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The Influence of Quality of Work Life on Job Satisfaction of Contract Employees at Mataram University

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Abstract. This study aimed to determine the effect of quality of work life on the job satisfaction of contract workers at the University of Mataram. This research is quantitative research with the ex-post facto method. The population of this study were all contract workers at the University of Mataram, amounting to 1152 people. The research sample was 91 contract workers who were taken using a proportionate random sampling technique. The study results are that an 8.2% quality of work life influences the job satisfaction of contract workers at the University of Mataram. Thus, the better the quality of work life, the job satisfaction of contract workers at Mataram University will increase.

Keywords: quality of work life; job satisfaction; contract workers.

INTRODUCTION

Institutions need to make employees comfortable with work and the work environment so that employees are satisfied at work. Job satisfaction is a positive statement about what the institution has done for its employees [1]. Job satisfaction can motivate employees to remain good employees at the institution. Job satisfaction is a person's pleasant or unpleasant feelings at work [2]. Job satisfaction is shown through individual attitudes towards superiors and their attitudes towards their work.

A person feels satisfied when completing his work well and getting praise. A person's satisfaction can be seen from his work performance, such as the success of employees completing work, overcoming problems, and efforts to survive at work [3].

Mataram University is one of the largest universities in Eastern Indonesia. Mataram University is also the only State University in West Nusa Tenggara under the auspices of the Ministry of Research, Technology and Higher Education. The progress of the University of Mataram is inseparable from the role of permanent and contract employee status employees. Thus, employee satisfaction at the University of Mataram is essential

to note so that they feel comfortable working and performing well.

Mataram University has a vision of becoming an internationally competitive research-based higher education institution in 2025. The concept of a research-based and internationally competitive university is based on piety, independence, and scholarship. The University of Mataram realizes that the institution is starting a new chapter full of challenges and must be managed with modern and professional management while upholding academic, religious, moral, social and cultural ethics. To realize this achievement, educational development efforts, academic support infrastructure, sincerity and hard work are crucial things that continue to be encouraged. They are even expected to become the culture of the Mataram University academic community.

In carrying out academic development, in addition to leaders and lecturers, the academic division of education staff has a crucial role. Institutions need to continue to pay attention to educational staff in the theoretical section, those with civil servant status and contract employees, to have better working abilities. Currently, the University of Mataram has 1152 contract workers with academic qualifications for the minimum

educational section of S_1 and maximum of S_2 . So far, the average ability of contract workers to work is in a suitable category. For this reason, to maintain and improve workability, it is necessary to pay attention to the job satisfaction of contract workers. Their job satisfaction is essential to note, so that employee performance is getting better.

Many things need to be considered to achieve employee job satisfaction. One is paying attention to Quality of Work Life (QWL), which is the employee's perception of their physical and psychological well-being in the institution where they work. QWL includes allowing employees to make decisions related to their work, the design of their workplace, and their need to be more creative. QWL discusses how employees feel safe, prosperous, and able to develop themselves [4]. With a good QWL, employees will be more active in their work [5]. Conversely, with a low QWL, employees will need help completing work [6]. Thus, increasing QWL can positively impact employee job satisfaction in an organization.

Several QWL components help increase employee job satisfaction: wages, health insurance, job security, alternative work schedules, and work stress [6]. These components increase employee job satisfaction at the University of Mataram.

Based on the explanation about QWL, it is exciting to do research at the University of Mataram. This aims to maintain and improve the performance of contract workers by paying attention to their job satisfaction. Thus, this research was conducted to know the effect of QWL on satisfaction contract labor at the University of Mataram.

METHOD

This research was conducted at the University of Mataram, located in Mataram City, West Nusa Tenggara Province. This research is a quantitative study in which the researcher describes the phenomena observed in more detail using quantitative and qualitative data [7]. This study uses an ex-post facto approach, meaning that the researcher does not use the treatment of the research variables but examines the facts that have occurred.

The population in this study were contract workers at the University of Mataram, totalling 1152 people. This study is part of the research object, namely a portion of the number of con-

tract workers at the University of Mataram obtained using a proportionate random sampling technique. The number of samples in this study was 91 contract workers at the University of Mataram.

