The Effect of Quality of Work Life (QWL) and Workload of Employees at Class II Kijang Port Offices and Port Authority Offices

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Abstract

This study aims to determine and analyze whether there is an effect of quality of work life and workload on employee job satisfaction at Office X. This study is categorized as a quantitative study with an instrument in the form of a questionnaire. The population in this study were all 41 employees of Office X. The sampling technique is by means of a saturated sampling technique or a census. The sample in this study is to take the population or as many as 41 samples. The data used in this study is primary data obtained through a questionnaire. The instrument validity test used the Bivariate Correlation formula, while the reliability test used Cronbach Alpha. The measuring instrument proved to be valid and reliable for the research instrument. Multiple regression analysis was used to test the hypothesis of this study. Based on the results of this study, it is known that the results of the multiple linear regression test are Y = 2.826 + 0.16 X1 + 1.082 X2, where Quality Of Work Life (X1), Workload (X2), and Personnel Performance (Y). Then the T test results of the Quality Of Work Life variable have no significant effect on employee job satisfaction (1,488 < 1,68288). The workload has a significant effect, namely (22.009 > 1.6828. The F test together has a significant effect on employee job satisfaction (247.626 > 2.85). The results of the R square test give a value of 0.925, which means 92.5% of the job satisfaction variable employees can be explained through the two independent variables, while the remaining 7.5% is influenced or explained by other factors not included in this study.

Keywords: Quality of Work Life, Employee Workload, Port Office, Job Satisfaction, Port Authority.

1. Introduction

One of the main problems in human resource management is how to find the best way to achieve employee satisfaction. Employee job satisfaction is an important aspect that needs to be considered in efforts to improve the quality of human resources of an agency, if employee job satisfaction is met, they will tend to be motivated to work, otherwise dissatisfaction will result in high levels of employee turnover, absenteeism, strikes and other negative actions that can harm the institution. Research on employee satisfaction can find out things that need to be considered to obtain working conditions that support employee satisfaction so that quality employees can be created, besides knowing the level of knowing QWL is expected to provide an overview of the level of employee satisfaction. Satisfaction is an individual thing, each individual has a different level of satisfaction, so the measurement varies greatly. In addition, there is no absolute benchmark in measuring the level of satisfaction (Hasibuan, 2003). Therefore, we need a way to measure the level of employee satisfaction of an agency. One way to measure the level of employee satisfaction is to

know how employees feel about aspects of their work. Workload is the average activity frequency of each job within a certain period (Mahendrawan & Indrawati in Irwandy, 2006). Workload includes physical and mental workload. If the workload is too heavy, it will result in an employee suffering from work-related disorders or diseases which will also affect the job satisfaction of the employee. The Port Authority and Port Authority Office (KSOP) Class II Kijang is a government agency that is engaged in managing and regulating traffic in and out of ships, KSOP has the main task of carrying out supervision and law enforcement in the field of shipping safety and security, as well as coordinating government activities at ports.

2. Literature Review

Definition of Quality of Work Life

Quality of Work Life can be defined as employees' perceptions of their mental and physical well-being at work. There are two views regarding the meaning of quality of work life. QWL is a process in which organizations respond to employee needs by developing mechanisms by involving them in designing work life with another definition, is a pleasant working condition that supports and increases employee satisfaction by providing rewards, job security and opportunities for growth (Rokhman in Pathak, 2007). 2012).

Definition of Workload

Workload is a difference between the capacity or ability of workers and the demands of the work that must be faced (Astianto in Meshkati, 2011). The procedure that is often used to determine how many workers are needed is to analyze experience (Moekijat in Novera, 2010). Records of work results can show the average volume of results achieved by each workforce. These averages can then be used to estimate labor requirements. Positive and negative workload is a matter of perception. Perception is defined as a process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment. Perception of workload is related to role and job attribute factors. It is closely related to a job, where the individual gives an assessment of a number of tasks demands or activities that require mental and physical activity that he must complete within a certain time, whether it has a positive or negative impact on his work (Alamsyah in Robbins & Judge, 2008).

