THE EFFECT OF CROSS FUNCTIONAL TRAINING AND THE WORK ENVIRONMENT TOWARDS WORK QUALITY IN THE MIDDLE OF THE COVID-19 PANDEMIC SITUATION *(CASE STUDY: CJ LOGISTICS IN SEOUL, KOREA)*

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ABSTRAK

Pengaruh Cross Functional Training dan Lingkungan Kerja terhadap Kualitas Kerja di Tengah Situasi Pandemi Covid-19. *Penelitian ini memiliki tujuan untuk mengetahui pengaruh cross functional training dan lingkungan kerja secara parsial dan simultan terhadap kualitas kerja. Lokasi yang dipilih untuk penelitian ini adalah sebuah perusahaan logistik di Korea yaitu, CJ Logistics. Populasi penelitian merupakan seluruh karyawan . Sementara itu, sampel sebanyak 30 responden. Teknik analisis data yang digunakan adalah Uji Validitas, Uji Reabilitas, Uji Asumsi Klasik, Anaisis Regresi Linier Berganda, Uji Koefisien Determinasi, Uji F dan Uji t. Dari hasil penelitian diperoleh hasil : (1) cross functional training berpengaruh positif signifikan terhadap kualitas kerja, dimana diperoleh nilai t hitung 3,515 dan nilai signifikansi 0,002 < 0,05. (2) lingkungan kerja berpengaruh positif signifikan terhadap kualitas kerja, dimana diperoleh nilai t-hitung 3,541 dan signifikansi 0,002 < 0,05. (3) secara simultan cross functional training dan lingkungan kerja berpengaruh signfikan terhadap kualitas kerja, dimana diperoleh nilai signifikansi 0,000 < 0,05. Besarnya pengaruh variabel bebas terhadap kualitas kerja adalah 58,2%. Saran yang dapat diberikan peneliti adalah Cj Logistics diharapkan secara rutin memberikan cross functional training, membuat sirkulasi udara yang cukup, menjaga kebersihan tempat kerja, memberikan rasa aman, serta membuat strukur tugas yang sesuai dengan kemampuan karyawan dan membangun pola kerjasama yang baik.*

Kata kunci*: Cross functional training, Lingkungan kerja dan Kualitas kerja*

ABSTRACT

The effect of Cross Functional Training and the Work Environment towards Work Quality in the Middle of the Covid-19 Pandemic Situation. *This study aims to determine the effect of cross functional training and work environment partially and simultaneously on work quality. The location of this research is, CJ Logistics. The population uses all employees, CJ Logistics and a sample of 30 respondents. The data analysis technique used validity test, reliability test, classical assumption test, multiple linear regression analysis, coefficient of determination test, F test and t test. From the research results, the results obtained: (1) cross functional training has a significant positive effect on work quality, where the t value is 3.515 and a significance value is 0.002 <0.05. (2) the work environment has a significant positive effect on work quality, where the t-count value is 3.541 and a significance value is 0.002 <0.05. (3) Simultaneous cross functional training and work environment have a significant effect on work quality, where the significance value is 0.000 <0.05. The magnitude of the*

influence of the independent variables on work quality is 58.2%. Suggestions that can be given by researchers are that Cj Logistics is expected to routinely provide cross-functional training, make adequate air circulation, keep the workplace clean, provide a sense of security, and create task structures that are in accordance with employee abilities and build good cooperation patterns.

Keywords: *Cross functional training, work environment and work quality*

INTRODUCTION

The outbreak of the Covid-19 virus since December 31, 2019 has changed many aspects of life. At the end of 2019, the office of the World Health Organization (WHO) in China received notification of a type of pneumonia whose cause was unknown. The acute respiratory infection that attacks the lungs was detected in the city of Wuhan, Hubei Province, China. According to the authorities, some of the patients were traders operating at the Huanan Fish Market. (Kompas.id). This virus has claimed many victims, both in China and in other countries in the world.

In addition to casualties, this virus has also killed the economic sector so that many workers have been dismissed and even have to be laid off. In its report, the International Labor Organization states that "Halt in activity due to the COVID-19 pandemic had an immediate and sweeping impact on employment. Global hours worked could drop by 10.5 per cent this quarter, equivalent to 305 million full-time workers with a 48-hour workweek. ". The cessation of activities due to the COVID-19 pandemic has a direct and broad impact on jobs. Global hours worked could fall 10.5 percent this quarter, the equivalent of 305 million full-time workers on a 48-hour work week.