To find out whether the QWL variable has an influence on employee job satisfaction variables, a t-test is carried out. The calculation of the t-test value in this study used the SPSS version 17.0. The quantitative effect of the QWL on job satisfaction is calculated by analyzing the form of a simple linear regression.

RESULTS AND DISCUSSION

Thirty-six item statements measure QWL, each consisting of four tiered choices with a score of 1 to 4, so the theoretical score ranges from 36 to 144. Then the score is converted to a scale of 100 so that the value ranges from 25 to 100. Based on the processing results from the data, the lowest value for QWL is 63, and the highest value is 98. The QWL frequency distribution for contract workers at the University of Mataram is shown in Table 1.

Table 1 – Frequency Distribution of QWL contract workers at the University of Mataram.

Class	intervals		X_t	Frequency		
				absolute	%	cumulative
1	63	68	65.5	9	9.89	9.89
2	69	74	71.5	12	13.19	23.08
3	75	80	77.5	21	23.08	46.15
4	81	86	83.5	21	23.08	69.23
5	87	92	89.5	14	15.38	84.62
6	93	98	95.5	14	15.38	100
Amount				91	100	
Description: X_t = Middle value						

The number of intervals in Table 1 above is grouped into three categories, namely classes 1 and 2 are used as the low interval group, grades 3 and 4 were made into groups medium interval, and grades 5 and 6 are used as high interval groups so that it can be concluded that the opinion of respondents about the QWL of Mataram University contract workers is 23.08% in the low category, 46.15% in the medium category, and 30.77% in the high class.

Twenty-seven statement items measure the job satisfaction of Mataram University contract workers, each consisting of four tiered choices

with a score of 1 to 4, so the theoretical score ranges from 27 to 108. Then the score is changed to a scale of 100 so that the value ranges from 25 to 100. Based on the data processing results, the lowest score for job satisfaction for contract workers is 67, and the highest score is 95. The frequency distribution of job satisfaction for contract workers is shown in Table 2.

Table 2 – Distribution of the Frequency of Satisfaction of contract workers at the University of Mataram

Class	Intervals		X _t	Frequency		
				absolute	%	cumulative
1	67	71	69.5	11	12.09	12.09
2	72	76	74.5	22	24.18	36.26
3	77	81	79.5	22	24.18	60.44
4	82	86	84.5	18	19.78	80.22
5	87	91	89.5	12	13.19	93.41
6	92	96	94.5	6	6.59	100
Amount				91	100	
Description: X _t = Middle value						

The number of intervals in Table 2 is grouped into three categories, namely classes 1 and 2 are used as the low interval group, grades 3 and 4

were made into groups medium interval, and grades 5 and 6 are used as high interval groups. So that it can be concluded that the opinion of respondents about the job satisfaction of contract workers at the University of Mataram amounted to 36.26% in the low category, 43.96% in the medium category, and 19.78% in the high class.

The tested hypothesis reads there is an influence QWL (X₁) on job satisfaction (Y) contract workers at the University of Mataram. Based on the results of a simple linear regression analysis with the SPSS, the results are shown in Table 3.

Based on Table 3, the t-count value of 2.817 is greater than the t-table value of 1.663. So that there is an influence QWL on the job satisfaction of contract workers at the University of Mataram. A significant value was obtained of 0.006, which is smaller than 0.05 (Sig. <0.05). Quality of Work Life significantly positively affects the job satisfaction of contract workers at the University of Mataram: R² value of 0.082 - this means that QWL has an effect of 8.2% on the Job Satisfaction of Contract Workers at the University of Mataram, while other factors influence the rest.

Table 3 – Results of the QWL Simple Regression Analysis on Job Satisfaction of Contract Workers at the University of Mataram

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	R ²
		B	std. error	Betas			
1	(Constant)	61,073	6,843		8,925	.000	.082
	Quality of Work Life	.236	.084	.286	2,817	.006	
a. Dependent Variable: Job Satisfaction							

The analysis results in Table 3 show that the regression coefficient b is 0.236, and the constant a is 61.073. Thus, the form of the regression equation QWL (X₁) on job satisfaction (Y) for contract workers at the University of Mataram is $Y = 61.073 + 0.236X_1$. This means that a change follows a change in one unit of perception on the QWL variable in job satisfaction of Mataram University contract workers of 0.236 units in the same direction with an intercept of 61.073. The graphical form of the regression equation is given in Figure 3.



