EFFECT OF WORK QUALITY AND WORK DISCIPLINE ON EMPLOYEE PERFORMANCE AT NAVAGREEN NATURAL SKINCARE SLEMAN

Riga Asa Wiwa

STIE Widya Wiwaha Yogyakarta

ABSTRACT

This study aims to determine the effect of work quality and work discipline on employee performance at Naavagreen Natural Skincare. The sample of this study was 30 people obtained fromlooking at the total population of 30 people, therefore all populations were used as research samples. Data from questionnaire research distributed through hard files were tested for validity using correlation and reliability using Cronbach Alpha. The data analysis technique used SPSS version 17 software. The results of this study indicate that simultaneously the two variables have no effect on employee performance with a significant value of 0.188 and the t-count (1.382) is smaller than the t-table (2.025). While the results of the partial test show that the work quality variable has no effect on employee performance with a significance value of (0.178) and the t-count value of 1.349 is smaller than the t-table (2.025) besides that the work discipline variable has no effect on employee performance with a significant value of 0.188.

Keywords :Quality, Discipline, Performance Naavagreen Natural Skincare

INTRODUCTION

Currently, beauty clinics are growing very rapidly as well as many devotees, especially women. There are so many beauty clinics popping up even in one city with more than one branch because considering that beauty clinics are very much in demand among teenagers and parents. Naavagreen skincare beauty clinic tries to make all men and women, teenagers or parents interested in buying products and treatments to treat facial skin.

Human resources are very supportive for the realization of success and quality for the company. The role of human resources is very important so that employee performance is required to create good performance. In essence, the performance of employees who carry out their duties or work according to the standards and criteria according to the work. Employee performance is required to carry out work effectively and efficiently.

Quality of work is a result that can be measured by the effectiveness and efficiency of a job done by human resources or other resources in achieving the goals or objectives of the company properly and efficiently. According to Flippo (2005:28) work quality is a result that can be measured by the effectiveness and efficiency of a job done by human resources or other resources in achieving the company's goals or objectives properly and efficiently.

Many factors affect employee performance to be effective and efficient, one of which is discipline. Work discipline can be interpreted as a condition that is created and formed through the process of a series of behaviors that show the values of obedience, obedience, loyalty, order and order. Discipline is a mental attitude that consciously and consciously obeys the orders or prohibitions that exist on a matter because they understand very well the importance of these commands and prohibitions.

Based on the above understandings, it is clear that discipline is obedience to the rules that have become a consequence of a person, without coercion but obedience and awareness of each individual, which is based on moral values and law. The

undisciplined behavior that arises is a reflection of employees' negative perceptions of the control exercised by the leader's behavior. On the other hand, the disciplined behavior of an employee that arises is a reflection of a positive perception of the control of a supervisor or leader.

One of the factors that affect employee performance is to create work discipline and good work quality by providing the right motivation. Therefore, skilled and proactive human resources are needed to support these factors. This is necessary, considering that human resources are a determining element in achieving company goals. In a company, discipline is an operative function, because the more disciplined employees are, the higher the work performance that can be achieved and will create quality employees. Without good employee discipline, it is difficult for corporate organizations to achieve optimal results. Therefore,

Based on the above background, the formulation of the problem in this study is how the influence of work quality and work discipline partially on employee performance at Naavagreen Natural Skincare, and how the effect of work quality and work discipline together on employee performance at Naavagreen Natural Skincare. The purpose of this study was to determine the effect of work quality and work discipline partially on employee performance at Naavagreen Natural Skincare, and to determine the effect of work quality and work discipline together on employee performance at Naavagreen Natural Skincare.

THEORETICAL BASIS

Work quality

According to Wilson and Heyel (1987:101) work quality is the quality of an employee or employee in terms of carrying out his duties including suitability, neatness and completeness. In general, the quality of work is a result that can be measured from the level of efficiency and effectiveness of an employee in doing a job that is supported by other resources in achieving company goals in general.

Factor-Factorthat affect the quality of work, namely the work environment, bonuses and incentives, training and self-development, and leadership style.The indicators of work quality in this study, according to Kusnandi (2010:319) are employee abilities, employee skills, and employee discipline.

