

The Influence of Human Resources Quality and Work Motivation on Employee Performance At PT. JNE Express Medan Main Branch

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Manuscript Information	Abstract
keys: <i>Human Resources Quality, Work Motivation, Employee Performance</i>	<i>Companies are experiencing the complexity of the increasing high competition in the industrial world, so companies are required to improve employee performance. Employee performance is influenced by various factors, namely the quality of human resources and work motivation, at PT. JNE EXPRESS Main Branch Medan is known that the employee's performance is categorized as inadequate, reflected in the low level of discipline in working time, the ability to complete tasks not in accordance with the specified target, and there are still employees who are not satisfied with their level of quality. This study aims to determine the effect of the quality of human resources and work motivation on employee performance at PT. JNE EXPRESS Main Branch Medan. This study examined as many as 81 respondents as the research sample. Sampling was done by probability sampling and using simple random sampling. The data analysis method used is the quantitative analysis method with an associative approach, which includes validity test, reliability test, normality test, multiple linear regression test, t test, f test, and coefficient of determination test. The test was carried out using the help of SPSS v.2.0 The results showed that the variable quality of human resources had a significant effect on employee performance based on the acquisition of a tvaluecount of 1.363 1.664 with a significance level of 0.177 > 0.05. The work motivation variable has a significant effect on the performance of employees, based on the acquisition value of tcount equal to 2,543 > 1,664 with a significance level of 0.13 > 0.05. seen from the coefficient of determination Rvalue2 of 0.424, which means that the effect of quality and work motivation on employee performance at PT. JNE EXPRESS is 18% while the remaining 82% is influenced by other variables not included in this study.</i>

INTRODUCTION

Every organization or company in the form of private or government certainly has goals both for the short and long term to be achieved through the activities carried out. One of them is that in order to achieve the goals set, it is necessary to plan and develop good human resources. For companies to compete in the business arena, they will try to optimize the human resources that support their business.

The existence of human resources in a company is a valuable asset and needs to be maintained because human resources are one of the most important elements in a company in order to achieve goals. The company's goals will be achieved if the human resources owned are of high quality. Dessler (2015: 18) states that the quality of human resources is the overall determination and implementation of various policy activities, and

programs aimed at recruiting, developing, and maintaining employees in an effort to increase support for increasing organizational effectiveness in an ethically and socially responsible manner.

Every human action has a purpose or motivation, whether consciously or unconsciously, which is intended to meet the needs in question. Robbins (2003:156) states motivation as a process that causes intensity (intensity), direction (direction), and continuous effort (persistence) individuals towards achieving goals. If the work has the motivation to achieve personal goals, then they must improve performance. Improving employee performance will

also improve organizational performance. Thus, the increased motivation of workers will improve the performance of individuals, groups, and organizations.

Motivation is a factor that creates enthusiasm or work motivation in employees to do something in order to obtain what will be the needs of employees and to achieve the goals of the organization. According to Anoraga (2003:77) employee motivation or encouragement is the employee's work will that arises because of an internal drive from the employee concerned as a result of the overall integrity of personal needs, the influence of the physical environment and the influence of the social environment where its strength depends on the integration process. the. PT. Tiki Nugraha Ekakurir (JNE) was established on November 26, 1990 by starting a business focused on handling the activities of import shipments of goods/documents and delivery from abroad to all parts of Indonesia. The reason the researchers chose PT Tiki Nugraha Ekakurir (JNE) to be researched was because PT. JNE is one of the largest freight forwarding and logistics service providers in Indonesia and has JNE office locations located throughout Indonesia, making it easier for consumers to make transactions through JNE services. So the company will always try to improve employee performance.

Initially, the JNE company was part of one of the divisions of the international freight forwarder PT Citra Van Titipan Kilat (TIKI). Starting from a few personnel and a business capital of 100 million rupiah, JNE began to develop into an international freight forwarder. In 1991, JNE began to join the association that oversees the courier company in Asia ACCA, based in Hong Kong. After that, the name JNE was increasingly known not only abroad but also domestically. Seeing the potential for domestic goods shipments that are starting to develop, JNE has re-developed its business in the country, including in the city of Medan. Since entering the local market, JNE began to experience a different vision with

holding company which is also known as TIKI. In the end, the combined company decided to separate and start their own business. Even today, the two companies are known to be fierce rivals with each other in the field of delivery services. The following is the data for the Top Brand Index for Courier Services or the best delivery in Indonesia in 2018, 2019, and 2020.

