



### The 2<sup>nd</sup> International Conference on Business and Banking Innovations (ICOBBI

"Nurturing Business and Banking Sustainability" Surabaya, 14th - 15th August 2020

# Proceeding Book of The 2<sup>nd</sup> International Conference on Business and Banking Innovations (ICOBBI) 2020 "Nurturing Business and Banking Sustainability"

Surabaya, 14 - 15th August 2020

### Master of Management of Sekolah Tinggi Ilmu Ekonomi Perbanas Surabaya Indonesia

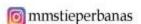
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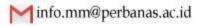
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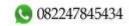
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Surabaya, 14th - 15th August 2020

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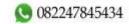
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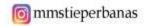
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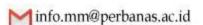
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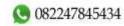
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Surabaya, 14th - 15th August 2020

#### **FOREWORD**

Alhamdulillah, praise be to Allah Subhanahu Wa Ta'ala for granting us the opportunity to organize and publish the proceedings of the 2<sup>nd</sup> International Conference on Business and Banking Innovations (ICOBBI) with the topic "Nurturing Business and Banking Sustainability". This proceeding contains several researches articles from many fields in Marketing, Management Technology, Finance, Banking, Human Resources Management, Information System Management, and Islamic Economics.

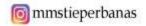
The 2<sup>nd</sup> International Conference on Business and Banking Innovations was held on 14<sup>th</sup> – 15<sup>th</sup> August 2020 by virtual (online) meeting and organized by the Master Management Study Program of STIE PERBANAS Surabaya in Collaboration with six Higher Education Institutions in Indonesia and five Universities from Asia countries. Keynote speakers in this conference were: Prof. Angelica M. Baylon, Ph.D (Director of the Maritime Academy of Asia and the Pacific, Philippines), Chonlatis Darawong, Ph.D. (Head of the Master of Business Program Sripatum Chonburi University - SPU Graduate School Bangkok, Thailand), Prof. Madya Dr. Reevany Bustami (Director of Centre for Policy Research and International Studies Universiti Sains Malaysia), Associate Prof. Dr. Ellisha Nasruddin (Graduate School of Business Universiti Sains Malaysia), Associate Prof. Pallavi Pathak Ph.D. (School of Management Sciences, Varanasi, India) and Prof. Dr. Tatik Suryani (Head of the Master of Management Study Program of STIE Perbanas Surabaya, Indonesia).

I would like to give high appreciation to the Rector of STIE Perbanas Surabaya for his support at this event. Acknowledgments and thank you to all the steering and organizing committees of the ICOBBI for the extra ordinary effort during the conference until this proceeding published. Thank you very much to all presenter and delegates from various Universities. Beside it, I would like to express our gratitude to the six universities, namely Universitas 17 Agustus Surabaya, Universitas Surabaya, Universitas Dr. Soetemo Universitas Dian Nuswantoro Semarang, STIE 66 Kendari, Institut Institut Bisnis dan Keuangan Nitro Makassar which has been the co-host of this event.

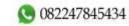
Hopefully, the proceeding will become a reference for academics and practitioners, especially the business and banking industry to get benefit from the various results of the research field of Business and Banking associated with Information Technology. Proceedings also can be accessed online on the website https://pascasarjana.perbanas.ac.id.

> Chair of the Master Management Study Program STIE Perbanas Surabaya

> > Prof. Dr. Tatik Suryani, M.M.









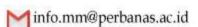


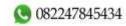
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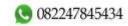




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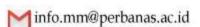


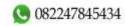
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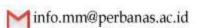


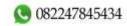


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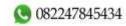




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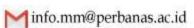


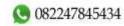




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### The 2<sup>nd</sup> International Conference on Business and Banking Innovations (ICOBBI)

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# **Quality of Work Life and Work Stress on Employee Performance** Sumiati

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Quality of Work Life, Work Stress, Employee Performance.

