

Influence of the Quality of Work Life and Work Motivation on the Performance of Police Members in Unit IV Reskrim Polres Metro Jakarta Utara

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ABSTRACT

Quality of work life includes factors such as a supportive work environment, job satisfaction, and opportunities for skill development, while work motivation is related to internal drive to achieve optimal work goals and results. This research aims to analyze the influence of the quality of work life and work motivation on the performance of POLRI members in Unit IV Criminal Investigation Unit of the North Jakarta Metro Police. The method used is quantitative to evaluate how much influence the quality of work life and work motivation has on the performance of the Gakkum Sub-Directorate at Unit IV Criminal Investigation Unit of the North Jakarta Metro Police. The research population and sample consisted of 40 respondents at Unit IV Criminal Investigation Unit, North Jakarta, and the data was processed using the SPSS application. The results of the research show that there is a positive and significant influence of the quality of work life on the performance of members of Unit IV Criminal Investigation Unit of the North Jakarta Metro Police. Apart from that, work motivation also has a positive and significant influence on member performance. Overall, the quality of work life and work motivation significantly influence the performance of members of Unit IV Criminal Investigation Unit of the North Jakarta Metro Police.

Keywords : *Quality of Work Life, Work Motivation, Performance, POLRI Members ,*

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I. INTRODUCTION

The Indonesian National Police (Polri) plays an important role in maintaining security and order, law enforcement, and community services. In the era of globalization that tightens business competition, organizational competitiveness depends on the quality of human resources. Work motivation is the main key to improving the performance of organizational members, including the National Police.

Human resources require the fulfillment of material (such as money and shelter) and non-material needs (such as appreciation and praise). Motivation, both from within oneself and external factors such as environmental support, greatly influences the quality of work. Good quality of work life (QWL) can increase member motivation, satisfaction and commitment.

The police also need to ensure effective division of task areas, from central to village level. Evaluation of the condition of HR management within the National Police is important to overcome problems such as low commitment and productivity. This research aims to explore the influence of the quality of work life and motivation on the performance of National Police members, especially in Unit IV Criminal Investigation Unit of the North Jakarta Metro Police. Improving the quality of work life and motivation is expected to improve organizational performance and meet the demands of globalization and intense competition.

Previous research was conducted by (Hasmalawati & Hasanati, 2017) regarding the influence of quality of life and motivation on employee performance with the object of this research being TB-HIV cadres. The results of the research are that the quality of work life influences company performance for the reason that employees feel comfortable and at home working in a company without any intention of leaving or resigning. The results of this research are supported by (Rizky Nurul P & Rahardja, 2019). The results of this research are different from (Hasmalawati, 2018) which states that the quality of work life has no effect on employee performance on the grounds that if superiors do not pay good attention to the quality of work life, then employee performance higher and will be productive in improving services to the community.

Based on the explanation above, the research results are still inconsistent, so researchers are interested in conducting similar research, namely the Influence of Quality of Work Life and Work Motivation on the Performance of Police Members in Unit IV Criminal Investigation Unit of the North Jakarta Metro Police.

II. LITERATURE REVIEW

Literature review

Quality of Work Life a

According to Hasmalawati, (2018) , quality of work life refers to the extent to which the work environment provides pleasant and supportive conditions for employees. The main focus of quality of work life is its impact on the individual, namely how work can improve employee well-being, not just how well they can complete tasks. High quality of work life involves positive feelings towards work, high motivation, and a good balance between work and personal values and individual needs (Almeida et al., 2016)

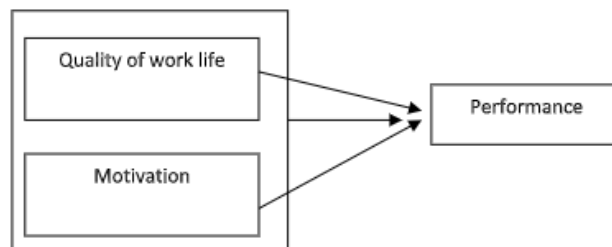
Work motivation

According to Takalao et al., (2019) , motivation is a factor that encourages a person to carry out certain activities and is often considered a driver of behavior. Supriatiningsih, (2020) added that motivation is an internal drive that encourages individuals to act with the aim of achieving results or success. Thus, motivation can be concluded as a process in which a person's needs encourage them to carry out activities directed at achieving certain goals, both individual and organizational, as well as to fulfill various needs.

