



THE EFFECTIVENESS OF ORGANIZATIONAL CULTURE ON QUALITY OF WORK

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Abstract: Organizational culture is something to pay attention to in a company because it can affect the quality of work of its employees. Quality employees can work well if a good culture is created and will infect other employees. This study aims to determine the effect of organizational culture on the quality of work of PT. Citra Van Titipan Kilat (TIKI) Sukabumi City. The method used in this research is the quantitative method, the population in this study were employees of PT. Citra Van Titipan Kilat (TIKI) Sukabumi City. A population of 57 respondents at PT. Citra Van Titipan Kilat (TIKI). The results of the f-test research on the organizational culture variable showed the calculated f value in this study was 7.234 with a significant value of 0.000, the significant value of 0.000 was smaller than 0.05 ($0.000 < 0.05$). So it can be interpreted that the variable organizational culture has a positive effect on the quality of work for PT. Citra Van Titipan Kilat Sukabumi City.

Keywords: Organizational Culture; Quality of Work

INTRODUCTION

Every company is currently competing to find human resources as quality employees, which promotes the good name of the company, because without quality resources a company will hinder the achievement of goals, therefore the quality of work of employees must be considered and improved. The low quality of human resources is one of the national problems facing the Indonesian nation today. A large number of human resources if used effectively and efficiently will be useful to support the pace of sustainable national development. For companies, human resources are the most important thing needed, even arguably the most valuable assets, where employees need the company to achieve the success of their goals to make ends meet, while the company needs employees for the development of the company.

Quality of work is an assessment that is carried out systematically to determine the results of employee work and the quality of the organization, as well as to determine proper job training. Fahmi (2016) states that job appraisal is the process of evaluating how well employees do their job when compared to a set of standards. The quality of an employee has an individual character because every employee has different levels of ability in doing their job. Apart from acting as task actors, the quality of employees is also an important resource for the company, because they have the talent and creativity that are needed by the company to achieve its goals.

To get a result of the work of an organization, it is certain that it has rules and provisions that are outlined in the form of policies. This policy is made with the intention that each component of the organization carries out its duties by predetermined goals and of course, will increase the quality of work of employees. Quality of work is a result of work achieved by a person in carrying out the tasks assigned to him based on skills, experience and sincerity, and time (Hasibuan, 2016).

Organizational culture is the values that develop in an organization and directs the behavior of its members, organizational culture is the most important part of a company. Organizational culture in an organization/company is usually associated with values, norms, attitudes, and work ethics that are shared by each component of the organization. These elements are to monitor the quality of employees, the way they think, cooperate and interact with the environment, if the organizational culture is good

Submitted: March 17, 2021; Revised: -;

Accepted: March 18, 2022; Published: April 29, 2022;

Website: <http://journalfeb.unla.ac.id/index.php/almana/article/view/1583>



it will increase the quality of work of employees and will be able to contribute to the company, with the presence of organizational culture in it will certainly direct employees in carrying out their duties by those in it. Jamaluddin et al. (2017), states that organizational culture can improve work quality, namely by creating good motivation for employees so that the opportunities provided by the organization can be used. Organizational culture is the result of a process of dissolving and dissolving the cultural style or behavior of each individual previously brought into a new norm and philosophy, which has the energy and pride of the group in facing certain things and goals (Edison, 2016). PT. Citra Van Titipan Kilat (TIKI) Sukabumi City is a service company that implements strategies to improve the quality of employee work. At PT. Citra Van Titipan Kilat (TIKI) Sukabumi City implementing its strategic system by learning to develop employee abilities within the company so that it will increase the quality of work of employees to achieve company goals.