#### ABSTRACT

Employee as a resource in the company are expected to have good performance, otherwise the company's success in achieving the objectives will be difficult to mate- rialize. Many factors that can affect empoyee performance include Quality of Work Lifeand work stress. The objectives of this research are to examine the effect of quali- ty of work life, work stress on empoyes performance. This research is a quantitative study with questionnaire data retrieval methods. The study uses a random sampling method of sampling. The data analysis techniques used in this study are T test and F test. The test result of the T variable Quality of Work Lifeshows t = 2.572 > t table 1.6720 with Sig. 0.013 < 0.05 indicating that Quality of Work Lifeis significant to the employee's performance. Variable work stress t test results show t 3.814 > ttable 1.6720 with sig. 0.000 < 0.05 indicates that work stress is a significant impact on employee performance. F Test Hasi shows that the Quality of Work Lifeand work stress have a significant simultaneous influence on the employee's performance. Work stress variables have a more dominant influence so that the implementation of good stress management can improve the performance of employee within the company.

#### 1. INTRODUCTION

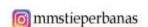
Human resources in the current era of globalization are very influential in achieving organizational / company goals. Planners of a company's goals will be achieved if there are good hu- man resources. A goal will not be possible without the active role of employees even though the equipment and machines owned by the company are very sophisticated, therefore the success of a company does not always depend on sophisticated technology, but also depends on the human resource aspects of a company. In an organization, human resources play an important role in dealing with the changes that occur. Therefore, human resources have an important role in the wheels of change that occur in an organization or company.

Humans as a resource in the company must be arranged in such a way as to support the achievement of predetermined company goals. If human resources are not managed properly and correctly, the company's success in achieving its goals will be very difficult to materialize. For this reason, employees are directed to improve their performance, so that they can help the company achieve its own targets. Human resources owned by the company must have the ability to carry out their work, considering that employees determine the success or failure of a company. The success of a company can be measured by the performance of its employees. Therefore, every company needs to encourage the company's progress by improving employee performance.

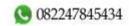
According to Mangkunegara (2013), employee performance is the result of work that has been achieved in quality and quantity by an employee or employee in carrying out his duties ac-cording to the responsibilities that have been given to him. What is meant by quality here is seen in terms of cleanliness, refinement and accuracy in carrying out his duties and jobs. Meanwhile, what is meant by quantity is seen from the amount of work that must be completed by the employee or employee.

One of the factors that affect employee performance is Quality of Work Life (QWL). Quality of work life is an organizational development technique designed to improve organizational functions by humanizing the workplace, making it more democratic and involving employees in decision making. Quality of work life is usually very supportive of employee democracy at all levels and encourages their participation in decision making (Greenberg and Baron, 2003). The above description shows that by understanding the quality of worklife of each employee, it will make it without doubt to return the favor to the com-

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pany by providing maximum performance (Sumiati, Ardiana, Praiwi, 2018)

Apart from Quality of Work Life (QWL), another factor that affects employee performance is work stress. A very low stress level will make employees' performance tend to be stable or even increase in carrying out their work duties, but on the other hand, if the stress level is high it will result in a decrease in employee performance and it may be that employees will be lazy to carry out their work. Then according to Mangkunegara (2013) work stress is a feeling of depression experienced by an employee in dealing with work that can lead to emotional instability, feelings of uneasiness, solitude, difficulty sleeping. Every employee feels stress at work, many employees complain about work, their superiors, and their subordinates causing work stress.

This study aims to determine the effect of Quality of Work Life and work stress partially on employee performance; the effect of Quality of Work Life and work stress simultaneously on employee performance.

#### 2. THEORETICAL FRAMEWORK AND HYPOTHESES

#### 2.1 Theoretical Framework

#### 2.1.1 Quality of Work Life (QWL)

Nawawi (2001) defines Quality of Work Life (QWL) as a program that includes ways to im- prove the quality of life by creating better works. Robbins (2002) defines Quality of Work Life and Work Stress on Employee Performance as a process of how an organization responds to employ- ee needs so that employees have the opportunity to make decisions to design their lives within the scope of work. Furthermore, Quality of Work Life and Work Stress on Employee Performance according to Flippo (2005) as any improvement activity that occurs at every level in an organization to increase greater organizational effectiveness through increasing human dignity and growth.

Wyatt & Wah (2001) defines Quality of Work Life referring to the identification of two gen- eral factors, namely work / work environment and employee safety and welfare. Companies can emphasize the best performance generated by improving the quality of work life of their employ- ees. Improving the quality of employee work life can be done by paying attention to the factors that influence it. The elements of Quality of Work Life are open communication, a fair reward system, attention to employee work security, a satisfying career, caring supervisors and participa- tion in decision making.

