpose of this research is to study how work discipline, trust factors, and work quality impact employee performance in Pakuhaji District, Tangerang Regency. This research used quantitative methods and involved all employees of Pakuhaji District, Tangerang Regency, with a sample of 35 people. To collect data, observation and questionnaires were used. This research uses validity, reliability, classical assumptions, coefficient of determination, and hypothesis testing with the t test and F test to analyze the data. The results show that work quality, trust, and work discipline influence employee performance both partially and simultaneously. Therefore, to improve performance, these three components must be managed well.

INTRODUCTION

Human resources (HR) play an important role in the performance of an organization. Employee performance is strongly influenced by various factors, including human resource management. Yani (2017) defines performance as employee development programs, such as training and development, help improve employee skills and knowledge. Employees who continuously develop themselves tend to be more productive and able to deal with the demands of a growing job. Meanwhile, Mangkunegara (2013) defines performance (work performance) as employee development programs, such as training and development, help improve employee skills and knowledge. Employees who continuously develop themselves tend to be more productive and able to deal with the growing demands of the job. Overall, effective human resource management can create a work environment that supports, motivates, and develops employees, which in turn can improve overall organizational performance (Hendri et al 2018).

Several indicators are used to assess employee performance, and views regarding the factors that can influence this performance are also quite relevant. Performance Indicators: Quality: Assesses the level of errors, defects, and thoroughness in performing tasks. Quality can

be an important indicator to determine the extent to which work results meet standards or needs. Quantity: Measures the amount of work or products produced by an employee. This can give an idea of how productive a person is at their job. Time Use: Assessing employee time efficiency, involving aspects such as attendance levels, tardiness, and effective working time. Efficient use of time can increase productivity. Cooperation: Shows the extent to which individuals can get along with those around them and increase their work productivity. The ability to collaborate can be very important in a team work environment. Factors Influence Employee Performance: Quality of Work: Level of proficiency, expertise and competency in carrying out tasks. High quality work can make a positive contribution to performance. Trust: Having trust from superiors, colleagues and other related parties can motivate employees to do their best. Work Discipline: The level of discipline in carrying out tasks and complying with work regulations. Good discipline can ensure consistency in performance. Performance Indicators According to Other Sources: Cost Effectiveness: Assessing the extent to which the results achieved are commensurate with the costs incurred. Timeliness: Assessing the extent to which work or projects are completed within the specified time limits. Need for Supervisors: a description of how independent employees can be in carrying out their duties without requiring constant supervision.

Work quality refers to the extent to which work results meet or exceed established standards. Work quality not only includes the final result, but also involves aspects such as timeliness, reliability, accuracy, innovation, and consistency (Jaya et.al, 2020: 238). To achieve maximum work quality standards, organizations need to evaluate or assess employee performance carefully, orderly, and according to procedures, with the hope of increasing employee motivation and loyalty to the organization (Irawati, 2017). The essence of work quality is that the existence of clear work standards and procedures helps in achieving consistent work quality. Employees need to understand the expectations and demands of the job to be able to produce quality work. (Ashari et.al, 2020). Employees who demonstrate good work quality will maintain commitment in carrying out their duties, such as completing tasks on time, being present on time, and working professionally (Ristanti, 2016). Work quality is a key component of individual and organizational success. By paying attention to these factors, organizations can create an environment that supports and encourages high quality work (Hasibuan, 2016).

According to research findings by Imam Pratama and Yunita (2021), work quality has a significant and beneficial influence on employee performance. This research shows that the higher the quality of work, the better the employee's performance. According to research by Siti Lam'ah Nasution (2020), superior employee work quality can improve employee performance at PT. TAMARIND. Employees who demonstrate high quality work include characteristics such as arriving on time, completing tasks on time, being committed to the business, and so on.

A factor that also influences employee performance is the trust factor. Issues regarding trust are very vital because they have a direct impact on employee performance. In a work context, a superior needs to gain the trust of his subordinates. Without trust, which is the essence of every human relationship, a boss will have difficulty completing his duties effectively. To build trust from his subordinates, a superior must demonstrate competence in his work, be reliable by his subordinates, be open, and show concern for his subordinates.

According to Praningrum and Febrianto (2019), trust is an important factor in employee success because it fosters voluntary cooperation. Trust develops over time through mutual trust in one another with good intentions and constructive actions (Sulistiani et al., 2015).