Employee performance

Performance is the level of success in carrying out tasks and achieving predetermined goals. According to (Hamdani et al., 2020) , performance refers to the work results of an individual or organization that can be demonstrated. (Agustriyana, 2015) added that performance involves the work process and the results achieved from that work. In conclusion, performance is the result of employee work in accordance with their responsibilities, abilities and expertise. Responsible work results contribute to improving effective and efficient performance

Image: Framework for thinking



Based on the description of the framework of thought and the results of the empirical study above, the researcher proposed several hypotheses in this research as follows:

H1: There is an influence of the quality of work life on the performance of National Police Members in Unit IV Criminal Investigation Unit of the North Jakarta Metro Police .

H2: There is an influence of work motivation on employee performance at Unit IV Criminal Investigation Unit of the North Jakarta Metro Police .

H3: There is an influence of the quality of work life and work motivation on employee performance at Unit IV Criminal Investigation Unit of the North Jakarta Metro Police .

III. RESEARCH METHODS

This research uses quantitative methods with the aim of finding out how much influence the quality of work life and work motivation have on performance in the Gakkum Sub-Directorate at Unit IV Criminal Investigation Unit of the North Jakarta Metro Police. The population and samples taken at Unit IV Criminal Investigation in North Jakarta were 40 respondents. Data processing uses SPSS and p applications. Data testing uses descriptive tests, f tests and t tests

IV. RESEARCH RESULTS AND DISCUSSION

Data Analysis and Discussion
Reliability Test

Table 1.
Instrument Reliability Value Calculation Results

Variable	Reliability Value	Condition	Information
Quality of Work Life (X1)	0.648	0.60	Reliable
Work Motivation (X2)	0.756	0.60	Reliable
Member Performance (X3)	0.677	0.60	Reliable

Source: SPSS Data Processing (2024)

From the results of the reliability testing in table 4.11 that has been carried out, it can be concluded that the variables Quality of Work Life (X1), Work Motivation (X2) and Member Performance (Y) can be declared reliable, meaning that if they are used to measure many times they produce the same data so they can be used for subsequent testing.

Descriptive Test

Table 2.
Results of Descriptive Testing of Quality of Work Life Variables (X1)
Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
KKK_1	40	3	5	3.95	,504
KKK_2	40	3	5	3.92	,417
KKK_3	40	2	5	3.60	,810
KKK_4	40	2	5	3.30	,791
KKK_5	40	1	5	3.17	,844
KKK_6	40	2	5	3.70	,687
KKK_7	40	2	5	3.45	,815
KKK_8	40	2	4	3.33	,797
KKK_9	40	3	5	3.95	,450
KKK_10	40	3	5	3.92	,474
Valid N (listwise)	40				

Source: SPSS Data Processing (2024)

Based on the table output results 4. 12 It can be seen that the number of respondents was 40 respondents, of all question items the minimum score was 1 and the maximum score was 4. From the sum of the average scores of all question items divided by the number of questions, the figure was 3.62 . So it can be concluded that the respondents' perception of the quality variable work life is high.

Table 3.
Results of Descriptive Testing of Work Motivation Variables (X2)
Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
MK_1	40	2	5	4.10	,672
MK_2	40	3	5	3.68	,526
MK_3	40	2	5	3.15	,736
MK_4	40	2	5	3.40	,709
MK_5	40	2	5	3.62	,838
MK_6	40	3	5	3.88	,463
MK_7	40	2	5	3.82	,501
MK_8	40	2	4	3.68	,656
MK_9	40	2	5	3.75	,670
MK_10	40	2	5	3.65	,770
Valid (listwise)	N 40				

Source: SPSS Data Processing (2024)

Based on the table output results 4.1 3 It can be seen that the number of respondents was 40 respondents, of all question items the minimum score was 2 and the maximum score was 4. From the sum of the average scores of all question items divided by the number of questions, the figure was 3.67. So it can be concluded that the respondent's perception of the work motivation variable is high.