One of the countries most affected is South Korea. Apart from of course there have been deaths due to this virus, economic activities involving Korea and China must also stop. Korean exports to China amounted to US $ 142.1 billion, and China's exports to Korea amounted to US $ 97.8 billion 61.1 million (every November 2017), making the People's Republic of China number one as an export and import country.

South Korea's economy underwent its worst performance in more than a decade in the first quarter as the coronavirus epidemic raged across the country, the central bank said Thursday, with officials warning a bigger impact was still to come. The world's 12th largest economy is experiencing one of the worst early outbreaks of the disease outside China, although it appears that this has largely been contained thanks to an extensive "track, test and treat" program. According to the Bank of Korea, gross domestic product shrank 1.4 percent year-on-year during the January to March period, the largest decline since the fourth quarter of 2008 during the global financial crisis. Private consumption fell 6.4 percent - the sharpest decline in more than two decades as spending on goods and services fell.

South Korea is very dependent on trade. In addition, exports shrank by two percent due to the decline in cars, machinery and chemical products, while imports fell 4.1 percent. Officials warn of a bigger impact from the coronavirus pandemic in the coming months. Finance Minister Hong Nam-ki said there were concerns that shocks to the real economy

and jobs could expand due to the global economic downturn. The International Monetary Fund (IMF) predicts the world economy will contract by three percent this year, as it is expected to "experience the worst recession since the Great Depression" due to the pandemic. The IMF has estimated that the South Korean economy will shrink 1.2 percent in 2020. This condition has also caused many people to lose their jobs, especially casual workers. The coronavirus outbreak has hit temporary workers hard, with the number of workers dropping by 395,000 in July, data showed. Employment for day laborers fell by 44,000 during the period. The total number of unemployed here stood at 1.13 million in July, up 41,000 per year. This marks the highest level since 1.47 million posted in the same month of 1999.

South Korea lost about 277,000 jobs in July, marking a five straight month decline in the number of workers in a row, as the new coronavirus pandemic weighs on business activity. The country's unemployment rate rose 0.1 percentage points annually to 4 percent in July, with the number of people employed falling to 27.1 million, according to data compiled by Statistics Korea. This marks the longest decline since an eight-month decline recorded in 2009 amid the global financial crisis. The unemployment rate is also the highest for July since 2000.

In response to the spread of COVID-19, many companies in Korea have put in place various measures to overcome this difficult situation, such as asking their employees to work from home, reducing working hours, implementing temporary business suspensions, and imposing unpaid leave. Korean Air said on Tuesday 70% or more of its employees working in South Korea would take six months off as part of the airline's efforts to cope with operational difficulties caused by the coronavirus pandemic.

The number of employees obtained to work at CJ Logistics has decreased and the workload for other employees has increased. The number of employees in 2020 at Cj Logistics is 6290 people. Even though the number is quite large, the workload is very large, especially with the existence of Covid-19, employees are required to multitask by doing tasks that are not in their job description. In this situation, it can be said that they are faced with a cross-function. Thus the company also provides cross-functional training. This training is of course provided as a strategy for the CJ logistics company to make skill adjustments quickly amid the reduction in employees, especially the 30 packaging logistics workers. This makes an interesting issue to study because it involves various factors such as the work environment which supports the work, as well as its influence on the impression of the desired quality of work, whether it has increased or vice versa.

Of course, cross functional training is useful for improving employee performance, but it is not enough because there are other factors, namely the work environment. The work environment is an environment where employees work, while the working conditions are the conditions in which the employee works (Budianto et. Al, 2015). Satisfied, happy and hardworking employees are the biggest assets for the company. The work environment is the most important factor in increasing employee satisfaction and motivation. Therefore, the company must be able to maintain and a conducive work environment for employees. Besides that, the total work productivity of employees must also be followed by the creation of a good and harmonious work environment. The work environment is not limited to the physical form in which we work. The work environment

can be influenced by other factors such as the facilities and infrastructure provided by the company, colleagues, the level of competition, leadership, communication, so that a supportive work environment will keep employees afloat and can reduce the level of work stress on employees, which can affect productivity. employee work in the company.