Mukhsin's (2017) research shows that trust comes from long-term relationships, which produce loyalty and trust. Research by Masni et al. (2018) found that trust has a big impact on employee performance; the trust factor comes from their colleagues and superiors. Hardiani's (2018) research shows that high trust is the result of the trust given by their superiors and co-workers.

Another aspect that influences employee effectiveness is work discipline. Hasibuan (2016) defines work discipline as employee dedication and preparation. to comply with all organizational policies and appropriate community standards. Therefore, work discipline can be defined as an employee's knowledge and readiness to comply with company laws as well as related social standards. According to Sinambela (2016), work discipline is a communication strategy used by leaders to urge employees to improve their behavior in accordance with established norms. Discipline is often an obstacle in business when carrying out daily tasks, and low levels of discipline are a frequent problem. Based on pre-research findings conducted by researchers, employee motivation at this company appears to be low, this is evidenced by frequent tardiness and absenteeism.

Previous research by Luthfia and Bachruddin (2019) found that employee performance improves if employees have clear rules to follow. Having these rules can help employees become more disciplined, which means they have to arrive on time, complete tasks on target, and other things. Another study by Ade and Haryaty (2021) found that work discipline can affect company performance by 61.1%, which indicates that employees who work well will also work well.

The results show that the performance of employees of Paku Haji Subdistrict, Tangerang Regency from 2020 to 2022 is categorized as medium with an average score of 81. Employee work goals, work behavior, and work performance are the assessment indicators.

Table 1 Employee Performance Data of Paku Haji Subdistrict, Tangerang Regency, Year 2020 to 2022

Employee performance evaluation						
Employee Performance Evaluation	Standard Minimum Value	Year			Average Assessment	Description
		2020	2021	2022		
Employee Work Goals	75	86	80	76	81	Medium
Work Behavior	75	85	83	80	83	Medium
Work Achievement	75	80	78	77	78	Medium
Total		84	80	78	81	Medium

Source: Paku Haji Sub-district, Tangerang Regency (2022)

This study has never conducted previous research on work quality, trust factors, and work discipline on employee performance in Paku Haji Subdistrict, Tangerang Province. The results of observations and interviews conducted at the Paku Sub-district Office show that employee performance is still not good; some arrive late, return late, do not understand IT, and some do not fulfill work time. This study aims to determine the effect of work quality, trust and work discipline on employee performance in Paku Haji Sub-District, Tanggerang Province.

LITERATURE REVIEW

Traditional Cost Calculation Method

Cost management information systems can be divided into two types: unit-based and activity-based. Traditional costing models are widely used for product pricing. Unit-based costing systems use traditional product cost definitions and only employ unit-based activity drivers to allocate overhead costs to products. Traditional cost calculation methods do not address non-

production costs, such as marketing and distribution expenses, as these are not considered part of the product, according to generally accepted accounting principles. The traditional costing system simply calculates product costs by incorporating direct labor, direct raw materials, and overhead costs. The traditional cost method does not accurately allocate overhead costs to different product types based on average overhead allocation. The main differentiating feature of traditional costing systems from other developed methods, such as ABC, lies in the allocation of overhead costs. Costs are classified based on their traceability to cost objects, divided into direct costs and indirect costs. Direct costs can be accurately traced to a cost object, while indirect costs cannot be precisely traced, necessitating cost allocation methods to assign these indirect costs (Hansen & Mowen, 2016).

According to Blocher (2019), traditional costing, also known as volume-based or conventional costing, uses a single cost driver for its calculations, usually based on production volume. This traditional approach is simple and less detailed compared to the application of ABC. Despite its limitations, some companies still use traditional calculations.

Activity-Based Costing (ABC) Cost Calculation Method

Activity-Based Costing (ABC) was first researched by accounting professors Robert S. Kaplan and Robin Cooper in the 1980s. In 1988, Kaplan and Cooper published the book "Cost and Effect: Using Integrated Cost Systems to Drive Profitability and Performance," which is now widely applied across various industries globally. ABC establishes reliable managerial data at all organizational levels, prepared for decision-making and performance evaluation. ABC reveals the cost complexity arising from different products and variations in the structure and composition of operating costs. In many organizations, indirect costs constitute a significant part of operating costs, and ABC is designed to achieve better allocation of cost drivers based on activities (cost drivers) (Eden & Ronen, 2002).

