

The Influence of Workload, Work - Life Balance, Total Quality Management on Work Effectiveness in Company "X" in Sidoarjo, East Java

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ARTICLE INFO

Keywords: Workload, Work-Life Balance, Total Quality Management, Work Effectiveness

Received : 3, January

Revised : 20, February

Accepted: 21, March

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ABSTRACT

This test aims to find out how much influence Workload, Work-Life Balance, Total Quality Management has on Work Effectiveness. Research was conducted on 95 employees of PT. X in Sidoarjo, East Java. The type of data used in this research is primary data in the form of interviews and questionnaires. The data analysis carried out in this research used quantitative methods so that the data in the form of numbers was processed using statistical methods in the SPSS 23 program. The test results stated that each Workload, Work-Life Balance, Total Quality Management variable had a significant influence on Work Effectiveness. . Then this research shows that the influence of workload variables, work life balance and total quality management simultaneously significantly influences the work effectiveness variable

INTRODUCTION

Nowadays industry in East Java is developing quite rapidly. A modern organization or business is a specialized unit that carries out monetary activities, expects to create labor and products, is located in a specific structure or area, and has its own regulatory records with respect to creation and construction costs and there is at least one individual. who is responsible for the business. The Fabrication Industry is a financial movement that carries out the action of changing basic products precisely, artificially, or by hand so that they become finished/semi-finished goods, as well as goods of lower value into goods of higher value and which are more close to the end user. Modern industrial/fabrication services are activities that serve the needs of other organizations or companies. The company only processes the raw materials that have been provided and receives compensation for the services.

Factory X is one of the mechanical and electrical (ME) construction companies that is trusted by industrial companies at the national level. In order to maintain its position in a highly competitive market, a company must have a solid and quality team so that it can optimize the effectiveness of employee performance and increase productivity. If there are problems in the HR sector, it will of course affect the company's productivity.

A company must assign tasks to employees. Often these tasks are considered a workload by employees. Workloads that are too high can trigger stress and fatigue in employees, thereby affecting their physical and mental well-being, Sholihah (2019). Indirectly, this will affect the company's productivity. According to Indriati (2021), a workload that is too high or low can cause work not to be completed on time. A workload that is too heavy could be due to a shortage of workers. If there is a shortage of employees and workload due to an insufficient number of employees, it is feared that this could cause physical or mental fatigue which ultimately reduces employee work productivity.

The sustainability of an organization or company in achieving success must also be supported by work-life balance. According to Amalia (2021), a situation where humans can balance their livelihood and personal affairs by allocating time and resources effectively.

Work-life balance not only includes work time and free time, but also considers factors such as physical and mental health, family life, social activities, and time for relaxation. By achieving a good work-life balance, employees can feel happier, more productive and satisfied with their work, which can ultimately affect overall employee performance. So an organization needs to provide a work area that supports work life balance for its employees.

LITERATURE REVIEW

To achieve company goals, and improve quality, management must involve all aspects of the organization. Total Quality Management also covers all organizational activities, including planning, controlling, supervising and measuring quality, Gaspersz (2019). The same thing was also conveyed by Dale (2019) that total quality management is an activity that covers all organizational activities in an effort to achieve high quality, efficiency and optimal effectiveness. Total Quality Management also involves all employees in the organization to participate in efforts to improve quality and productivity, and customer satisfaction.

In the Total Quality Management concept according to ISO, the organization's main focus is meeting customer needs and expectations, as well as ensuring that products or services meet standards. In addition, organizations must also pay attention to process performance and make continuous improvements to increase efficiency and effectiveness. Another important thing that must be considered is paying attention to the management of organizational resources, including human resources, infrastructure and work environment. Apart from that, the Total Quality Management concept also emphasizes the importance of careful planning and monitoring of emerging risks and opportunities.

METHODOLOGY

Type of causal approach, using surveys and interviews to determine the influence of workload, work-life balance and total quality management on the work effectiveness of PT employees. X Sidorjo East Java using multiple linear regression tests.

The testing instrument used was a questionnaire with the research object being PT X d Sidoarjo employees, while the measurement scale for the independent and dependent variables used a Likert scale. The population in this study were all employees of PT. X which consists of Management, staff and man power of 125 people. Taking samples using the Slovin formula obtained a sample of 95 people. The sampling technique used is non-probability sampling with systematic sampling based on the order of the population members.