The effect is an influence or impact that occurs as a result of implementing a policy, which in this case is cross-functional training which is training in this CJ Logistic packaging unit. The impression is seen due to the reduced number of employees who come to work, employees are required to multitask by doing tasks that are not in their job description. In this situation, it can be said that they are faced with cross-function training in this Covid 19 situation, especially in South Korea. Thus, when the company also provides cross-functional training, even if it is brief, to its employees, there will certainly be an impression of its employees. So, this paper will specifically discuss the phenomenon of cross functional training, whether it can be used to improve employee performance. In this case the author is moved to conduct research by examining all related factors such as training, work environment conditions on the quality of work of employees. This has led researchers to write research entitled The Effect of Cross Functional Training and Work Environment towards work quality in the Middle of the Covid-19 Pandemic Situation (Case Study: Cj Logistics in Seoul, Korea).

The purpose of this study was to determine the effect of cross functional training in towards the work quality of employees at CJ Logistics in Seoul, Korea and to determine the effect of the work environment on the work quality of employees at CJ Logistics in Seoul, Korea.

LITERATURE REVIEW

Training

To get a clearer picture of training and development, here are some definitions from experts:

According to Robert L. Mathis - John H. Jackson (2009: 301) Training is a process where a person has the capability to help achieve organizational goals. Meanwhile, according to Gary Dessler (1997: 263) Training is the process of teaching new or existing employees the basic skills they need to carry out their jobs. According to Veithzaldan Ella (2009: 211) Training is a part of education that concerns the learning process to acquire and improve skills outside the applicable education system in a relatively short time with methods that prioritize practice rather than theory.

As for the benefits of training (training). Benefits of Training According to Rivai and Sagala (2011: 217), the benefits of training are divided into three groups, namely:

1. Benefits for employees: Training helps employees in making decisions and solving problems more effectively. Through training and development, the variables of introduction, achievement, growth, responsibility and progress can be internalized and implemented.
2. Benefits for the company: By conducting research the company gets several benefits, among others; increasing profitability or a more positive attitude towards

profit orientation, improving work knowledge and expertise at all levels of the company, improving human resources, helping employees to know company goals and of course helping to create a better company image.

3. Benefits in human resource relations, intra and between groups and individuals: Training is also expected to provide benefits in improving communication between groups and individuals, helps in orientation for new employees and transfer or promotion employees, improves moral quality, builds cohesiveness in groups and provides a good climate for learning, growth and coordination.

The following are the types of training. Types of Training and Development There are many approaches to training. According to Simamora (2006: 278) there are five types of training that can be held:

1. Skills training Skils training is a common training program in organizations. The training program is relatively simple because needs or deficiencies are identified through careful assessment. The criteria for evaluating the effectiveness of training are also based on the targets identified in the assessment stage.
2. Retraining Retraining is retraining that seeks to provide employees with the necessary skills. To deal with changing work demands. For example, the workforce of educational institutions who usually work using manual typewriters may have to be trained with computer machine or internet access.
3. Cross Functional Training Cross-functional training involves training employees to carry out work activities in other fields and assigned jobs.
4. Team Training Team training is a collaboration consisting of a group of individuals to complete work for a common goal in a work team.
5. Creativity Training Creativity training is based on the assumption that creativity can be learned, which means that workers are given the opportunity to issue ideas as freely as possible based on rational, cost, and feasibility assessments..

The following is an analysis of training needs. According to Robert. L. Mathis and John H, Jackson (2009: 311) there are 3 sources of training needs analysis. Organizational Analysis Training and development needs can be identified through organizational analyses. An important part of organizational strategic HR planning is the identification of the knowledge, skills and abilities that will be needed in the future as jobs and organizations change, both internal and external forces will influence training and should be considered when conducting organizational analysis..

An important source of organizational analysis. On an ongoing basis, a detailed analysis of the HR data reveals weaknesses in training. Areas or departments with high absenteeism, low performance, or other deficiencies can be identified. After analyzing these problems, training objectives can be developed.

Job and Task Analysis The second way to find out a training needs analysis is through an analysis of the jobs and tasks performed. By comparing the needs on the job with the knowledge, skills and abilities of employees, training needs can be identified. Individual Analysis The third action is that it can be seen that training needs focus on individuals and how they do their jobs. The most common approach to making such individual analyzes is to use job appraisal data. Another way to assess individual training needs is to conduct a

survey of employees, both managerial and non-managerial, regarding the training needed. Apart from job assessments and training surveys, questionnaires, job knowledge tools, skills tests, attitude surveys, records of fatal accidents, individual assessment tests are also useful for individual analysis.