ABC operates differently from traditional costing systems. The primary benefit of ABC costing is the allocation of unit costs for a product based on the capacity used for that product. ABC calculates costs for each activity and then allocates each activity to the corresponding products. This type of system is suitable for companies with numerous product variations (Alami & ElMaraghy, 2020). According to Blocher (2019), ABC operates on the concept that activities requiring resources influence the costs of services or products produced. By applying ABC, organizations can gain a deeper understanding of their cost structure and make more informed strategic decisions. ABC helps identify the actual cost drivers, enabling better decision-making regarding pricing, product combinations, and process improvements. The implementation of ABC requires more detailed analysis and data collection compared to traditional costing. However, ABC provides a more accurate picture of the costs associated with product production or service provision, allowing organizations to make more precise and effective decisions. Compared to traditional methods, which involve adding a percentage markup (profit margin) to the cost of raw materials, labor, and overhead for a product, the ABC method is more efficient in cost reduction. There are 4 main steps of the ABC method according to Blocher, the first step is to identify activities, the second step is to determine activity costs, then the third step is to allocate costs to products or services, and the last step is to calculate the cost of products or services.

Cost Measurement

According to Hansen and Mowen (2016), there are two commonly used ways to measure production-related costs: actual costing and normal costing. Standard costing is also used in manufacturing. Actual costing requires companies to use the actual costs of all resources used in production to determine the cost per unit. In practice, strict actual cost systems are rarely used because they cannot provide accurate and timely information on per-unit costs. Calculations for

actual direct material and labor costs can be traced to the produced unit. The main issue with using actual costs to calculate per-unit costs is production overhead.

Normal costing addresses the issues associated with actual costing. A cost system that measures overhead costs on a predetermined basis and uses actual costs for direct materials and direct labor is called a normal costing system. The difference between actual overhead and applied overhead is referred to as overhead variance. Normal costing is generally preferred as it provides more timely information. In the normal costing approach, actual overhead costs are never charged to jobs. Overhead is applied to each job using predetermined overhead rates. However, the company still needs to account for the actual overhead costs incurred.

Standard costing also simplifies product cost setting for companies in process industries. If a standard costing system is used to set product costs, there is no need to calculate per-unit costs for each equivalent cost category. Standard cost units will exist for direct materials, transferred materials, and conversion costs. Usually, a standard process costing system will follow the equivalent unit calculation using the First In First Out (FIFO) approach. Actual production costs can be compared to standard costs (allowable costs for current production) for control purposes. Standards are often classified as ideal or currently achievable.

METHODS

This study applies a quantitative research approach. A quantitative research approach is a research method that collects numerical data and applies statistical analysis to understand phenomena or answer research questions. The main objective is measuring and analyzing phenomena using numerical data to identify patterns, correlations, or significant differences (Sugiyono, 2019). Data is collected and analyzed using statistical techniques, such as hypothesis testing, regression analysis, or analysis of variance. Employees of Paku Haji Subdistrict, Tangerang Regency were selected as the sample. This study uses purposive sampling, which is sampling based on certain factors according to certain criteria, intended to determine the number of samples to be studied. There are 35 employees in Kecamatan Paku Haji, Tangerang Regency. Therefore, because the number of employees was less than 100 people, all employees were sampled, and it can be concluded that the sample size was 35 responses covering the entire population. The data obtained in this study were then analyzed using linear regression analysis which was carried out using statistical software. SPSS version 26.

RESULTS

Validity Test

The validity test is a step in quantitative data analysis used to assess the extent to which a measurement instrument or questionnaire can be considered a valid or reliable tool for measuring the desired concept or variable. The validity test aims to determine the extent to which a measurement instrument actually measures what it is intended to measure. The following conditions follow the validity test:

1. r count r table, indicating that the question or indication is valid r count r table, indicating that the question or indication is false
2. Because the r table value of the degree of freedom (df) is $n-2$, the df value of this study is $35-2 = 33$ with a significance value of 0.05, the r table value is 0.3338. The results of testing the validity of this research questionnaire are as follows:

Table 2. Validity Test

Variable	Question Item	R count	R table	Description
Work Quality (X ₁)	Item 1	0,809	0,3338	Valid
	Item 2	0,588		Valid
	Item 3	0,646		Valid
	Item 4	0,862		Valid
	Item 5	0,887		Valid
	Item 6	0,819		Valid
Kepercayaan (X ₂)	Item 1	0,698	0,3338	Valid
	Item 2	0,789		Valid
	Item 3	0,754		Valid
	Item 4	0,793		Valid
	Item 5	0,615		Valid
Disiplin Kerja (X ₃)	Item 1	0,631	0,3338	Valid
	Item 2	0,732		Valid
	Item 3	0,648		Valid
	Item 4	0,663		Valid
	Item 5	0,569		Valid
	Item 6	0,792		Valid
	Item 7	0,858		Valid
	Item 8	0,652		Valid
Kinerja Pegawai (Y)	Item 1	0,777	0,3338	Valid
	Item 2	0,858		Valid
	Item 3	0,894		Valid
	Item 4	0,879		Valid
	Item 5	0,687		Valid
	Item 6	0,779		Valid
	Item 7	0,760		Valid