Framework

Workload Indicator

In this study, the workload indicators used adopted the workload indicators used in the research conducted by Putra (2012:22), which include:
- Targets to be achieved

Individual views regarding the amount of work targets given to complete their work, views on the results of work that must be completed within a certain period of time.
- Working conditions

This includes the views held by individuals regarding their work conditions, for example making decisions quickly when working on goods, and dealing with unexpected events such as doing extra work outside the allotted time.
- Use of working time

Time spent in activities directly related to production (cycle time, or standard or base time).

- Employment Standard

The impression that individuals have about their work, for example the feelings that arise about the workload that must be completed within a certain period of time.

Research Model

This research framework shows the effect of the independent variable on the dependent variable. The independent variables in this study are Quality Of Work Life (X1) and workload (X2), while the dependent variable is job satisfaction (Y) as follows:
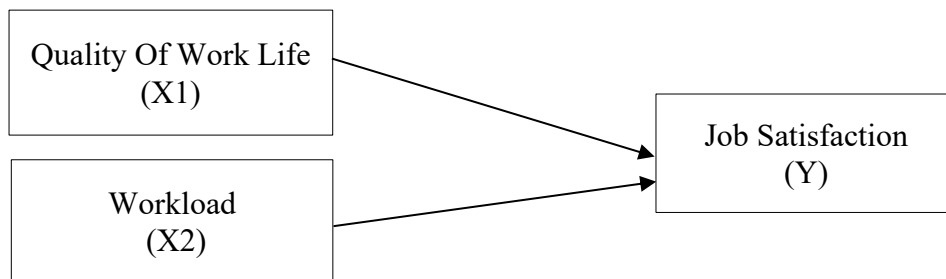

Figure 1. Research Model

Hypothesis

The hypothesis is a temporary answer to the research problem formulation, where the research problem formulation has been stated in the form of a question sentence (Sugiyono, 2010: 96). The hypotheses proposed in this study are:
H1: It is suspected that Quality of Work Life has an effect on employee job satisfaction
H2: It is suspected that workload affects employee job satisfaction
H3: It is suspected that the Quality of Work Life and Workload affect the work of employees

3. **Methods**

In this study using a quantitative method because the data used will analyze the relationship between variables expressed by numbers. This study connects the effect of Quality of Work Life and workload on employee performance. The population is a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions (Sugiyono, 2005). The population in this study were all 41 employees of the Port Authority and Class II Kijang Port Authority. The sample is "part of the population (sample) to be used as a study material in the hope that the samples taken from the population can be representative of the population". Therefore, the sample used in this study is the total sample or saturated sampling as stated by Sugiyono (2010:124) that saturated sampling is a sampling technique when all members of the population are used as samples. The sample in this study were the employees of the Class II Kijang Harbor Authority and Port Authority, which amounted to 41 employees.

4. Result and Discussion

Descriptive Statistics

Descriptive statistics aim to see an overview of the data used in this study. The following are the results of descriptive statistical calculations with SPSS 26 as follows:

Table 1. Descriptive Statistics Test Results

	N	Minimum	Maximum	Mean	Std. Deviation
QUALITY_OF_WORK_LIFE	41	77	149	118,98	19,177
WORKLOAD	41	24	39	30,39	4,604
JOB SATISFACTION	41	27	45	37,59	4,717
Valid N (listwise)	41				

Source: SPSS Output Results, 2018

Validity Test and Reliability Test

Validity test is used to measure whether or not a questionnaire is valid. A questionnaire is said to be valid if the question or statement on the questionnaire is able to reveal something that is measured by the questionnaire (Ghozali, 2016; 152). While the reliability test is a tool to measure a questionnaire which is an indicator of the construct variable. A questionnaire is said to be reliable or reliable if a person's answer to a question is consistent or stable from time to time (Ghozali, 2016:47). Based on the results of the validity tests carried out, it can be obtained that all instruments in this study are declared valid, namely the calculated r value is greater than the rtable value of 0.3291 so that all instruments can be used in this study. From the results of reliability using the variables of job placement, self-efficacy, interpersonal communication and employee performance, Cronbach's Alpha value is greater than the suggested Cronbach's Alpha, which is > 0.60 so that the instrument is feasible to use in research.