Table 1:Top Brand Index of Courier Services 2018, 2019, and 2020

TOP	2018		2019		2020	
	TBI	TOP	TBI	TOP	TBI	TOP
JNE	45.0%	TOP	26.4%	TOP	27.3%	TOP
J&T	13.9%	TOP	20.3%	TOP	21.3%	TOP
Tiki	13.6%	TOP	12.6%	TOP	10.8%	TOP
PostIndonesia	11.6%		5.4%		7.7%	
DHL	3.5%		3.8%		4.1%	

Source : <http://www.topbrand-award.com> (2020)

Table 2 shows that the Top Brand Index of Courier Services 2018, 2019, and 2020 have different growth rates, JNE has an increasing rate every year, where in 2018 it was 45.0%,. In 2019, JNE decreased to 26.4% and in 2020 JNE's growth rate increased by 27.3%, compared to other courier services. The Top Brand Index itself is a barometer for measuring the success of a product brand in the market and a brand that obtains a Top Brand Index of at least 10% and according to the survey results is in the top three positions, then the brand will bear the title of the Top Brand Award brand.

The Top Brand Index (TBI) is calculated based on three-parameter measurements obtained from the results of a direct survey to customers of a product/service from various brands in certain categories. The first parameter is top of mind which is an indicator of the extent to which the strength of a particular brand dominates the hearts of customers (mind share). The second parameter is last usage, which is the brand that the respondent uses currently/last time (market share). The third is future intention which is an indicator of

respondents' loyalty to the product/service brand that they want to use or consume in the future.

PT. JNE EXPRESS Medan Main Branch in observing the development of employee performance, through various ways. One of them is through employee attendance data. Employees with a high absenteeism rate will be subject to sanctions in accordance with the regulations set by the company. With these sanctions, employees are always present for work and improve their performance.

In this case the authors see the development of temporary employee performance through employee attendance data. The following is employee attendance data from March to May 2021.

Table 2: Attendance Data for March to May 2021

No.	Month	Employee Login	Employees Absent	Total Employees
1.	March	374	47	421
2.	April	387	34	421
3.	May	375	46	421

Source: PT. JNE EXPRESS Medan Main Branch (2021)

Based on the table above, it can be concluded that from March to May 2021 the employee attendance data of PT. JNE EXPRESS Medan Main Branch tends to be lower. Because, the number of employee absenteeism is higher in April. This shows that the performance of employees of PT. JNE EXPRESS Medan Main Branch is quite good when viewed from employee attendance data from March to May 2021.

Employee absence from work can cause performance to decline. This can be explained, that the number of employees who are not present at work then the tasks assigned to them will be neglected or not completed as expected. This will lead to ineffectiveness and inefficiency in a person's work and can further reduce performance. In the long term this can have an impact on the company's performance.

RESEARCH METHODOLOGY

1. Research Form

The form of research used in this research is quantitative research with an associative approach. In the midst of the Covid-19 pandemic, the researcher decided to distribute a questionnaire in the form of a google form and distributed it to one of the employees at the PT. JNE EXPRESS Medan Main Branch. The research was carried out from June to July 2021.

2. Population and Sample

The population in this study were all employees of PT. JNE EXPRESS Medan Main Branch as many as 421 employees. Sampling was done by probability sampling and using simple random sampling method.

Based on employee data of PT. JNE EXPRESS Medan Main Branch for the last 3 months of the 2021 period with a total of 421 employees. So the number of samples to be taken in this study is using the Slovin formula. From the calculation results, the minimum sample size is 80.8 with an error rate of 10%. Based on the calculation results, the number of samples to be studied is 80.8 or rounded up to 81 respondents.

RESULTS AND DISCUSSION

1. Research result

a. Partial Test (T)

The results of the partial significance test (T test) are as follows:

Table 3: Partial Test Results (T Test)

Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 constant)	9,873	4.138		2,386	0.019
HR Quality	,137	,101	,166	1.363	,177
Work motivation	,172	,068	,310	2,543	0.013

a: Dependent Variable: Employee Performance

Source: Results of primary data processing (2021)

In the results of the t-test above, it can be concluded that this:

- 1) The SPSS test results for the variable Quality of Human Resources (X1) on Employee Performance (Y) were obtained with a tcount of $1.363 < 1.664$ with a significance level of $0.177 > 0.05$ with a positive regression coefficient of 0.137. This means that the Human Resources Quality variable (X1) has a significant and positive effect on employee performance (Y). This means that the quality of human resources is one of the factors that encourage employee performance at PT. JNE EXPRESS Medan Main Branch.
 - 2) The SPSS test results for the Work Motivation variable (X2) on Employee Performance (Y) were obtained with a tcount of $2.543 > 1.664$ with a significance level of $0.13 > 0.05$ with a positive regression coefficient of 0.172. This means that the work motivation variable (X2) has a significant and positive effect on employee performance (Y). This means that work motivation is one of the factors that encourage employee performance at PT. JNE EXPRESS Medan Main Branch.
- b. Simultaneous Test (F Test)

The results of the simultaneous test (Test F) carried out through Software Statistics will be presented in the table below:

Table 4: Simultaneous Test Results (F Test)

ANOVAa

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	79,785	2	39,892	8,534	,000 ^b
Residual	364,610	78	4,674		
Total	444.395	80			

a: Dependent Variable: Employee Performance

b: Predictors: (Constant), Work Motivation, HR Quality

Source: Results of primary data processing (2021)

Based on table 4 above, it can be seen that the Fcount value is 8.534 and Ftable is 3.11. Because the value of Fcount is greater than the value of Ftable, which is $8.534 > 3.11$, then H_a is accepted and H_o is rejected, which means that the variables of HR quality and work motivation simultaneously (simultaneously) have a positive and significant effect on employee performance.