However, based on my interviews with several employees of PT. Citra Van Titipan Kilat (TIKI) in Sukabumi City, the development of employees' abilities within the company is still not being paid attention to so it is suspected to be the cause of the problem of decreasing employee quality of work, therefore researchers found problems regarding the decreased quality of work of employees. The decline in the quality of employees' work is thought to be due to the lack of attention to developing the capabilities of employees in the company. Based on the explanation above, the research will take the title, "The Effectiveness of Organizational Culture on Quality of Work. Research purposes this study aims to determine whether organizational culture affects improving the quality of work of employees at PT. Citra Van Titipan Kilat (TIKI) Sukabumi City.

Human resource management is a science of management whose real application includes the design and implementation of planning, employee arrangement, career management, employee development, performance evaluation, and employment relations. Dessler (2015) said that Human resource management is a process to acquire, train, assess, and compensating employees and take care of labor relations, health and safety, and matters related to justice. The human resource management function according to Hasibuan (2016), namely the Managerial functions and Operational functions.

Organizational behavior is something that learns in assessing the behavior of a person or employee. Organizational behavior also supports work performance in the form of organizing, providing work facilities and infrastructure, working conditions, and working conditions. As for organizational behavior, according to Feriyanto (2015), Organizational behavior explains the study of what people do in an organization and that behavior affects their performance in the organization. Organizational culture is a pattern of basic assumptions that are found and developed by certain groups to identify and study and master problems regarding external and internal adaptation. Edison (2016) says that Organizational culture is the result of a process of dissolving and dissolving the cultural style or behavior of each individual previously brought into a new norm and philosophy, which has the energy and pride of the group in facing things and goals. certain. Mulyadi (2015) states that an organizational culture is a tool for solving problems or solutions, which can consistently run well in a particular group or institution in dealing with external and internal problems, so that it can be transmitted or taught to new members and long as a method of perception, thinking and feeling about these problems. Meanwhile, Jufrizen (2020) states that organizational culture is related to how employees perceive the characteristics of the organizational culture, not whether they like the culture, yes or no.



The function of organizational culture according to Alindra (2015) is as follows: As a differentiating boundary for the environment, organization, and group. As the glue for employees in an organization so that they can have a sense of belonging, participation, and a sense of responsibility for the progress of the company. Promote the stability of the social system, so that the work environment is positive and comfortable and conflicts can be managed effectively. As a control mechanism in guiding and shaping employee attitudes and behavior. As an integrator because of the new sub-culture. Can unite the activities of company members consisting of a group of individuals who come from different cultures. Shaping employee behavior, so that employees can understand how to achieve organizational goals. As a means to solve the main problems of the organization. As a reference in preparing company planning. As a means of communication between superiors and subordinates or vice versa, as well as among organizational members. And the last As a barrier to innovation

Sudarmanto (2015) shows that there are 7 dimensions of organizational culture, namely: Innovation and the Courage to Take Risks, the extent to which employees are encouraged to be innovative and dare to take risks. Attention to detail is the extent to which employees exercise attention to detail. Result Orientation is the extent to which management focuses more on results than on the techniques and processes used to achieve these results. The orientation of People is the extent to which the firm's decision to consider the effect of employee outcomes on the organization. Team Orientation is the extent to which employee activities result in the organization rather than individual activities. Aggressiveness is the extent to which employees are innovative, competitive, and aggressive in doing work. Stability is the extent to which the organization's activities maintain the status quo in comparison to the company's growth.

Overall work quality is the result of an employee's work for a certain period Hasibuan (2016) says that work quality is a result of work achieved by a person in carrying out the tasks assigned to him based on skill, experience, and sincerity, as well as time. Fahmi (2016), states job appraisal is the process of evaluating how well employees are doing their job when compared to a set of standards. (Hani, 2016) states that Work Quality is a process through organizations evaluating or assessing employee work performance. According to Sutrisno (2016), two factors affect work quality, namely individual factors and environmental factors. one of which is the individual factor, namely: Effort that shows several physical and mental synergies used in carrying out the task movement. Abilities, namely personal characteristics required to carry out a task. And the last Perceptions of tasks, namely all the behaviors and activities that individuals feel are necessary to complete a job.

