

Quality Analysis of Work Life and Job Stress in Effect on The Performance of Employees

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Abstract—this study aims to obtain explanatory findings that have been tested by analyzing how (1) the quality of work life, Job Stress and employee performance, and (2) the quality of work life, and Job Stress influence on employee work performance. The research method used in this research is descriptive and verification. The subject of this research is employees in the XYZ private university environment in the city of Bandung. The method used in testing the conceptual hypothesis is by using path analysis, correlation analysis and determination coefficient and hypothesis testing through T Test with the help of SPSS 21.0.0 for Windows software. So it can be seen that the quality of life of work life has a significant relationship to work performance, and Job Stress has a significant relationship to work performance, and the quality of work life and Job Stress has a significant effect on work performance.

Keywords— *Quality of Work Life, Job Stress, Work Performance*

I. INTRODUCTION

Organizations in carrying out various activities require a variety of resources, namely financial resources, material resources and human resources. Human Resources is one of the most important sources as the main actor and also an input of productivity in the organization, so that it can be said that the problem of human resources is not a small problem, so it must receive special attention. Human Resources synonymous with a company activity, employees and the times that demand to be more competitive, advanced, able to build a business and stay in the world of competition. Effective college management towards employee management determines the direction of achieving goals. Employees involved must be able to assist in achieving goals as an effort to improve work performance.

The quality of work life is a working condition as a result of the interaction between individuals and their work so as to make workers more productive and provide job satisfaction. References [1] say, the state of employees can meet their important needs and the ability to do depends on, 1) justice and care that supports employees; 2) the opportunity to use their abilities in full; 3) opportunity to manifest itself; 4)

opportunity to play an active role in making important decisions involving their work.

An employee's perception of their mental and physical health at work. Quality of Work Life is seen as, "A collection of employee perceptions of security in the workplace, job satisfaction, and conditions to develop that aim to enhance employee dignity." [2] Even although [3], states that the quality of work life is, "A process in which the response to the needs of employees to develop mechanisms that allow employees to give full advice and participate in making decisions and managing their work life in the company".

The work quality of life approach strives to meet the perceived needs of employees by providing fair, fair and supportive treatment, providing opportunities for every employee to use their abilities fully, providing opportunities to manifest themselves and providing opportunities to play an active role in making informed decisions involving work.

So it can be said that the quality of work life as a corporate responsibility to better utilize the skills and abilities of employees.

Job stress is basically often associated with understanding stress that occurs in the work environment, namely in the process of interaction between an employee and his work. According to [4] stress is, "A dynamic condition in which an individual is faced with opportunities, obstacles, or requests related to what is highly desirable and the results are considered uncertain and important". And response [5], that in "job adjustments are influenced by individual differences and psychological processes, as a consequence of environmental actions, situations or events that carry too many psychological and physical demands of a person".

While [6] states that "Work, stress as a condition of constancy that creates psychological and physical discontinuities, which can affect the emotions, thought processes and conditions of a person, this is caused by the work environment in which employees". or said "A condition of tension that creates a type of physical and psychological imbalance that affects the emotions, thought processes and conditions of an employee". [7]

It can be said that Job Stress is an emotional state of employees who are influenced by various factors: fulfillment of work, workload, working hours and individual conflict factors. And Job Stress can affect the work performance of employees towards the organization. If employees have high stress levels, work motivation is low and will affect work performance.

References [8] state that in general performance or work performance is defined as "Individual success in work assignments including evaluating performance (work performance), productivity, knowledge, dependency, presence and independence". According to [1,9].

Reference [10] states that the idea of work performance is "The expected outcome of every employee behavior". Behavior related to employee work performance is a direct behavior with work tasks and objectives to achieve goals. Achievement is also called "Activities that produce effects, execution, actions or a series of actions to complete a job or how someone acts in carrying out a given task". [11].

References [12] say that performance appraisal is "The process of assessing employee performance and skills in this regard is related to work requirements, where employees are placed for administrative purposes, including placement, promotion, money wages and other actions that require different treatment between group members " whereas work achievement has terms that are often identified with performance terms.

If it is concluded that work performance is a result that can be achieved by employees in carrying out their work for a certain period.