Discipline

Discipline essentially grows and radiates in self-awareness. Discipline grows from the need toguardbalance and the individual's desire to make something that he wants to get from other people or certain conditions. According to Siswanto "20001" views discipline as an attitude of respect, respect, obedience and obedience to the applicable regulations, both written and unwritten, and is willing to carry out and obediently accept sanctions if he violates existing regulations. In general, the notion of discipline is a mental attitude that is reflected in the behavior of a person or employee in the form of compliance or obedience to existing and applicable rules, regulations, ethics, norms.

The objectives of performance discipline are as follows:
1. To help and develop self-control.
2. To avoid someone's bad habits.
3. To create an organized self.
4. To create one's principles in order to achieve certain goals.

The types of work discipline according to GR Terry (1993) work discipline arises from oneself and from orders, namely Self Inposed Discipline and Command Discipline. In order to maintain discipline, the company will carry out disciplinary activities as found by T Hani Handoko (2001), namely Preventive Discipline and Corrective Discipline.

Functiondisciplinethat isorganize life together, build personality, train personality, punishment and create a conducive environment. There are 2 dominant types of discipline, namely time discipline and work discipline.

Previous research

1. Ryani and Rini (2017) conducted a study on "The Influence of Quality and Discipline on Student Satisfaction of the Faculty of Economics and Business, Mercu Buana University". The results of this study indicate that the dimensions of the quality of discipline have a simultaneous and partial effect on the variables of physical evidence, reliability, responsiveness and assurance have a significant effect on student satisfaction. While the empathy variable has no significant effect on student satisfaction.

2. Tri Hardiono (2018) conducted a study on "Analysis of the Effect of Work Discipline Motivation and Work Ability on the Performance of Civil Servants". This research used multiple regression analysis with simultaneous and partial hypothesis testing . The results of the study show that work discipline motivation and work ability together have a significant effect on employee performance. The effect of changes in motivation, work discipline and work ability on changes in employee performance is 35.9%

3. Adelinemekel (2017) conducted research, training on "Work Discipline and Work Quality on Work Performance at PT PLN (Persero) Manado area". Associative research method with multiple linear regression analysis technique. The results show that work discipline and work quality have a positive effect on work performance, while training has no effect on work performance at PT PLN (Persero) Manado area

4. Sadiyo (2016) Conducted a research on the correlation test "Work Discipline Motivation on Teacher Performance". The results of this study indicate that work motivation has a positive and significant effect on teacher performance, that work discipline has no effect on teacher performance, meaning that the hypothesis is rejected

and this can be proven from the results of a significant value of 0.570> 0.05. This means that the work discipline variable has no effect on teacher performance with a regression coefficient of 0.041

5. Tutik Pebrianti (2016) conducted a study on "The Influence of Discipline and work quality on the performance of Brio Public Relations employees of South Sumatra Province". The results of the study concluded that the variable of employee discipline has a positive and significant effect on improving performance. Variables of discipline and quality of employees simultaneously have a positive and significant effect on improving performance in the brio public relations area of South Sumatra Province.

Hypothesis Formulation

Based on the theoretical study of the research above. So the researchers formulated the hypothesis in this study as follows:

H1: Work quality affects the performance of Naavagreen Natural Skincare employees.

H2 : Discipline affects the performance of Naavagreen Natural Skincare employees

H3 : Work quality and discipline affect employee performance Naavagreen Nskincare rules.

RESEARCH METHODS

This type of research is quantitative research. The population of this research is all employees of Naavagreen Natural Skincare while the number of employees of Naavagreen Natural Skincare is 30 people. The sample used in this study used a non-probability sampling technique with saturated sampling. Researchers used this sampling technique because the population was 30 people. According to Ridwan (2012:64) Explaining saturated sampling is a sampling technique if all the population is used as a sample and is also known as a

census. Saturated sampling is used if the population is less than 30 people. Furthermore, according to (Arikunto 2006:134) suggests that if the subject is less than 100, it is better to take all so that the research is a population.

The location of this research was conducted at Naavagreen Natural Skincare which is located at Jl. Magelang km 9.5 Tridadi Sleman Denggung. This study uses a sampling technique with a questionnaire. The data used in this research data analysis are primary data and secondary data. The measurement scale uses a Likert's scale with a weighted value of 5, namely strongly agree, agree, neutral, disagree, and strongly disagree.