The Pearson correlation value of each instrument is greater than the r table value of 0.3338 (N=35), and the 2-tailed correlation significance value of each instrument is less than 0.05. As a result, we conclude that each statement in the questionnaire is true, and the questionnaire is suitable for use in this study.

Reliability Test

Can be explained as a step in quantitative data analysis which aims to assess the extent to which a measurement tool or questionnaire instrument can be considered a reliable or consistent tool in measuring a concept or variable. Reliability measures the extent to which a measurement instrument provides stable and consistent results when applied to the same respondents under similar conditions.

If the Cronbach Alpha coefficient is more than 0.60, any question or structure or variable is considered reliable.

Table 3 Reliability Test

Variables	Cronbach Alpha	Conclusion
Employee Performance	0,909	Reliable
Quality of Work	0,860	Reliable
Trust factor	0,773	Reliable
Work discipline	0,855	Reliable

Based on the reliability test in table 3, all variables have a Cronbach Alpha value greater than 0.60, proving that the questionnaire has a good level of consistency and can be used for further research.

Simple linear regression test

Simple linear regression test is a statistical technique to determine the linear relationship between two variables. There is one independent variable (predictor) and one dependent variable (variable to be predicted) in the basic linear regression setting. The purpose of this test is to see if there is a statistically significant relationship between the predictor variable and the dependent variable.

Table 4 Partial Test of Work Quality on Employee Performance

Coefficients ^a						
Model		Model		Model	Model	Sig.
1	(Constant)	(Constant)	(Constant)		1.922	.063
	Work Quality (X1)	Work Quality (X1)	Work Quality (X1)	.708	5.756	.000

a. Dependent Variable: Employee Performance (Y)

Based on the results of the regression analysis in Table 4 the quality of work has a positive and significant relationship with the quality of work.

Table 5 Partial Test of Trust Factors on Employee Performance

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	16.465	6.189		2.661	.012
	Trust factor (X2)	.649	.285	.369	2.279	.029

a. Dependent Variable: Employee Performance (Y)

The regression test findings in table 5 show that the trust component has a considerable and positive influence on employee performance, with a coefficient of 0.649 and a significance value of 0.029 below 0.05.

Table 6. Partial Test of Work Discipline on Employee Performance

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.816	3.634		2.426	.021
	Work discipline (X3)	.677	.112	.724	6.032	.000

a. Dependent Variable: Employee Performance (Y)

The regression test results in Table 6 show that work discipline has a significant and positive effect on employee performance, with a coefficient of 0.677 and a significance value of 0.000 to 0.05.

Multiple Linear Regression Test

Multiple linear regression testing is used to determine the relationship between two or more independent variables and one dependent variable. The purpose of this test is to determine how well the independent variable can explain fluctuations in the dependent variable. The following are the findings of the multiple linear regression test analysis:

Table 7 Multiple linear regression test

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig
		B	Std. Error	Beta		
1	(Constant)	6.046	4.610		1.311	.199
	Work quality (X1)	.487	.147	.389	3.320	.002
	Trust factor (X2)	.444	.171	.252	2.596	.014
	Work discipline (X3)	.452	.108	.483	4.181	.000

a. Dependent Variable: Employee Performance (Y)

According to table 6, the multiple regression equation can be described as follows:

$$Y = \alpha + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + e$$

$$Y = 6.046 + 0.487X_1 + 0.444X_2 + 0.452X_3 + e$$

From the multiple linear regression equation above, it can be explained as follows:

1. If all independent variables, namely work quality (X1), trust factor (X2), and work discipline (X3) do not change at all, then the value of employee performance is 6.046.
2. Employee performance with work quality variable (X1) has a positive relationship as indicated by the regression coefficient value of 0.487. This shows that employee performance will increase by 0.487 if the work quality variable increases by 1%. assuming there is no change in other variables.
3. The trust factor variable and employee performance have a positive relationship as indicated by the regression coefficient of 0.444 for the trust factor variable. In other words, a 1% increase in the trust factor variable will result in an increase in the employee performance variable by 0.444. assuming no change in other variables.
4. The regression coefficient of the work discipline variable (X3) of 0.452 shows that there is a positive relationship between the work discipline variable and employee performance. This shows that the employee performance variable will increase by 0.487 every 1% increase in the work discipline variable. assuming there is no change in other variables.