#### 2.1.2 Work Stress

According to Robbins and Judterge (2015), there are several indicators of work stress such as demands, clarity, responsibility, and leadership from leaders in the workplace. Work stress is a feeling of pressure experienced by an employee in dealing with work which can lead to emotion- al instability, feelings of displeasure, solitude, difficulty sleeping. Just as employees feel work stress in their work, many employees complain about work, their superiors and subordinates cause work stress.

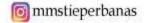
Setiyana (2013) work stress is a construct that is very difficult to define, stress at work occurs to someone, where someone runs from problems, since some workers bring the level of work to the tendency of work stress, work stress as a combination of sources of stress at work, characteristics individuals, and stressors outside the organization. From some of the definitions above, it can be concluded that work stress is a feeling of pressure or demands experienced by employees in carrying out their work, so that it will result in a decrease in performance which will have an im- pact on performance in the company.

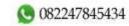
According to Robbins and Judge (2013) there are several factors that influence work stress in-cluding environmental factors, organizational factors, individual factors.

#### 2.1.3 Employee Performance

Moeheriono (2012) Employee performance or performance definition is a description of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision and mission of the organization as outlined through the strategic plan- ning of an organization. Sutrisno (2016) explains that performance is a person's success in carry- ing out a task, the work that can be achieved by a person or group of people in an organization in accordance with their respective authority and responsibility or about how someone is expected to function and behave in accordance with the assigned task to him as well as the quantity, quali- ty and time spent on the work.

Then Edison (2016) explains that performance is the result of a process that refers to and is measured









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over a certain period of time based on predetermined terms or agreements. Based on some definitions from the experts above it can be concluded that employee performance is a con- dition in which a person is able to do work activities in accordance with the tasks that have been given to him.

#### 2.2 Hypotheses

This research has three hypotheses. Hypotheses from this research as follows:

- 1. Quality of Work Life (QWL) has a significant effect on employee performance
- 2. Work stress has a significant effect on employee performance
- 3. Quality of Work Life (QWL) and work stress has a simultaneously significant effect on employee performance.

#### 3. RESEARCH METHOD

The method used in this research is a quantitative method with data collection techniques us- ing a Likert scale questionnaire consisting of 5 scales. The sampling method used in this study was random sampling. The basis for taking the number of samples is determined based on the Slovin formula with a probability of 0.05. So that a sample of 53 respondents was obtained. These respondents were drawn from employees of PT. Lintas Samudra Jaya Express Waru Sidoarjo.

The independent variables in this study are Quality of Work Life (QWL) (X1), work stress (X2). The quality of work life or what is known as Quality of Work Life (QWL) is defined by Rob- bins (2002) as a process of how an organization responds to the needs of employees so that em- ployees have the opportunity to make decisions to design their lives within the scope of work. According to Cascio (2006) QWL has indicators (1) employee participation, (2) conflict resolution, (3) communication, (4) occupational health, (5) work safety, (6) work security, (7) appropriate compensation, (8) Pride, (9) Career Development.

The second independent variable in this study is work stress (X2). According to Robbins and Judterge (2015) states that there are several indicators of work stress including (1) demands, (2) clarity, (3) responsibilities, (4) leadership from leaders in the workplace. Work stress is a feel- ing of pressure experienced by an employee in dealing with work which can lead to emotional instability, feelings of displeasure, solitude, difficulty sleeping. Just as employees feel work stress in their work, many employees complain about work, their superiors and subordinates cause work stress.

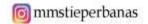
The dependent variable in this study is employee performance (Y). Sutrisno (2016) explains that employee performance is a person's success in carrying out tasks, work results that can be achieved by a person or group of people in an organization in accordance with their respective authority and responsibility or about how someone is expected to function and behave in accord- ance with the task that has been assigned. Charged to him and the quantity, quality and time spent in carrying out the task. According to Mangkunegara (2011) indicators of employee per- formance are (1) Quality of work, (2) Quantity of work, (3) Execution of work, (4) Responsibility.