II. METHOD

This research was conducted in one of the XYZ private universities in Bandung with the object being studied were employees. The population in this study is the entire population of permanent employees as much as 137 with the error rate that I use is 10%, and obtained the sample studied amounted to 58 employees. The analysis used in this study is descriptive analysis to describe the characteristics of respondents and for the analysis of data processing methods of a character in the form of verifications collected through a questionnaire completed through observation and interviews.

Whereas the method used in conceptual hypothesis testing is using path analysis, correlation analysis and determination coefficient and hypothesis testing through T-test with the help of SPSS 21.0.0 for Windows software. The line analysis used in this study will be broken down into two structural equations:

- 1) $X_2 = \rho_{X_2X_1} X_1 + \varepsilon_1$
- 2) $Y = \rho_{YX_1} X_1 + \rho_{YX_2} X_2 + \varepsilon_2$

Information:

- Y = work performance
- X_1 = Quality of work life
- X_2 = Job stress
- $\rho_{X_2X_1}$ = Path coefficient Quality of work life against job stress
- ρ_{YX_1} = Path coefficient Quality of work life on work performance
- ρ_{YX_2} = Path coefficient of Job Stress on work performance
- $\varepsilon_{1,2}$ = Epsilon (influence other factors)

As for the dimensions and construction used in this study as shown in the following table:

TABLE 1. VARIABLES, DIMENSION, SIZE

Variables	Dimensions	Size
Quality of Work life	Employee Participation	1. Employee involvement
	Career Development	2. Opportunities for promotion
		3. increase in compensation
		4. self-development for employee career development
	Conflict Resolution	5. Completion of employee work conflicts
	Communication	6. Formal Path to group face-to-face meetings
	Occupational Health	7. Employee health
	Work Safety	8. control of occupational health hazards
		9. Employee safety
Work Safety	10. Provides assurance of employee job security protection	
Appropriate compensation	11. Provides compensation eligibility	
Pride	12. Grows a sense of pride in work	
Job Stress	Workload	13. Levels of employee workload
	Task Characteristics	14. Level of employee task difficulty
	Conflict	15. Role of the company in providing work suitability
	Organizational Structure	16. Clarity of position
		17. Corporate decision making
Leadership style	18. Leadership style	
Work Performance	Work Quality	19. Employee quality
	Productivity	20. The ability to complete the work according to the time
	Knowledge	21. Ability knowledge about the work
	Can be relied	22. Ability to complete work from a company
	Attendance	23. Assessing employee attendance
	Employee Independence	24. Level of employee independence

III. RESULTS AND DISCUSSION

Before you begin to format your paper, first write and save the content as a separate text file. Complete all content and organizational editing before formatting. Please note sections A-D below for more information on proofreading, spelling and grammar.

Keep your text and graphic files separate until after the text has been formatted and styled. Do not use hard tabs, and limit use of hard returns to only one return at the end of a paragraph. Do not add any kind of pagination anywhere in the paper. Do not number text heads-the template will do that for you.

TABLE 2. RELATIONSHIP BETWEEN QUALITY OF WORK LIFE AND JOB STRESS

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Construct)	53,064	6,494		8,171	,000
Quality Of work life	-.160	.068	-.299	-2,345	,023
a. Dependent Variable: Job Stress					

The path coefficient (ρ_{X2X1}) obtained is equal to -0.299, the path coefficient is negative, indicating the relationship between the two is opposite. This means that employees who have better quality of work life tend to have lower Job Stress. This is in line with the results of research by that the quality of work life has a negative effect on Job Stress. [13].

TABLE 3. CONTRIBUTION OF THE INFLUENCE GIVEN BY THE QUALITY OF WORK LIFE TO JOB STRESS:

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,299 ^a	,089	,073	7,46301

- a. Predictors: (Constant), Quality of work life
- b. Dependent Variable: Job Stress

In the table above, it can be seen that the R Square value obtained is equal to 0.089, which means that the quality of work life contributes 8.9% to Job Stress, while the remaining 91.1% is the contribution of the influence given by other factors not examined. (ϵ_1).