Correlation Coefficient Test

The degree of relationship between two variables and whether or not the relationship is significant is determined using the correlation coefficient test. Pearson's Product-Moment Correlation Coefficient is one of the techniques often used to calculate correlations.

The results of the correlation coefficient test are:

Table 8 Correlation Coefficient Test

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.847 ^a	.718	.690	2.714
a. Predictors: (Constant), Work discipline (X3), Trust factor (X2), Work quality (X1)				

Table 8 shows that the correlation coefficient R of 0.847 shows that there is a positive relationship of 0.847 between employee performance and work quality, reliability and discipline. This shows the influence of work quality, reliability and work discipline on employee performance. strong, positive, and unidirectional correlation.

Determination Coefficient Test

The ability of the linear regression model to explain the variance of the dependent variable is indicated by the coefficient of determination test which is often expressed as a percentage. The percentage of variance in the dependent variable can be accounted for by the independent variables of the model represented by the coefficient of determination (R-squared). The following are the research findings of the coefficient of determination test:

Table 9 Test Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.847 ^a	.718	.690	2.714
a. Predictors: (Constant), Work discipline (X3), Trust factor (X2), Work quality (X1)				

In Paku Haji District, Tangerang Regency, Table 9 displays the coefficient of determination R Square of 0.718 or 71.8% of the influence of work quality (X1), trust factors (X2), and work discipline (X3) on employee performance (you). 28.2% of the overall influence comes from external factors that are not included in this study.

Partial t test

The extent to which fluctuations in the dependent variable can be explained by the linear regression model is indicated by the coefficient of determination test, which is often expressed as a percentage. The percentage of variance in the dependent variable can be accounted for by the independent variables of the model represented by the coefficient of determination (R-squared). The general steps in the coefficient of determination test are as follows:

$$\begin{aligned}
 t_{\text{tabel}} &= t [\alpha; (df = n - k - 1)] \\
 &= t [0,05; (df = 35 - 3 - 1)] \\
 &= t [0,05; 31]
 \end{aligned}$$

$$t_{\text{tabel}} = 2.03951$$

Description:

α= significant level

n = number of samples

k= total number of independent variables

df = degree of freedom

The results of the first hypothesis testing (t test) conducted in this study are as follows:

Table 10. Partial T Test

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.046	4.610		1.311	.199
	Work quality (X1)	.487	.147	.389	3.320	.002
	Trust factor (X2)	.444	.171	.252	2.596	.014
	Work discipline (X3)	.452	.108	.483	4.181	.000
a. Dependent Variable: Employee Performance (Y)						

From the results of the partial t test analysis above, it can be explained as follows:

1. Work Quality (X1) on Employee Performance (Y)

With a positive coefficient of 0.487, the work quality variable (X1) has a t value of 3.320 greater than the t table value of 2.03951 and a significant value of 0.002 less than 0.05 (sig (0.002) <0.05). The results showed that employee performance (Y) was significantly and positively influenced by the work quality variable (X1). Therefore H1 is accepted.

2. Trust (X2) on Employee Performance (Y)

The reliability variable (X2) has a positive coefficient of 0.444, the calculated t value of 2.596 is greater than the t table value of 2.03951, and the significant value of 0.014 is less than 0.05 (sig (0.014) <0.05). The results showed that employee performance (Y) was significantly and positively influenced at least in part by the trust variable (X2). Therefore H2 is accepted.

3. Work Discipline (X3) on Employee Performance (Y)

With a positive coefficient of 0.452, the work discipline variable (X3) has a calculated t value of 4.181 greater than the t table value of 2.03951 and has a significant value of 0.000 less than 0.05 (sig (0.000) <0.05). The results showed that employee work performance (Y) was more or less influenced by the work discipline variable (X3) significantly and positively. Therefore H3 is accepted.