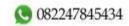
#### 4. DATA ANALYSIS AND DISCUSSION

#### 4.1 T-test results (Partial)

This T test aims to partially test the Quality of Work Life (QWL) (X1) and work stress (X2) variables on employee performance (Y). It can be concluded that from the Quality of Work Life (QWL) variable (X1) shows a significant value of 0.013. Significant value is smaller than the prob- ability value of 0.05 so the value of 0.013 <0.05. The variable Quality of Work Life (QWL) (X1) has a tocunt value of 2.572 with a ttable of 1.6720. So the table above states tocunt> ttable, it can be concluded that the variable Quality of Work Life (QWL) (X1) has a significant effect on employee performance. The results of this study are supported by previous research conducted by Su- mantri, Brahmasari, Mujanah (2017) which states that Quality of Work Life (QWL) has a significant and significant influence on employee performance.

In the work stress variable, it can be concluded that the t test results. Work stress (X2) shows a significant value of 0.000. The significant value is smaller than the probability value of 0.05, so the value is 0.000 <0.05. The work stress variable (X2) has a t-count value of 3.814 with a t table of 1.6720. So in the table above states tount> ttable, it can be concluded that the work stress variable (X2) has a significant effect on employee performance. The results of this study are supported by previous research conducted by Pratama (2016) which states that work stress has a significant effect on employee performance.









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#### 4.2 F Test Results (Simultaneous)

This F test aims to test whether the independent variables consisting of Quality of Work Life (QWL) (X1) and work stress (X2) simultaneously have an effect on employee performance. The result of Fcount is 11.473> F table 3.16 and the significant value is smaller than the probability value of 0.05 or the value of 0.000 <0.05, it can be concluded that there is a significant effect of Quality of Work Life (QWL) and work stress simultaneously on employee performance.

#### 5. CONCLUSION, IMPLICATION, SUGGESTION, AND LIMITATIONS

#### 5.1 Conclusion

Based on the above analysis, it can be concluded from the researchers as follows:

- 1. Variable Quality of Work Life (QWL) (X1) has a significant effect on employee performance at PT. Lintas Samudra Jaya Express Waru Sidoarjo. This can be interpreted that the higher the Quality of Work Life (QWL) of an employee, the higher the employee's performance will be.
- 2. Work stress variable (X2) has a significant effect on employee performance at PT. Lintas Samudra Jaya Express Waru Sidoarjo. This can be seen from the most dominant high indicators, namely "Organizational Structure" and "Organizational Leadership". Thus it can be concluded that the organizational structure within the company that is not clear will result in work stress which has an impact on employee performance and organizational leadership or companies that selectively choose or choose to love will result in tension among employees and will cause work stress and then have an impact on employee performance decline.
- 3. The dependent variable of employee performance (Y) has a simultaneous influence on Quality of Work Life (QWL) (X1) and work stress (X2). So it can be interpreted that a good Quality of Work Life (QWL) and supported by good stress management will have a direct impact on improving employee performance in a company.
- 4. Based on the results of the above research, it can be seen that the most dominant variable is the variable of work stress because work stress has a very high impact on employee performance.

#### 5.2 Implications

Companies can constantly implement better Quality of Work Life (QWL). As well as help- ing employees in managing work stress even better. So that it can improve employee performance even better in the future and by doing it consistently.

Concern for the Quality of Work Life (QWL) around employees will have a profound impact on all employees because the external part of Quality of Work Life (QWL) is able to encourage the spirit of improving performance and hinder the performance of these employees. Very good work stress management will have a good impact on employees in doing their jobs

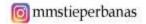
#### 5.3 Suggestions

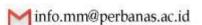
Based on the conclusions of the research above, the following suggestions can be made:

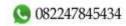
- 1. For PT. Lintas Samudra Jaya Express Waru Sidoarjo is expected to be able to improve its Quality of Work Life (QWL) even better by implementing procedures in accordance with Quality of Work Life (QWL) indicators and always paying attention to work stress by creating a counseling program for employees every once a month so that work stress can be minimized and can be reduced.
- Employees should always have a high awareness of Quality of Work Life (QWL) and always minimize the occurrence of work stress by creating a comfortable Quality of Work Life (QWL) and using time as efficiently as possible.
- 3. For other researchers, they are expected to conduct similar research in order to develop other factors by adding other variables related to employee performance.

#### 5.4 Limitations

This study has two research limitations. The first limitation is that the research data collection is carried out only on the employees of PT. Lintas Samudra Jaya Express Waru Sidoarjo. The second limitation is this study only uses 2 variables, namely Quality of Work Life (QWL) and work stress and does not take all variables that can affect employee performance











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