Cross Functional Training

The determination of the training model in this case Cross Functional Training cannot be separated from the assessment of the principles of needs and infrastructure. This training needs assessment can be done in three ways, namely:

1. Analysing the organization analysis of the organization, is an examination of the types of problems experienced by the organization and where the problems are in the company.
2. Analysing jobs and job analysis tasks and assignments, is the basis for developing a job-training training program. This analysis is useful for knowing the job requirements and tasks that exist within the company so that proper training can be provided for employees who will attend training.
3. Analysing employees, namely identifying gaps between identified work needs and organizations with the characteristics of each employee.

Cross functional training (Cross Functional Training) basically, the organization has developed, specialized work functions and detailed job descriptions, however, today organizations emphasize multi-expertise rather than specialization (Simamora). "Cross-training of employees for security and business continuity is an important component of business continuity planning. Administration must train employees extensively throughout the organization and assign reserve personnel to key operational positions. Organizers should also want to move workers to other different destinations, branches, or supply administration offices outside of dangerous situations if possible. "(Irianti, 2020).

Based on these two opinions, in the context of this study, Cross Functional Training is a repetition-based training in sectors that are not normally done but are certain to be able and will get used to doing it.

Work environment

A conducive work environment provides a sense of security and allows employees to work optimally. If an employee enjoys the work environment where he / she works, then the employee will feel at home in his work place, carrying out his activities so that work time is used effectively. Conversely, an inadequate work environment can reduce employee performance. Some experts define the work environment as follows:

According to Nitisemito in Nuraini (2013: 97) the work environment is everything that is around the employee and can affect in carrying out the duties assigned to him, for example by the presence of air conditioner (AC), adequate lighting and so on. The work environment is something that is in the worker's environment that can influence him / her in carrying out tasks such as temperature, humidity, ventilation, lighting, noise, cleanliness of the work place and whether or not work equipment is adequate (Isyandi, 2004: 134).

METHOD

CJ Logistics which operates systematically and efficiently based on a sophisticated logistics infrastructure and consulting expertise located in Seoul South Korea. The research was conducted at CJ Logistics in a special division of goods packaging or logistics. Based on specific business experiences for each industry group and cutting-edge IT solutions, CJ Logistics provides the best total logistics packaging services for its customers in express delivery of goods. The research was conducted at Logistics Seoul Korea, the packaging division for two months on weekdays, Monday-Friday.

Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics that are determined by the researcher to study and then draw conclusions. The population in this study were 1170 employees of Cj Logistics Seoul, including its management. The sample in this study were 30 employees in the packaging express unit Cj logistics Seoul which included 14 employees who worked as packaging, 8 people who worked separating the goods and 8 people who worked to open the goods that had been wrapped.

The sampling technique in this study used probability sampling with a simple random sampling approach. Simple random sampling is a sampling technique by providing equal opportunities for each element or member of the population to be selected as sample members (Sugiyono, 2015: 120). According to Effendi & Tukiran (2012), probability sampling means that each element of the population has the same opportunity to be selected as a sample. Sampling aims Effendi & Tukiran (2012) purposive sampling is a sampling method with certain considerations that are considered relevant or can represent the object of research. The type of data in this study is quantitative data.

This study used a quantitative method in the form of associative (causal) according to the research problem formulation. The quantitative method according to Sugiyono (2011: 8) is defined as a research method based on the positivism philosophy, used to research on certain populations or samples, data collection uses research instruments, data analysis is quantitative / statistical, with the aim of testing predetermined hypotheses. Quantitative data were obtained from survey data in the form of numbers and generated from close-ended questions. Thus, this research was conducted using quantitative methods. Quantitative research is determined by the size of the number of respondents or samples using a percentage, formula or population-sample table, as the application of the principle of representation. The data will then be processed using SPSS and tested for validity and reliability.

RESULTS AND DISCUSSION

RESULTS

Validity according to Sugiyono (2012: 177) shows the degree of accuracy between the data that actually occurs on the object and the data collected by researchers to find the validity of an item, we correlate the item score with the total of these items. If the coefficient between items and total items is equal to or above 0.3, the item is declared valid, but if the correlation value is below 0.3 then the item is declared invalid. The following are the results of the validity test as shown in table 1 below:

Table 1
Validity Test Results

No	Variable	Items	Correlation coefficient	Information
1	*Cross functional training* (X1)	X1.1	0,923	Valid
		X1.2	0,893	Valid
		X1.3	0,924	Valid
		X1.3	0,949	Valid
2	Work environment (X2)	X2.1	0,885	Valid
		X2.2	0,898	Valid
		X2.3	0,872	Valid
		X2.4	0,845	Valid
		X2.5	0,902	Valid
3	Work quality (Y)	Y.1	0,894	Valid
		Y.2	0,925	Valid
		Y.3	0,874	Valid
		Y.4	0,896	Valid
		Y.5	0,879	Valid

Based on the results of the instrument test by distributing questionnaires to 30 respondents, as in table 1, it can be seen that all the variable indicators in this study, namely the variable cross functional training, work environment and work quality are valid because they have a correlation value greater than 0.3..