The path equation which explains the relationship between the quality of work life and Job Stress is as follows:

$$X_2 = -0,299 X_1$$

If presented in the form of a path diagram, the path coefficient and epsilon will appear as follows:

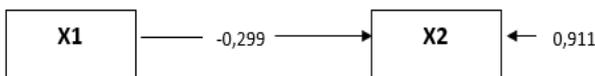


FIGURE 1. Pathway Relationship Diagram Between Quality of work life with job stress

Furthermore, the statistical test used to test this partial hypothesis is the t test. The value of the table used as the critical value in this t test is 2.003 which is obtained from the t distribution table with α 5% and df (n (58) -k (1) -1) 56 for the two-party test. Summary of test results is presented in the following table:

TABLE 4. T TEST (PARTIAL) RELATIONSHIP TO WORK LIFE QUALITY WITH JOB STRESS

Model	t _{count}	t _{table}	Sig.	α	Information	Conclusion
X ₁ → X ₂	-2,345	-2,003	0,023	0,05	Ho rejected	Significant

Source: SPSS.21 data attached, 2017

In table 3.3, the value of tcount is -2.345 with a significance value of 0.03, because thitung (-2.345) is smaller than negative ttable (-2.003) then the error rate of 5% is decided to reject Ho and so Ha is accepted. These results show that there is a significant relationship between the quality of work life and the stress of employee work at XYZ University in Bandung. The negative path coefficient indicates that employees who have better quality of work life tend to have lower Job Stress.

Based on the results of data processing using the SPSS 21.0 program, Analysis of the Effect of Quality of work life and Job Stress on work performance at XYZ University, obtained the following matrix results:

TABLE 5. CORRELATION MATRIX

Correlations				
		Quality Of Work Life	Job Stress	Work Performance
Quality of Work Life	Pearson Correlation	1	-.299	.772**
	Sig. (2-tiled)		.023	.000
	N	58	58	58
Job Stress	Pearson Correlation	-.299	1	-.576**
	Sig. (2-tiled)	.023		.000
	N	58	58	58
Work Performance	Pearson Correlation	.772**	-.576**	1
	Sig. (2-tiled)	.000	.000	
	N	58	58	58
*. Correlation is significant at the 0.05 level (2-tiled)				
**. Correlation is significant at the 0.01 level (2-tiled)				

Source: SPSS.21 data attached, 2017

The correlation coefficients presented in the table above can be interpreted that:

- 1) The relationship between the quality of work life and work performance. Correlation coefficient between the quality of work life and work performance is 0.772 and is included in the strong relationship category because it is in the correlation interval between 0.60 - 0.799. Positive correlation coefficient indicates that the relationship between the two is unidirectional, meaning that the better the quality of work life, the better the work performance. Based on these results, it can be concluded

that there is a strong relationship between the quality of work life and work performance.

- 2) The relationship between Job Stress and work performance.

The correlation coefficient between Job Stress and work performance is equal to -0.576 and is included in the category of a fairly strong relationship, because it is in the correlation interval between 0.40 - 0.599. The negative correlation coefficient that shows the relationship between the two is the opposite, meaning that the lower the Job Stress, the work performance will increase. Based on these results, it can be concluded that there is a fairly strong relationship between Job Stress and work performance.

After knowing the correlation coefficient of each exogenous variable with the endogenous variable, the next step is to calculate the path coefficient (p) and calculate the amount of the contribution of the combined influence (determination coefficient / R²) given by the exogenous variable to the endogenous variable. The results of data processing using the SPSS 21.0 program, can be seen in the following table:

TABLE 6. COEFFICIENT OF QUALITY OF WORK LIFE QUALITY AND JOB STRESS AGAINST WORK PERFORMANCE AT XYZ UNIVERSITY EMPLOYEES

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Construct)	26,562	5,193		5,115	,000
Quality of Work Life	,344	,039	,658	8,902	,000
Job Stress	-,370	,072	,379	-5,121	,000
a. Dependent Variable: Work Performance					