Reliability Test Results

According to Sunyoto 2011:70 reliability shows an understanding that the instrument is reliable enough to be used as a data collection tool because the instrument is good. A good instrument will not tend to lead respondents to choose certain answers. The results of the reliability test between quality of work life and workload with job satisfaction can be seen in the table below:

Table 2. Reliability Test Results

Variables	Cronbach's Alpha	Requirement Cronbach's Alpha	Decision
Quality Of Work Life	0,982	0,60	Reliable
Workload	0,845	0,60	Reliable
Job Satisfaction	0,832	0,60	Reliable

Based on the table above, it is known that all research variables are reliable and can be used in research. This is because the variables of quality of work life, workload and job satisfaction have an Alpha coefficient greater than Cronbach's Alpha value > 0.60.

Normality Test Results

The purpose of the normality test is to determine whether the variables are normally distributed or not. Normality testing was carried out using the Kolmogrov-Smirnov test. If the probability significance level is > 0.05 then the research data is normally distributed. The following tests with histogram graphs and P-plot graphs can be seen in the following figure:
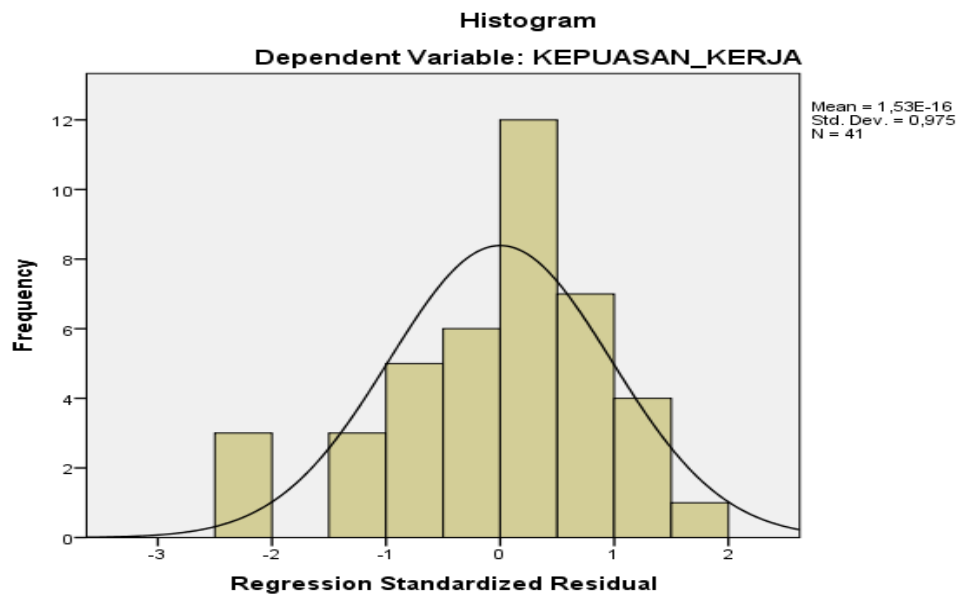