Research Instrument Reliability Test Results

Reliability test is the extent to which the results of measurements using the same object will produce the same data (Sugiyono, 2012: 177). The questionnaire reliability test in this study used the split half item method. The item is divided into two groups, namely the odd item group and the even item group. Then each group's score for each item is added up to produce a total score. If the correlation is 0.7, it is said that the item provides a sufficient level of reliability, on the contrary, if the correlation value is below 0.7, it is said that the item is less reliable. In Table 2, the results of the reliability analysis of cross functional training variables, work environment and work quality are described as follows:

Table 2
Reliability Test Results

No	Variable	Cronbach's Alpha	Information
1	*Cross functional training* (X1)	0,940	Reliable
2	Work environment (X2)	0,927	Reliable
4	Work quality (Y)	0,931	Reliable

Based on the results of the instrument reliability test in Table 2, it can be seen that the variable instruments in this study, namely cross-functional training, work environment and work quality, are said to be reliable because each variable has an alpha value greater than 0.70.

Results of Research Data Analysis
Classical Assumption Test Results

The classical assumption test is used to determine whether there is residual normality, multicollinearity, autocorrelation, and heteroscedasticity in the regression model. The linear regression model is said to be good, if the regression model meets several classical assumptions, namely the residual data is normally distributed, the absence of multicollinearity, autocorrelation, and heteroscedasticity (Purnomo, 2016). In this study, the classical assumption test only uses the normality test, multicollinearity test and heteroscedasticity test. The classic assumption test can be explained as follows:

Normality test

The normality test aims to test whether the regression model, confounding variables or residuals are normally distributed or not. Data that is normally distributed means that it has an even distribution so that it truly represents the population and can be said to be valid data. Data normality testing can be done by graphical analysis using the Normal P-Plot of regression standardized residual graphs (Janie, 2012). To get more accurate results, apart from using graphic analysis, the normality test can also be done using the One Sample Kolmogorov Smirnov test method (Purnomo, 2016). Following are the results of the normality test using the Kolmogorov-Smirnov (K-S) in Table 3.

Tabel 3
Hasil Uji Normalitas
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		30
Normal Parameters[a,b]	Mean	0E-7
	Std. Deviation	2.41834473
Most Extreme Differences	Absolute	.099
	Positive	.096
	Negative	-.099
Kolmogorov-Smirnov Z		.544
Asymp. Sig. (2-tailed)		.928

a. Test distribution is Normal.

b. Calculated from data.

Based on the normality test shown in Table 3, it shows that the magnitude of the Asymp value. Sig. (2-tailed) is 0.928, which is greater than 0.05, which indicates that the data is normally distributed, so it can be concluded that the model meets the assumption of normality..

Results of Multiple Linear Regression Analysis

In this study, the data analysis technique used was Multiples Regression (multiple) with SPSS. Regression analysis is a method or technique of analyzing research hypotheses to test whether there is an influence between one variable and another which is expressed in the form of a mathematical equation (regression). Multiple or multiple linear regression analysis functions to find the effect of two or more independent variables (free variable or X) on the dependent variable (dependent variable or Y) (Raharjo, 2014). The following is a summary of the results of multiple linear regression.

Tabel 4
Hasil Regresi Linear Berganda
Coefficients[a]

Model		Unstandardized	
		B	**Std.Error**
1	(Constant)	1.971	2.748
	Cross functional training	.540	.154
	Lingkungan kerja	.421	.126

Based on Table 4, a multiple regression equation is obtained as follows:
$Y = a + b_1X_1 + b_2X_2$
$Y = 1{,}971 + 0{,}540X1 + 0{,}421X2$.

1. The constant coefficient is 1.971, which means that if the cross-functional training and work environment variables are zero (0), the work quality is constant, namely 1.971.
2. The regression coefficient value of cross functional training is 0.540, meaning that if the cross functional training variable increases by 1 unit, the work quality will increase by 0.540. This means that any improvement in cross functional training can improve work quality.
3. The work environment regression coefficient value is 0.421, meaning that if the work environment variable increases by 1 unit, the work quality will increase by 0.421. This means that any improvement in the work environment can improve the quality of work.