- c. R2 Test (Coefficient of Determination)

The Coefficient of Determination Test in this study will be presented in the table below

Table 5: Determination Test (R2 Test)

Model Summaryb

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,424 a	,180	,15 8	2.16206

a: Predictors: (Constant), Work Motivation, HR Quality

b: Dependent Variable: Employee Performance

Source: Results of primary data processing (2021)

Based on table 5, it can be seen that the coefficient of determination in the R square column is 0.180 (18%). This value indicates that the Human Resources Quality variable (X1), Work Motivation variable (X2) has a significant (18%) effect on the Employee Performance variable while (82%) is another factor not discussed in this study.

2. Discussion

a. The Influence of Human Resources Quality on Employee Performance at PT. JNE EXPRESS Medan Main Branch

The results of this study are in line with Davis' theory in Yamit (2013: 8) explaining that quality is a dynamic condition associated with products, services, people, processes and the environment that meet or exceed expectations. The quality of employee work itself is the quality of work which refers to the quality of human resources such as knowledge, skills, and abilities of an employee (Matutina, 2001:205).

The results of this study are in accordance with the objectives of the research conducted, namely to test and analyze the influence of the quality of human resources partially on the performance of employees at PT. JNE EXPRESS Medan Main Branch. This shows the quality of human resources is important in the eyes of employees. The quality of human resources can encourage employee performance, in other words, the performance of the organization or company is greatly influenced and even depends on the quality and competitive capabilities of its human resources. The company's goal in standardizing or measuring human resources obtained can actually work in accordance with what is desired by the company. Human resources who have high quality will affect work productivity, while having high productivity will

b. The Effect of Work Motivation on Employee Performance At PT. JNE EXPRESS Medan Main Branch

The results of this study are in accordance with the objectives of the research conducted, namely to test and analyze the effect of work motivation partially on the performance of employees at PT. JNE EXPRESS Medan Main Branch. This shows that work motivation is important in the eyes of employees. Motivation can assess employee performance by observing their ability to complete the given task according to their expertise and skills. Motivated employees not only make performance increase, but also increase commitment to work, this will encourage high employee job satisfaction and have a positive impact on company performance.

c. The Influence of Human Resource Quality and Work Motivation on Employee Performance At PT. JNE EXPRESS Medan Main Branch

Based on the simultaneous test (f test) it can be seen from the value of Fcount 8.534 > Ftable 3.11 or sig of 0.000 < 0.005. Employee Performance, the significance obtained is less than 0.05, indicating that the F value obtained is significant. The value of Fcount which is 8,534 can be categorized into the value of Fcount which has a large value, this happens if the Fcount that has been obtained is greater than the Ftable that has been determined. Ftable in this study amounted to 3.11. The value of Fcount depends on Ftable, if Fcount is the same as Ftable, then Fcount can be categorized as small. Employee Performance, the significance obtained is less than 0.05, indicating that the F value obtained is significant. So H3 which states that there is a Human Resource Quality variable (X1) and a Work Motivation variable (X2), simultaneously (simultaneously) has

a positive and significant effect on the Employee Performance variable (Y). So H_a which states that there is an influence of the variable Quality of Human Resources and Work Motivation on Employee Performance is accepted. According to the results of the study the Quality of Human Resources and Work Motivation have a significant effect on the Employee Performance variable where the value of the correlation coefficient (R) of 0.424 indicates that the relationship between the Quality of Human Resources and Work Motivation on Employee Performance is strong. The magnitude (R Square) is equal to 0, This 180 shows that the quality of human resources affects employee performance by 18% and the remaining 82% is influenced by other variables not included in this study. Therefore, H_3 , namely the quality of human resources and work motivation, has a positive effect on employee performance. The independent variable on the dependent variable falls into the medium category and is quite influential.

CONCLUSION

Quality of Human Resources (X1) has a positive and significant effect on Employee Performance at PT. JNE EXPRESS Medan Main Branch. Work Motivation (X2) has a positive and significant effect on Employee Performance at PT. JNE EXPRESS Medan Main Branch. Quality of Human Resources (X1) and Work Motivation (X2) simultaneously (simultaneously) have a positive and significant effect on the dependent variable, namely employee performance (Y). So H_3 which states that there is an influence on the quality of Human Resources and work motivation on employee performance is accepted and H_0 is rejected.

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