Meanwhile, Abidin et al. (2017) state that the benefits of work quality include: Improving work performance, With the assessment, both leaders and employees get feedback and they can improve their work or performance, Providing fair employment opportunities, An accurate assessment can guarantee that employees get the opportunity to occupy the job according to their abilities, Training and development needs, Through performance appraisal, low-skilled employees are detected, thus allowing a training program to improve their abilities, Adjustment of compensation through appraisal, the leader can make decisions in determining the provision of compensation, and so on, Promotion and demotion decisions, The results of the performance appraisal can be used as a basis for making decisions to promote or promote employees, Diagnose job design errors, Poor performance may be a sign of errors in the design of the job. Job assessments can help diagnose these errors.

According to Watson in Widyastuti & Purwana (2012), there are eight dimensions and indicators of QWL, namely: Fair and Appropriate Compensation, Namely,



compensation to meet standards, internal and external justice to meet the same wages as other employees, benefits and payments, employee rights, and pensions. Healthy Work Environment, Namely physical conditions at work, security at work, and working hours. Employee Capacity Development, Namely providing development opportunities, providing information to employees in the planning process, and the ability to innovate on work. Employee Development and Employee Security, Namely so that professional employees, promotion and opportunities to develop at work, as well as job security. Social Integration, Namely teamwork, trust in the organization, a sense of belonging, and commitment to the organization. Constitutionalism, Namely equal rights, human rights as employees, freedom of expression and opinion, a democratic work environment. Employee Living Space, Namely the balance between work and family, and the personal life of employees.

METHODS

The location in this study is PT. Citra Van Titipan Kilat (TIKI) Sukabumi, which is located at the address at Jalan KH. Ahmad Sanusi No. 16A, Sukabumi City. This research is a quantitative study with descriptive methods and associative methods, namely a research method to determine the existence of phenomena between variables. and this study also aims to determine the causal relationship. between the independent variable and the dependent variable.

The population in this study were employees of PT. Citra Van Titipan Kilat (TIKI) Sukabumi City totaling 57 employees. The samples taken were 57 respondents with the sampling technique used in this study was saturated samples. The data collection technique is done by using primary and secondary data. Primary data such as observations, interviews, and Likert scale questionnaires. Secondary data, namely literature study and documentation.

For data analysis techniques use validity and reliability tests to measure whether each instrument is valid or not and can be declared reliable or reliable. As well as using the classical assumption test, one of which is the Kolmogorov Smirnov normality test, this is done to analyze the accuracy of the regression model which can be declared normal or abnormal. The data analysis techniques used in this study consisted of the correlation coefficient, the coefficient of determination, simple linear regression, and simultaneous hypothesis testing or f-test.

RESULTS AND DISCUSSION

Based on the results of the Pearson moment validity test with the help of SPSS, the following results were obtained:

Table 1. Validity Test

Item	r value	r critic	Information
X.1	0,712	0,3	Valid
X.2	0,502	0,3	Valid
X.3	0,773	0,3	Valid
X.4	0,815	0,3	Valid
Y.1	0,695	0,3	Valid
Y.2	0,523	0,3	Valid
Y.3	0,732	0,3	Valid
Y.4	0,519	0,3	Valid
Y.5	0,658	0,3	Valid

Source: Processed (2020)



Based on the results of the validation test, it can be seen that the calculated r-value is greater than the critical r, which is 0.3, which means that all research instruments are declared valid. Based on the calculation of the reliability test that has been carried out using SPSS version 16 with the Cronbach's Alpha approach, the following results are obtained:

Table 2. Reliability Test (X)

Cronbach's	
Alpha	N of Items
.774	5

Source: Processed (2020)

The results of the reliability test on the dependent variable can be seen in the table as follows:

Table 3. Reliability Test (Y)

Cronbach's	
Alpha	N of Items
.746	6

Source: Processed (2020)

Based on the results of the validity test, each research instrument has a calculated r-value greater than the r_{table} , which is 0.3, so all items are declared valid and can continue further research. While the reliability test of each variable has a Cronbach Alpha value that is more than 0.03. Therefore, it can be explained that the measurement of the questionnaire variable is reliable, which means that the relationship between organizational culture (X) and quality of work (Y) is strong and can be used as a measuring tool in further analysis.