Figure 3 –Effect of QWL on Job Satisfaction of Mataram University Contract Workers

The results of this study are from the research by [8] that QWL has a significant effect on job satisfaction. There is a positive and meaningful relationship between quality of work life and job satisfaction (there is a positive relationship between quality of work and job satisfaction) [9, 10]. The results of this study are also supported by [11, 12, 13], which states that QWL affects job satisfaction.

The magnitude of the contribution of QWL to the increase in job satisfaction of contract workers at the University of Mataram was 8.2%. This percentage is indeed tiny but based on the analysis results. It shows that QWL still has a role in increasing the job satisfaction of contract workers at the University of Mataram. The low percentage is also because the job satisfaction of contract workers at the University of Mataram has been quite good. This is evidenced by the constant job satisfaction of contract workers based on the analysis results, which are above 50 %, due to other factors that can increase job satisfaction besides QWL.

Many factors can improve employee performance in an institution [14, 15, 16]. Quality of Work Life is a picture of the quality of personal relationships with overall working conditions. Creating a quality work environment is the task of all components in the organization. The QWL components used in this study are 1) available facilities, 2) work environment safety, 3) employee involvement, 4) balanced compensation, 5) communication, 6) career development, 7) a sense of security at work, and 8) a sense of pride in the school.

Good QWL in an organization is defined as a systematic effort to provide opportunities for employees to influence their work and contribute to overall organizational effectiveness. An organization that has a good QWL is an organization that has good supervision, good working conditions, fair pay and compensation, and makes work interesting, challenging and full of rewards [6].

A good QWL in an organization is fundamental that must be appropriately implemented because a good QWL will have an impact on employee job satisfaction. Likewise, contract workers at the University of Mataram will have reasonable satisfaction if they get certainty in working and hope for the future, a component of the QWL itself. The main goal of QWL is to develop the best possible work environment for all organization members to create a good and conducive working atmos-

phere [15]. Thus, the University of Mataram must be able to make a good QWL.

The important thing that needs to be considered in improving the QWL of contract workers at the University of Mataram is Occupational Safety and Health (OSH) (K3) at work. Based on respondents' opinions, 21% of respondents stated that they disagreed with OSH at the University of Mataram. This proves that OSH standards at the University of Mataram are not appropriate. Departing from these results, currently, the University of Mataram has prepared adequate work safety for the academic community at the University of Mataram. Various health facilities have been established to maintain employees' health at the University of Mataram, such as a clinic and the University of Mataram Hospital, where all employees can seek treatment for free by utilizing the BPJS Card from the University of Mataram. However, nevertheless, the leadership of the University of Mataram needs to pay attention to the performance of Unram clinics and hospitals so that they seriously pay attention to the health of employees at the University of Mataram. Because occupational safety and health aim to provide a conducive climate for workers to excel, every incident, whether mild or fatal, must be accounted for by the parties concerned [17].

According to the respondents, the indicators that contributed the most to increasing QWL at the University of Mataram were communication and career development. If there is good communication, personal relationships with others are maintained and, of course, impact the satisfaction of someone who works in the organization [13, 18].

In addition, according to respondents, career development also has a perfect role in increasing QWL at the University of Mataram. This is evidenced that all contract workers at the University of Mataram are allowed to participate in the selection of permanent employees at the University of Mataram (BLU Employees) so that they will no longer have the status of contract workers. In addition, contract workers are also allowed to take the CPNS test at relevant agencies to support their future careers.

CONCLUSIONS

Based on the results of the study, it was concluded that there was a positive effect of QWL on the job satisfaction of contract workers at the Uni-

versity of Mataram. QWL has an impact of 8.2% on the Job Satisfaction of Mataram University Contract Workers, while other factors influence

the rest. Thus, the better the quality of work life, the better the job satisfaction of contract workers at the University of Mataram.

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