Figure 2. Histogram Graph Results
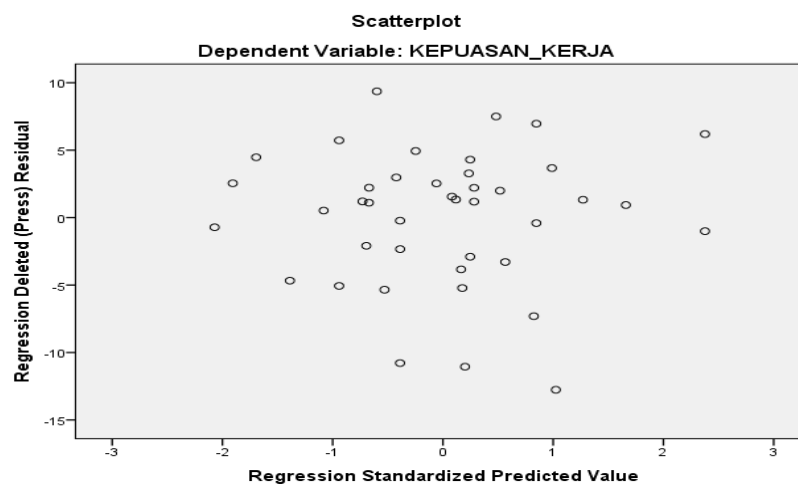*Source: SPSS Processed Data Output Version 24*

Figure 3. Heteroscedasticity Test Results
Source: SPSS Processed Data Output Version 24

From the scatterplot graph above, it can be seen that the points spread randomly and are spread both above and below the number 0 on the Y axis. It can be concluded that there is no heteroscedasticity in the regression model, so the regression model is feasible to use to predict satisfaction based on the input of independent variables. quality of work life and workload.

Multiple Linear Regression

Table 3. Multiple Linear Regression Test Results

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	T	Sig.
1	(Constant)	2,826	1,891		1,494	,143
	Quality_of_Work_Life	,016	,011	,065	1,488	,145
	Workload	1,082	,049	,956	22,009	,000

a. Dependent Variable: Job Satisfaction

Source: SPSS Processed Data Output Version 24

T test is used to determine the effect of each independent variable (independent) on the dependent variable partially. Decision making is based on the comparison of the t-count value and the critical value according to the significant level used, namely 0.05. Decision making is based on probability values obtained from the results of data processing through the SPSS program.

F Test Results (Simultaneous)

Table 4. F Test Results

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	826,533	2	413,266	247,626	,000[b]
	Residual	63,419	38	1,669		
	Total	889,951	40			

Source: SPSS Processed Data Output Version 24

Determination Test Results (R²)

Analysis of determination in multiple linear regression is used to determine the percentage contribution of the influence of the independent variables simultaneously on the dependent variable. The results of the analysis of the coefficient of determination in this study can be seen in the following table:

Table 5. The Result of the Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,964[a]	,929	,925	1,292

Source: SPSS Processed Data Output Version 24

5. Conclusions

Based on the results of research that has been carried out regarding the effect of quality of work life and workload on employee job satisfaction at the Port Authority and Class II Kijang Port Authority, the following conclusions can be drawn. Quality of Work Life partially has no significant effect on employee job satisfaction at the Port Authority and Class II Kijang Port Authority. Partial workload has a significant effect on employee job satisfaction at the Port Authority and Class II Kijang Port Authority. Based on the results of the tests carried out, the workload is directly affected by job satisfaction. Quality of Work Life and Workload simultaneously have a significant effect on employee job satisfaction at the Port Authority Office and Class II Kijang Port Authority.

Based on the results of the research and the conclusions above, the following suggestions are given: For the Port Authority and Port Authority Office Class II Kijang. Based on the discussion of the Quality of Work Life variable, it shows that there is a career path for employees because it will improve the skills of employees as well as low compensation indicators because salaries are based on the employee group. Based on the workload variable, it shows that the number of employees is inadequate and the agency can increase the number of employees so that the completion of work can be more effective. Material and moral assistance is needed from the leadership, so that employees pay attention and care for the implementation of research, so that the research process can run. For the next researcher. The scope of research can be extended to all units and become a more complete input for consideration in determining policies and employee development. For researchers who are interested in making this research reference research so that the results can be compared from time to time.

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