Table 4. Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		57
Normal	Mean	.0000000
Parametersa	Std. Deviation	2.57234244
Most	ExtremeAbsolute	.113
Differences	Positive	.082
	Negative	-.113
Kolmogorov-Smirnov Z		.851
Asymp. Sig. (2-tailed)		.463

Source: Processed (2020)

The results of the Kolmogorov-Smirnov normality test table above show the significant results with a total Kolmogorov-Smirnov value of 0.463, so with this number, it can be explained that the total KS significance value of 0.463 is greater than 0.005 ($0.463 > 0.005$) with this result that the total population is normally distributed.



Table 5. Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.514 _a	.261	.265	2,47058

Source: Research results (2020)

Based on the above calculation, it can be seen that the correlation between the variables of performance appraisal, organizational culture, and quality of work is 0.514 (see the table above). After the correlation test is completed, it is then determined the equality of the relationship between the assessment of business performance, organizational culture, and quality of work using the Guilford as follows:

Table 6. Correlation Coefficient Based on Guilford Criteria

Coefficient Interval	Relationship Level
0,00 - 0,199	Very low
0,200 – 0,399	Low
0,400 – 0,599	Moderate
0,600 – 0,799	Strong
0,800 – 1,000	Very strong

Source: Sugiyono in (Putra, 2016)

Based on the Guilford criteria, the results of the correlation calculation yield a value of 0.651 with a 95% confidence degree with an error of 5% or = 0.05. Then the value obtained lies in the correlation criteria or the relationship has a strong influence. Then the calculation of simple linear regression, the results of these calculations can be seen in the following table:

Table 7. Simple Linear Regression Calculation Results

Model	Unstandardized Coefficients		Standardized Coefficients Beta	T	Sig.
	B	Std. Error			
(Constant)	4.919	2.224		2.211	.000
Organizational Culture	.308	.201	.361	.1536	.133

Source: Research results (2020)

The table above shows the results of the total value of $b = 0.308$ while the total value of $a = 4.919$. Furthermore, the results of the above values can be obtained by the multiple linear regression equation as follows:

$$Y = a + bX_1$$

$$Y = 4.919 + 0.308X_1$$

This means that the equation is:

The total value of the constant has a value of $a = 5,227$ explaining that the variable X organizational culture does not change or the value remains zero, then the value of the variable Y quality of work is 4,919. The regression coefficient for organizational culture amounted to $b = 0.308$, explaining that each increase in organizational culture amounted to one unit, so this would be able to increase the quality of work by 0.308. And based on the results of the above equation, it is known that there is a positive influence of organizational culture on the quality of work. PT. The image of Van Titipan Kilat (TIKI) Sukabumi will increase if the organizational culture is improved.



Table 8. Simultaneous Hypothesis Testing

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	5.412	1	.3.905	.7.234	.000 ^a
Residual	11.021	36	.351		
Total	16.433	37			

Source: Research results (2020)

The results in table 8 variable X (organizational culture) obtained $F_{count} = 7.234$ with the error level that has been set at 5%, then this can be obtained from table 3.25, this shows $f_{count} > f_{table} = 7.234 > 3.25$, which means that H_a is accepted and H_o was rejected. This shows that the relationship between organizational culture has a positive and significant effect on the quality of work of employees.

CONCLUSION

The results of research based on descriptive analysis indicate the state of organizational culture and quality of work at PT. Citra Van Titpan Kilat (TIKI) Sukabumi is in the good category. There is a positive influence between the independent variable organizational culture on the dependent variable, namely quality of work.

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