Data Collection

At this stage the data will be processed and used in such a way that it can conclude truths that can be used to answer the questions that have been raised in the research. Quantitative analysis will provide a systematic picture of the

contents of a document in a study. The contents of the document are examined, then clarified according to certain criteria or patterns, and analyzed or assessed.

The data collection techniques used in this research were questionnaires and interviews. The questionnaire was carried out by distributing questionnaires to 95 respondents who worked at factory.

RESULTS

Research Result

Test Results F Test and t Test

The partial t test is a technique in regression analysis that is used to partially test the significance of the influence of independent variables on the dependent variable.

Table 1. Uji t

		Coefficients ^a				
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	21.672	.410		52.845	.000
	Workload	.014	.033	.596	3.501	.001
	Work Life Balance	.056	.048	.412	1.161	.024
	Total Quality Management	.030	.046	.218	.639	.032

a. Dependent Variable: Work Effectiveness

Based on the partial test via the t test, it can be seen that:

- a. Workload (X1) has a significant value of 0.001. With a significant value smaller than 5%, Workload has a positive effect on Work Effectiveness
- b. The Work Life Balance variable (X2) has a significant value of 0.024. With a significant value smaller than 5%, Work Life Balance has a positive effect on Work Effectiveness
- c. The Total Quality Management variable (X3) has a significant value of 0.032. With a significant value smaller than 5%, Total Quality Management has a positive effect on Work Effectiveness

Table 2. Uji F

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.265	3	.088	4.739	.004 ^b
	Residual	1.693	91	.019		
	Total	1.958	94			
a. Dependent Variable: Work Effectiveness						
b. Predictors: (Constant), Total Quality Management, Workload, Work Life Balance						

The F test results above show that it has a significant value of 0.004, thus Total Quality Management, Work Load, Work Life Balance have an effect on Work Effectiveness. So it is suitable to use regression results to show work effectiveness.

DISCUSSION

The Effect of Workload on Work Effectiveness

According to the test results, it can be seen that workload has a positive effect on work effectiveness. So that there is no overload of workload, management must pay attention to fair distribution of workload to prevent fatigue and increase productivity which has an impact on employee work effectiveness. Quite relevant testing by Darmawan D & Putra, A.R. (2022). Managers need to evaluate subordinates' job desks and optimize task allocation and other factors. Setting task priorities, providing support and assistance as well as providing training to improve time and stress management skills.

The Influence of Work Life Balance on Work Effectiveness

From the regression table, it can be seen that Work Life Balance has a positive effect on Work Effectiveness, the more balanced personal life, the higher an employee's work effectiveness. Aditama, R., & Yunita, R. (2017). Therefore, it is important for companies and organizations to pay attention to the balance between work and employees' personal lives, so that it is hoped that they can increase work effectiveness.

The Influence of Total Quality Management on Work Effectiveness

Based on the test results, it is known that the Total Quality Management variable (X) has a positive effect on Work Effectiveness (Y). This is in line with testing by Utama, R., & Suryadi, F. (2020) where the research found that the higher the level of implementation of Total Quality Management in organization, the higher the employee performance in the construction industry. The difference is that previous research and this research were conducted in different places with different objects. Total Quality Management itself is a method to ensure that the products and services produced by the Company meet standards. Of course, implementing Total Quality Management can have a positive impact on work effectiveness and productivity. This includes applying the concepts in Total Quality Management, such as using methods and procedures regarding work quality, involving employees in continuous improvement, and increasing communication and collaboration team.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of research on Workload, Work-life Balance, and Total Quality Management on Work Effectiveness at PT X in Sidoarjo. It is hoped that management can adjust the workload by rotating jobs to avoid boredom and impacting work effectiveness, as well as planning training to improve and adjust employee competence.

FURTHER STUDY

This research still has limitations, so further research needs to be carried out regarding the topic of The Influence of Workload and Working Environment on Employee Performance in the Office Labor Offices. to perfect this research and increase insight for readers.

ACKNOWLEDGMENT

This section gave you the opportunities to present gratitude to your colleagues who provide suggestions for your papers. You can also convey your appreciation to the financial grants you are accepting, making this paper.

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