Table 4.
Descriptive Test Results of Member Performance Variables (Y)
Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
KinKer_1	40	3	5	4.05	,389
KinKer_2	40	4	5	4.12	,335
KinKer_3	40	2	5	3.88	,686
KinKer_4	40	3	5	3.88	,463
KinKer_5	40	3	5	3.75	,494
KinKer_6	40	2	5	3.50	,877
KinKer_7	40	2	5	3.40	,632
KinKer_8	40	2	5	3.80	,608
KinKer_9	40	1	5	3.68	,829
KinKer_10	40	2	5	3.48	,816
Valid (listwise)	N 40				

Source: SPSS Data Processing (2024)

Based on the table output results 4. It can be seen that the number of respondents was 40 respondents, of all question items the minimum score was 1 and the maximum score was 4. From the sum of the average scores of all question items divided by the number of questions, the figure was 3.74. So it can be concluded that the respondent's perception of the Member performance variable is high.

Results of Multiple Correlation Analysis

Table 5.
Results of Multiple Correlation Analysis
Model Summary

Model	R	Sig. F Change
1	.467	.010

a. a. Predictors: (Constant), work motivation, quality of work life
Source: SPSS Data Processing (2024)

The results of the analysis show that the relationship between Quality of Work Life and Work Motivation on Member Performance, with a multiple correlation coefficient of 0.467, is in the fairly strong correlation category (0.401 – 0.600). The significance value of the multiple correlation coefficient is 0.010, which is less than 0.05, indicating that the variables Quality of Work Life and Work Motivation are simultaneously significantly related to Member Performance.

Multiple Linear Regression Test

Table 6.
Results of Multiple Linear Regression Analysis

Coefficients ^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-4.607	14.246		-.394	.696
	Quality of Work Life	.335	.147	.331	2.272	.029
	Work motivation	.750	.313	.349	2.398	.022

Source: SPSS Data Processing (2024)
The regression equation obtained from the analysis is:

a. Dependent Variable: Member Performance

$$Y = -4.607 + 0.335X_1 + 0.750X_2$$

Information:

1. **Constant -4.607** : If the quality of work life (X1) and work motivation (X2) is 0, then Member performance (Y) is -4.607.
2. **Regression coefficient X1 (0.335)** : Every 1 unit increase in the quality of work life (X1) will increase Member performance (Y) by 0.335. A positive coefficient indicates that improving the quality of work life improves performance.
3. **Regression coefficient X2 (0.750)** : Every 1 unit increase in work motivation (X2) will increase member performance (Y) by 0.750. A positive coefficient indicates that increasing work motivation also increases performance.

Table 7.
T Test (Partial Hypothesis)

Model		Coefficients ^a			t	Sig.
		Unstandardized Coefficients	Std. Error	Standardized Coefficients		
B				Beta		
1	(Constant)	-4,607	14,246		-.394	,696
	Quality of Work Life	,335	,147	,331	2,272	,029
	Work motivation	,750	,313	,349	2,398	,022

Source: SPSS Data Processing (2024)

Based on the t test table:

1. **Quality of Work Life** : The calculated t value (2.272) is greater than the t table (1.687), and the probability value (Sig.) is 0.029 < 0.05. This shows that the hypothesis H1 is accepted, proving that the quality of work life has a significant effect on Member performance.

a. Dependent Variable: Member Performance

2. **Work Motivation**: The calculated t value (2.398) is also greater than the t table (1.687), and the probability value (Sig.) is 0.022 < 0.05. This shows that hypothesis H2 is accepted, proving that work motivation has a significant effect on member performance.

With the results of this t test, it can be concluded that the two independent variables, namely quality of work life and work motivation, significantly influence Member performance.