Definition of Variable Definition

Operational Definition is a description of the language of the variable about what is being measured by the variable in question.

Table 3.2 Definition of opera
variable rational

Variable	Definition	Indicator
Quality of Work (X1)	The quality of an employee or employee in terms of carrying out his duties includes suitability, neatness and completeness. (Wilson and Heyel 1987:101)	1.employees do not prioritize work quality 2. The quality of employee service has been carried out according to the expectations of the parties served 3. Employees have worked on time 4.Employees put more emphasis on quality performance 5..employees are always responsible for maintaining the quality of work
Work discipline (X2)	an attitude of respect, respect, obedience and obedience to applicable regulations (Siswanto 2001)	1. Compliance with working hours and days 2. Compliance with orders and regulations 3. Late if there is no boss 4. Work according to SOP 5. Not maintaining office equipment
Employee Performance (Y)	Work results in quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given. (Nurlaila 2010:71)	1. Every employee works not according to the SOP 2. Employees complete the job well and thoroughly 3. The nature of seniority at work 4. Employees always complete and do work without being ordered by superiors 5. Employees complete tasks without problems

In this study using data analysis, namely the research instrument test (validity test and reliability test) and classical assumption test (normality test, multicollinearity test, heteroscedasticity test). To test the hypothesis using the t test, F test,Coefficient of Determination Test (R2), and Multiple linear analysis. Multiple linear analysis was used to predict changes in the value of the independent variables, namely quality (X1), Discipline (X2) and Against employee performance (Y) choosing the following equation:

$$Y = a + b1X1 + b2X2$$

Information :
Y = Employee performance
A= constant
X1=Quality
X2= Discipline

DATA ANALYSIS
Analysis of respondent description
a. By gender

The diversity of respondents based on the gender of Naavagreen Natural Skincare Sleman employees is presented as follows:

Table 4.1 Characteristics of respondents by gender

Gender	Amount	Percentage %
Man	5	16.7%
Woman	25	83.3%
Total	**30**	**100%**

Source: Data processing based on the source of the questionnaire (2021)

b. By Position

The diversity of respondents based on the position of naavagreen Natural Skincare Sleman employees is presented as follows:

Table 4.2 Characteristics of Respondents by Position

Position	Amount	Percentage %
FINANCE	1	3.3%
SPV	1	3.3%
PHARMACIST	2	6.7%
DOCTOR	2	6.7%
ADMIN	1	3.3%
Front Office	6	20.0%
Therapist	10	33.3%
Office Boy	5	16.7%
customer service	2	6.7%
Total	**30**	**100.0%**

Source : Data processing based on questionnaire sources (2021)

c. Based on Length of Work

The diversity of respondents based on the length of work of naavagreen Natural Skincare Sleman employees is presented as follows:

Table 4.3 Characteristics of Respondents According to Length of Work

Length of work	Amount	Percentage %
5 years	20	66.70%
4 years	5	16.70%
3 years	5	16.70%
Total	**30**	**100%**

Source: Data processing based on the source of the questionnaire (2021)

Validity test

Based on the validity test through SPSS 17, it is known that of all the variables it shows that the f-count has a correlation number greater than the r-table which is 0.362. So it can be concluded that all items in the above variables are valid.

Reliability Test

Based on the results of the reliability test through SPSS, it can be concluded that all questions are reliable because all questions Cronbach's alpha is greater than r-table 0.60. Thus all questions can be used for further data collection.

Classic assumption test

In distributing the questionnaire to 30 respondents, the results obtained are in the form of ordinal data so that this data cannot be used in testing. So it requires data conversion from ordinal data to interval form. This is a regression test requirement.

1) Normality test

Result of test analysisOne-Sample Kolmogorov-Smirnov TestThe result shows that a significant value of 0.854 which has a value greater than the significance used is 0.05, namely 0.854 > 0.05. So it can be concluded that the data is Normal.

2) Multicollinearity Test

Based on the results of the multicollinearity test, it can be seen that the tolerance value is 0.954 > 0.1 and the VIF value is 1.048 < 10.00, then the data does not occur multicollinearity

3) Heteroscedasticity Test

To testHeteroscedasticitycan use scatterplot. Test results Heteroscedasticity proves that the points spread above or below 0 and do not form a certain pattern then there is no heteroscedasticity.