Results of Partial Significance Test (t-test)

The t test aims to determine whether an independent variable partially has a significant effect on the dependent variable or not. The basis for drawing conclusions according to (Purnomo, 2016) is as follows:

a. If the significance> 0.05, then H0 is accepted and H1 is rejected. This means that partially the independent variable does not have a significant effect on the dependent variable

b. If the significance <0.05, then H0 is rejected and H1 is accepted. This means that the independent variable partially has a significant effect on the dependent variable.

Based on the results of the research, it can be seen that the results of the t partial test can be seen as in table 5:

Table 5
Partial Regression Test (t test)

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.971	2.748		.717	.480
	Cross functional training	.540	.154	.472	3.515	.002
	Work environment	.421	.126	.448	3.341	.002

Based on Table 5 above, namely, the partial regression test (t test) shows that:

The effect of cross functional training on work quality

To test whether H0 is accepted or rejected, it can be seen in the following description

H0: Cross functional training has no significant positive effect on work quality

H1: Cross functional training has a significant positive effect on work quality

Based on table 5, it can be seen that the t coefficient value is 3.515 and a significance value is 0.002. When compared, the significance value is smaller than 0.05, which means that H0 is rejected or H1 is accepted. So that cross functional training has a positive and significant effect on work quality.

The influence of the work environment on the quality of work

To test whether H0 is accepted or rejected, it can be seen in the following description

H0: The work environment has no significant positive effect on work quality

H2: The work environment has a significant positive effect on work quality

Based on table 5, it can be seen that the t coefficient value is 3.341 and a significance value of 0.002. When compared, the significance value is smaller than 0.05, which means that H0 is rejected or H2 is accepted. So that the work environment has a positive and significant effect on work quality.

DISCUSSION

Partial effect of cross functional training (X1) on work quality at Cj Logistics (Y)

Testing the significance of cross functional training (X1) on work quality (Y), is partially done by performing the t test, namely by comparing the significance of t with α (0.05). Based on table 4.13, the value of the coefficient t is 3.515 and the significance value is 0.002 <α (0.05), it means that the rejection of H0 so that H1 is accepted, so that cross functional training has a significant positive effect on work quality. This means that the better the implementation of cross functional training, the better the work quality at Cj Logistics, and vice versa, the worse the application of cross functional training qualifications, the lower the work quality at Cj Logistics. This is because cross-functional training is training that is carried out by asking employees to carry out certain work activities outside of the work assigned to them (Katini, 2015). Cross training is very beneficial for all employees so that they are able to understand how the company organization works more broadly, not only in their work tasks. One example of cross-functional training is asking financial staff to assist HR staff in selecting new employees (Eva, 2018).

This is in line with research conducted by Aaron D. Arndta Kiran Karandeb and Timothy D. Landry (2011) and Anisah, Lamsah, Ervica Zamilah (2020) which state that cross functional training has a partially significant positive effect on work quality.

The influence of the work environment (X2) partially on the quality of work at Cj Logistics (Y).

Testing the significance of the work environment (X2) on the quality of work (Y), is partially carried out by performing the t test, namely by comparing the significance of t with α (0.05). Based on table 4.13, the value of the t coefficient is 3.341 and the significance value is 0.002 <α (0.05), it means that the rejection of H0 so that H2 is accepted, so that the work environment has a significant positive effect on work quality. This means that the better the work environment will improve the quality of work at Cj Logistics, and vice versa, the worse the employee work environment will reduce the quality of work at Cj Logistics. This is because a good working environment is one of the factors supporting employee productivity which in turn has an impact on increasing employee performance levels. The working environment conditions can be divided into 2 (two) namely the physical work environment and the non-physical work environment (Sedarmayanti, 2001: 21).

This is in line with research conducted by Nuridha Citraningtyas (2017) and A. Aji Tri Budianto, Amelia Katini (2015) which states that the work environment has a partially significant positive effect on work quality.

CONCLUSION

Based on the discussion that has been described in the previous chapter, the following conclusions are obtained:

Cross functional training has a significant positive effect on work quality at Cj Logistics. Where cross functional training has a t coefficient of 3.515 and a significance of 0.002. This means that the better the application of cross functional training qualifications will improve the quality of work at Cj Logistics. The work environment has a significant positive influence on the quality of work at Cj Logistics. Where the work environment has a t coefficient of 3.341 and a significance of 0.002. This means that the better the work environment, the better the quality of work at Cj Logistics.

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