F Test (Simultaneous)

Table 8.
F Test (Simultaneous Hypothesis)

ANOVA ^b						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	89,098	2	44,549	4,169	,010 ^a
	Residual	318,877	37	8,618		
	Total	407,975	39			

a. Predictors: (Constant), Work Motivation, Quality of Work Life

b. Dependent Variable: Member Performance

Source: SPSS Data Processing (2024)

Simultaneous hypothesis testing was carried out by comparing the calculated F value from ANOVA with the F table value at a significance level of 5%. With degrees of freedom df1 = 2 and df2 = 37, the F table value is 3.25. The F test results show the calculated F value is 4.169, which is greater than the F table. Therefore, H0 is rejected and Ha is accepted, which means that the quality of work life and work motivation together have a significant effect on Member performance.

The influence of the quality of work life on the performance of North Jakarta Metro Police Criminal Investigation Unit IV.

The results of this research prove that the quality of work life has a positive and significant effect on the performance of North Jakarta Metro Police Criminal Investigation Unit IV. Quality of work life includes factors such as a comfortable and safe work environment, as well as adequate facilities. When the work environment is supportive, members tend to feel more comfortable and motivated to perform well, which ultimately improves their performance. A good quality of work life is directly related to job satisfaction. Members who are satisfied with their working conditions tend to demonstrate higher levels of performance because they feel valued and cared for by the organization. A good quality of work life can increase member motivation and engagement. When members feel that their needs are met and they have opportunities to develop, they are more motivated to contribute to their maximum potential. This is supported by research (Hasmalawati, 2018) but research results from (Nadiroh, 2022) state that the quality of work life has no effect on employee performance.

The influence of work motivation on the performance of Unit IV Criminal Investigation Unit of the North Jakarta Metro Police.

The results of this research prove that work motivation has a positive and significant effect on the performance of Unit IV Criminal Investigation Unit of the Metro Jakarta Police. High work motivation encourages members to work more actively and dedicatedly. When members feel motivated, they tend to invest more energy and effort in their work, which leads to improved performance. Work motivation often involves having clear goals or objectives. When members have clear goals and feel motivated to achieve them, they are more focused and strive to meet those goals, improving their performance. High work performance is usually followed by increased job satisfaction. Members who feel satisfied and motivated tend to perform better because they feel happier and more engaged in their work. The results of this research are supported by (Nurul P & Rahardja, 2019) , (Hamdani et al., 2020) , (Hermita et al., 2022) , different from the results of research from (Hasmalawati, 2018) which states that work motivation has no effect on employee performance.

The influence of quality of work life and work motivation on the performance of North Jakarta Metro Police Criminal Investigation Unit IV.

The results of this research prove that the quality of work life and work motivation have a positive and significant effect on the performance of Unit IV Criminal Investigation Unit of the Metro Jakarta Police. A good quality of work life includes a comfortable and safe work environment, adequate facilities, and supportive working conditions. A conducive environment increases member satisfaction and well-being, which in turn improves their performance. A high quality of work life is often associated with greater job satisfaction. Members who are satisfied with their working conditions are more likely to work more effectively and efficiently, contributing to improved overall performance. Organizations that care about quality of work life typically also invest in skills development and training for their members. Developing these skills increases members' ability to complete tasks better, improving their performance. These results are supported by (Rizky Nurul P & Rahardja, 2019) , (Hefni, 2022) . The results of this study are different from (Takalao et al., 2019) and (Hasmalawati, 2018) which stated that the quality of work life and work motivation had no effect on the performance of Unit IV Criminal Investigation Unit of the North Jakarta Metro Police

V. CONCLUSIONS AND RECOMMENDATIONS

Conclusion

There is a positive and significant influence on the quality of work life on the performance of North Jakarta Metro Police Criminal Investigation Unit IV. There is a positive and significant influence between work motivation on the performance of Unit IV Criminal Investigation Unit Members of the North Jakarta Metro Police. There is a significant influence between the quality of work life and work motivation on the performance of North Jakarta Metro Police Criminal Investigation Unit IV.

Suggestion

Police organizations are advised to: provide opportunities for salary increases, facilitate relationships between colleagues, create a comfortable work environment, and develop the skills of Members to improve organizational performance and benefits. Organizations should involve Members in decision making and accept suggestions from them. Future research is recommended to expand variables and measurements in order to obtain more accurate results regarding the factors that influence the quality of work life and work motivation.

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