Source: SPSS.21 data attached, 2017

In the table, it can be seen that the path coefficient for the quality of work life (pyx1) is 0.658 and the path coefficient for Job Stress (pyx2) is -0.379. Line equations that explain the effect of the quality of work life and Job Stress on work performance are as follows:

$$Y = 0,658 X_1 - 0,379 X_2$$

If presented in the form of a path diagram, the correlation value (r), path coefficient (p) and epsilon (ε) will appear as follows:

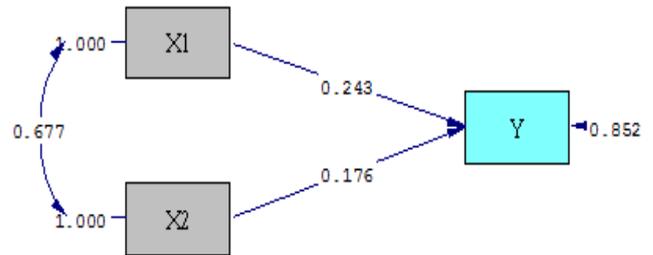


FIGURE 2. Work life quality and job stress diagram on the work performance of university xyz employees

Based on the results of partial hypothesis testing, it is known that the quality of work life and Job Stress has a significant effect on work performance at XYZ University. To find out more details about the magnitude of the direct effect contribution and the indirect effect given by the exogenous variable to the endogenous variables, it can be seen in the recapitulation of the calculation of the amount of direct and indirect influence contribution is presented in the following table:

TABLE 7. LARGE RECAPITULATION OF DIRECT AND INDIRECT INFLUENCE CONTRIBUTIONS FROM THE QUALITY OF WORK LIFE AND JOB STRESS AGAINST EMPLOYEE PERFORMANCE AT XYZ UNIVERSITY

Model	Path Coefficient	Direct Effect	Indirect Effect		Total Effect (%)
			X ₁	X ₂	
X ₁ → Y	0,658	43,3%	-	4,9%	48,3%
X ₂ → Y	-,379	14,3%	4,9%	-	19,3%
Total Effect					72,6%

Source: Questionnaire data were processed using SPSS and MS. Excel

In the table above, it can be seen that the quality of work life contributes 48.3% to work performance while Job Stress contributes 19.3% to achievement, so the overall result of the determination coefficient is 72.6% meaning that there are still other variables that affect XYZ University employee work performance in addition to variable quality of work life and Job Stress such as work motivation, work environment, work discipline, job satisfaction and work family conflict.

Whereas in the partial hypothesis test (t-test) is carried out to prove whether the quality of work life and Job Stress partially have a significant effect on work performance using the SPSS program, the following results are obtained:

TABLE 8. PARTIAL HYPOTHESIS TEST (UJI T)

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Construct)	26,562	5,193		5,115	,000
Quality of Work Life	,344	,039	,658	8,902	,000
Job Stress	-,370	,072	,379	-5,121	,000

a. Dependent Variable: Work Performance				
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Source: SPSS.21 data attached, 2017

Influence of Quality of work life statistically it can be seen that tcount of work life quality is 8.902 with significance value close to zero, because $t_{hitung} (8.902) > t_{table} (2.004)$, these results indicate that there is a significant relationship between the quality of work life with employee work performance at the University XYZ. Positive path coefficient analysis shows that employees who have better quality of work life tend to show better work performance.

The results of this study are in line with, where there is a positive and significant relationship between the quality of work life and employee performance. [14]. Likewise the results of the research, where the quality of work life has a positive and significant influence on employee performance. [15].

The effect of Job Stress statistically, the Job Stress tcount is -5.121 with a significance value approaching 0, because $t_{hitung} (-5.345) < \text{of negative } t_{table} (-2.004)$, these results indicate that there is a significant relationship between Job Stress and employee performance at XYZ University. The negative path coefficient indicates that employees who have low Job Stress tend to show better work performance. and work stress affects work performance. [16]. other studies found that Job Stress negatively affects work performance. [17]

IV. CONCLUSION

Based on the results of the research and discussion that has been described regarding the quality of work life, Job Stress and work performance of University XYZ employees, it can be concluded that, efforts to improve the quality of work life of employees at the University XYZ have been sufficient, meaning that the organization technically and humanely brings quality better work life

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