Simultaneous F test

In the context of multiple regression, the simultaneous F test, sometimes referred to as Analysis of Variance (ANOVA), is useful in determining whether at least one independent variable makes a significant contribution in explaining variance in the dependent variable. The F test is used in multiple regression to evaluate the significance of the overall regression model.

$$\begin{aligned}
 F_{\text{tabel.}} &= F [(N1 = k - 1); (N2 = n - k - 1)] \\
 &= F [(N1 = 3 - 1); (N2 = 35 - 3 - 1)] \\
 &= t [2; 34]
 \end{aligned}$$

$$F_{\text{tabel.}} = 3,30$$

Description:

N1= significant level

N2 = degree of freedom

k = total number of independent variables

n = number of samples

The results of testing the second hypothesis (Test f) carried out in this study are as follows:

Table 11 Simultaneous F Test

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	580.407	3	193.469	26.273	.000 ^b
	Residual	228.279	31	7.364		
	Total	808.686	34			
a. Dependent Variable: Employee Performance (Y)						
b. Predictors: (Constant), Work discipline (X3), Trust factor (X2), Work quality (X1)						

Table 11 shows that, with a significance value of 0.000 smaller than 0.05 (0.000 is smaller than 0.05), the Fcount of 25.273 is greater than Ftable 3.30. This indicates acceptance of H4. Employee performance (Y) is significantly influenced by three independent variables, namely work quality (X1), reliability factor (X2) and work discipline (X3).

DISCUSSION

Job Quality Has A Positive And Significant Influence On Employee Performance Trust Factor Has A Positive And Significant Influence On Employee Performance

The findings of the study indicate that the presence of work quality has a positive and significant impact on employee performance. Employees who are able to demonstrate superior work quality will have the ability to complete tasks on time, discipline in attendance, ability to solve problems, effective leadership in groups, and the ability to motivate coworkers to work productively.

Widyatmoko (2020) in his research stated that work quality is a key factor that plays a major role in task completion by employees. Employees who show a high level of work quality tend to be able to complete work in accordance with predetermined goals. Similar results are also shown in other studies such as Irawati's research (2015) entitled "The Effect of Quality of Work Life on Employee Performance in the Industrial and Commercial Services Industry" Sampang Regency ". The results of this study explain that the quality of work of employees of the Ministry of Industry and Trade is the main factor determining the achievement of work results. Employees who show good work quality will be able to carry out tasks in accordance with the goals and objectives that have been set.

Translated with DeepL.com (free version). Work Discipline Has A Positive And Significant Effect On Employee Performance

Order and discipline have a crucial role in achieving company goals, providing benefits to employees, and strengthening relations with the community. According to Rialmi (2020), good work discipline creates awareness among employees to carry out their duties with full responsibility. Work regulations, including punctual entry, filling out the register on time, regularity in completing tasks assigned by management and creating an orderly and comfortable work atmosphere must be strictly adhered to by all employees. Failure to carry out undisciplined actions can have a negative impact on organizational growth. Discipline is considered a tool to educate and train individuals to obey rules and carry out activities in a neat and orderly manner. Apart from contributing to achieving organizational goals, work discipline also plays an important role in providing enthusiasm and motivation to employees, encouraging work enthusiasm and fostering work passion in order to produce quality performance. Therefore, implementing work discipline is a very vital aspect for the continuity and success of the company.

Selfi Ariesni & Lise Asnur (2021) in their research highlighted that work discipline has a significant influence on employee performance by 63.33%. These results show that the level of

employee work discipline is strongly correlated with the level of work performance. The higher the level of work discipline, the better the employee's performance. The research results of Sari & Masruroh (2018) present a similar view, emphasizing that when employees show discipline and comply with regulations and decisions that have been mutually agreed upon by the company, they tend to feel satisfaction in their work. they. Fulfillment of duties properly and correctly by employees creates feelings of pleasure and, furthermore, is expected to generate employee loyalty towards the company.

CONCLUSION

Work quality, trust factor, and work discipline are the three main components that influence employee success in a business. Workers with high work quality will be able to uphold their commitment in completing assigned tasks including arriving on time, acting professionally, and completing tasks on schedule. Because he is confident in his ability to carry out the assigned tasks, the employee has a high level of confidence will work well because he has the support of his superiors and other employees. Workers with a high level of confidence will work well too.

SUGESSTION

1. Limited Generalization: Limitations in a particular research sample or context may limit the generalizability of the research results to a wider population.
2. Respondent Subjectivity: The possibility of subjectivity in respondents' responses can affect the validity of the results, so further analysis needs to be done regarding this factor.
3. Time and Budget: Time and budget constraints may limit the scope of the study, understanding that the results may reflect conditions at the time of the study.
4. Variable Measurement: Measurement of variables such as work quality or trust can be subjective, so consider these limitations in interpreting the results.

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