4) Multiple Linear Regression

AnalysisMultiple linearity is done to find out how much influence the independent variable (x) has on the dependent variable (y). The following is a general multiple regression equation:

$Y = a + b1X1 + b2X2 + e$

Table 4.7 Regression Results

Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	9,249	4,579		2020	.053		
quality	.183	.132	.258	1.382	.178	.954	1.048
discipline	.259	.192	.252	1.349	.188	.954	1.048

a. Dependent Variable: PERFORMANCE

Source: Data processing based on the source of the questionnaire (2021)

Based on the table above, the following regression equation can be obtained:

Y= 9.249 + 0.183 + 0.259 + e

Which means :
a) Constant value a= 9.249
Based on the regression equation, it shows that the constant value is (9.249). shows that the variable quality, competence discipline is zero. Then the performance has increased by 9,249.
b) Based on the regression coefficient value of the work quality variable of 0.183 which means that when there is an increase of one unit for the work quality variable, it will be followed by an increase in employee performance of 0.183 units assuming other variables do not change or remain

c) Based on the regression coefficient value of the work discipline variable of 0.259, which means that when there is an increase of one unit for the work quality variable, it will be followed by an increase in employee performance of 0.259 units assuming other variables do not change or remain

Hypothesis testing

1) t test

The results of the t test can be seen as follows

Table 4.8t test results

Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	9,249	4,579		2020	.053		
quality	.183	.132	.258	1.382	.178	.954	1.048
discipline	.259	.192	.252	1.349	.188	.954	1.048

a. Dependent Variable: performance

Source: Data processing based on the source of the questionnaire (2021)

Based on the data above, it can be seen that:

1) The t-count value of work quality (X1) is 1.382 when compared with the t-table for 5% significance which is 2.025, it can be concluded that the t-test is smaller than the t-table (1,382 < 2.025) so that it can be concluded that H1 is rejected and H0 is accepted, it means that the work quality variable (X1) has no effect on employee performance

2) The t-count value of work discipline (X2) is 1.349 when compared with the t-table for 5% significance which is 2.025, it can be concluded that the t-test is smaller than the t-table (1,349 < 2.025) so it can be concluded that H1 is rejected and H0 is accepted, it means that the work discipline variable (X1) has no effect on employee performance

2) TEST F

Table 4.9F . Test Results

ANOVAb

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	9.070	2	4,535	1,536	.234a
Residual	79,730	27	2,953		
Total	88,800	29			

a. Predictors: (Constant), discipline, quality of work
b. Dependent Variable: performance

Source: Data processing based on the source of the questionnaire (2021)

Based on the table above, it shows that the regression significance value is 0.234. This indicates that there is a negative and insignificant effect because the significance value is greater than the 0.05 significance level. In addition, the existence of an f-count value of 1.536 concluded that there is a negative effect, if the f-count value is smaller than the f-table. The f-count value of the regression results is greater than the f-table for F(k:nk) which is 3.34 so it can be concluded that all variables have a negative effect on the performance variable. So from this result H1 is rejected and H0 is accepted.

3) TestCoefficient of Determination (R2)

Following are the results of the coefficient of determination (R2) on the attraction variables of quality, discipline and employee performance through SPSS calculations. The results of the coefficient of determination test (R2) are as follows;

Table 4.10 Result of determination

Model Summaryb

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.320a	.102	.036	1.71842

a. Predictors: (Constant), discipline, quality of work
b. Dependent Variable: performance

Source: Data processing based on the source of the questionnaire (2021)

Based on the table above, it is known that the adjusted R-square value is 036, this value also explains that in its effect on the dependent variable. The ability of the two variables, namely the quality of work and work discipline, only has a chance or power of influence of 36%, even though this model is still considered suitable. While other influences of 64% are influenced by other variables outside this study.

Discussion

Based on the regression coefficient value of the work quality variable of 0.183 which means that when there is an increase of one unit for the work quality variable, it will be followed by an increase in employee performance of 0.183 units with the assumption that other variables do not change or remain constant. shows the number 1,382 this value is much greater than the t-table for 5% significance, namely 2.025, it can be concluded that the t-test is smaller than the t-table (1,382 < 2,025), so it can be concluded that H1 is rejected and H0 is accepted, meaning that the variable quality of work (X1) has no effect on employee performance. This theory explains that work quality has a negative effect,

Based on the regression coefficient value of the work discipline variable of 0.259, which means that when there is an increase of one unit for the work quality variable, it will be followed by an increase in employee performance of 0.259 units assuming other variables do not change or remain, other results can also be seen from the t-count of 1.349 . When compared with the t-table for 5% significance, which is 2.025, it can be concluded that the t-test is smaller than the t-table (1,349 < 2.025), so it can be concluded that H1 is rejected and H0 is accepted, meaning that the work discipline variable (X1) has no effect on performance. employee. This theory explains that work discipline has a negative effect. In addition, the results of this study are supported by one of the journals that strongly work discipline has no effect on performance (Sadio: 2016).

CLOSING
Conclusion

The conclusion in this study is that partially the work quality variable and the motivation variable have no positive effect on employee performance at Naavagreen Natural Skincare, while collectively the work quality variable and motivation variable have no positive and insignificant effect on employee performance at Naavagreen Natural Skincare.

Suggestion

Suggestions from this study refer to the conclusions above, then as an employee it is better to improve the aspect of work obedience, and the company should provide full supervision to employees by checking attendance and giving strict sanctions so that employees do not violate and work according to SOPs. With firmness, employees will have work discipline so that the quality of employee work will be maintained and employee performance will run well and according to company goals.

REFERENCES
Hani Handoko, T. (1986). *Manajemen*. Yogyakarta: BPFE

Imam Ghozali. (2011). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 20.* Badan Penerbit Universitas Diponegoro

Aparicio Guterres, L., & Supartha, W. G. (2016). Pengaruh Gaya Kepemimpinan Dan Motivasi Kerja Terhadap Kinerja Guru. *E-Jurnal Ekonomi Dan Bisnis Universitas Udayana,* 5(3). https://media.neliti.com/media/publications/44780-ID-pengaruh-gayakepemimpinan-dan-motivasi-kerja-terhadap-kinerja-guru.pdf

Arini Yulianita. (2017). Pengaruh Gaya Kepemimpinan Dan Motivasi Terhadap Kinerja Karyawan Cv. Cipta Nusa Sidoarjo. In *Pengaruh Gaya Kepemimpinan Dan Motivasi Terhadap Kinerja Karyawan Cv. Cipta Nusa Sidoarjo. Skripsi,*

Universitas Muhammadiyah Sidoarjo.

Tucunan, R. J. A., Supartha, W. G., & Riana, I. G. (2014). Pengaruh Kepemimpinan Transformasional Terhadap Motivasi Dan Kinerja Karyawan (Studi Kasus Pada PT. Pandawa*). E-Jurnal Ekonomi Dan Bisnis Universitas Udayana,* 3(9).

Posuma, C. (2013). Kompetensi, Kompensasi, Dan Kepemimpinan Pengaruhnya Terhadap Kinerja Karyawan Pada Rumah Sakit Ratumbuysang ManaDO. *Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi, 1(4).*

C. A, Ezenwakwelu. (2017). Determinants of Employee Motivation for Organisational Commitment. IOSR *Journal of Business and Management*, 19(07), 01–09. https://doi.org/10.9790/487X-1907030109

Ciptono., F. (2001). *Manajemen jasa*. Andi. usanty, A., & Baskoro, S. W. (2013). Pengaruh Motivasi Kerja Dan Gaya Kepemimpinan Terhadap Disiplin Kerja Serta Dampaknya Pada Kinerja Karyawan (Studi Kasus Pada Pt. PLN (Persero) APD Semarang). J@TI UNDIP : *JURNAL TEKNIK INDUSTRI. https://doi.org/10.12777/jati.7.2.77-84*

Donni, P. J. (2017). Perilaku Konsumen Dalam Persaingan Kontemporer. In **alfabeta. Alfabeta.**

GEDE, K. G., & Priartini, P. S. (2018). Pengaruh Kepemimpinan Terhadap Kinerja Karyawan Yang Dimoderasi Oleh Motivasi Kerja Pada Bpr Se-Kecamatan Sukawati Gianyar. *E-Jurnal Ekonomi Dan Bisnis Universitas Udayana*, 1107. Artikel diakses melalui https://doi.org/10.24843/EEB.2018.v07.i04.p07