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Quality Of Work Life Affected By Work Climate On Street Sweeper Workers In Medan City: An Evidence From Medan, North Sumatera Utara, Indonesia

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Abstract

Supportive work climate, will improve the quality of work life. Objective is to determine the quality of work life which is influenced by the work climate. Method is sequential explanatory design model (mix method), with a population of 815 people and a sample of 260 people. The results of the study were deepened by in-depth interviews with informants. Most respondents were 45 years old, namely 179 people (68.9%), junior high school education as many as 110 people (42.3%), 10 years of service as many as 169 people (65.0%), Javanese ethnicity as many as 144 people (55 ,4%). From the results of the final logistic regression model analysis, it can be seen that of the eight (8) variables, there are six (6) variables that have a value (p < 0.025). If the work climate is improved, the street sweeper workers have the opportunity to have a good quality of work life of 95.3%. Interview results obtained, their loyalty is based on the fulfillment of rewards in accordance with expectations. The comparative theory at the position level is: If in an organization workers only prioritize salary, then the employee leadership should not create competition, but create a sense of kinship.

Keywords: Quality of work life, street sweeper, working climate

Introduction

There are many jobs that are considered classy and great in the world such as working in the government, banks, state-owned enterprises, being a doctor and others but there are certain jobs that sometimes do not promise a decent career and income but workers still survive in the work environment because of the fulfillment of inner satisfaction.

The work success of everyone is not the same and there is no clear and definite measure, but actually work success can be said if a person will get success in his work according to what he wants and fulfill both physical and psychological needs so that workers feel satisfied, happy, proud , healthy, comfortable, safe and lucky in the workplace. Perception is quality. Work life / Quality of work life (QWL) a person.

The quality of work life is very important to be a concern, because the quality of work life is closely related to other things. According to research by Wijaya (2013), Fajrin (2014), Ahmadian et al (2015) it is concluded that the biggest predictor of predicting organizational commitment and employee loyalty is the quality of work life, and the quality of work life correlates with organizational commitment.

The Medan city sanitation office employs street sweepers and generally women with a number of workers that are so large ± 900 people compared to other waste management workers. Hygiene management Medan began conducting sweeping garbage in the streets, at gatherings, then lifted using

a dustbin and brought to area temporary storage. Garbage that has been collected by road sweeper workers is then transported by garbage collectors using trucks that are taken to a landfill.

A road sweeper worker is given the responsibility as a workload to clean various roads ranging along 1 to ± 2.5 km / day, namely on the right and left sides of roads, protocol roads and connecting roads, carrying out filtering sand-Sand and weeds on the roadside collectors and protocols in Medan City. Workload given to street sweeper workers based on the provisions of the standard of ability and length of work as well as wages in accordance with the UMK (City minimum wage). According to the opinion of Nasution & Soetadi (2007), it can be concluded that the payroll system provided has not been able to meet the scale of the needs of life, only to meet physical needs, not yet to the needs of safety and appreciation.

Street sweeping workers in several regions in Indonesia also experience health problems, including according to Meita (2012) in Semarang City, Restika (2014) in Surabaya City, Imbar, et al (2019) in Manado, Wulandari et al (2015) in Semarang City, Safitri (2015) in Pontianak City, it can be concluded that the street sweeper workers have experienced lung function disorders, shortness of breath, coughing and sneezing and are musculoskeletal.

The situation of the work environment which includes the dimensions of the work climate that causes health problems for street sweepers is also experienced by other countries such as the results of research by Sabde et al. (2008) in India, Stambuli (2012) in Ilala City, Tanzania, Anwar et al. (2013) in Pakistan, Smilee et al (2014) in India, Astraful et al. (2015) in Bangladesh, Kanjanar and Wattasit (2015) in Thailand, it can be concluded that respiratory irritation, sneezing, sore throat, cough, phlegm, shortness of breath and backache. risk of smoke, noise, heat, cold, toxic substances, dust particles and garbage odors. The risk of worms, backache, cough, chest pain, ergonomics, physiology and psychology.

The working atmosphere and conditions are also found in the research of Salmah (2016), Salmah and Lubis (2017) in Medan City, it can be concluded that the potential hazards of physical factors are heat, cold and noise horn car, biological factors, namely worms and diseases caused by vectors., the danger of chemical factors, namely dust, the smell of garbage and vehicle fumes, the danger of physiological factors, namely uncomfortable work clothes, the danger of psychological factors, namely being scolded, harassed and the workload and the danger of safety factors, namely being touched by a vehicle, being hit by a madman and being punctured by a sharp object.

In general, the sanitation service has made protective efforts in the form of workers being included in social health insurance (Social Health insurance). Street sweeper workers are manual laborers who have needed a good, safe and comfortable working atmosphere and conditions considering the large number of work risk factors, work loads and responsibilities, work environment conditions, conflicts in the workplace, work performance, job loyalty, employee benefits, work risks and clarity of work direction and goals.

This study aims to identify variables of the quality of work life which are influenced by the work climate of street sweeper workers in Medan City.

This research provides input in improving the quality of work life of street sweeper workers.

Materials and Methods

Model order of proof (sequential explanatory design) mix method, with a population of 815 people with a sample of 260 people using technique Proportional Stratified Random Sampling. Quantitative data

analysis using multiple logistic regression test aims to see the influence of the variables independent with the dependent variable. The results of the study were deepened by in-depth interviews within informants. The questionnaire has been tested for validity and reliability on 45 respondents in the city of Binjai, North Sumatera.

Results and Discussion

Characteristics of street sweeper workers include age, education, years of service and ethnicity.

Table 1. Frequency Distribution Age, Education Level, Working Period, Ethnicity of Street Sweeper Workers in Medan City

Characteristics Street Sweeper Workers	n	%
Age (Year)		
≤ 45	179	68,9
> 45	81	31,2
Education		
ES	76	29,2
JHS	110	42,3
SHS	74	28,5
Working Period (Year)		
≤10	169	65,0
>10	91	35,0
Tribe		
Bataknese	55	21,2
Javanese	144	55,4
Malay	23	8,8
(Nias, Aceh, Padang, Bugis)	38	14,6
Amount	260	100,0

Based on table 1, it is found that most respondents are 45 years old, namely 179 people (68.9%), with junior high school education as many as 110 people (42.3%), working period 10 years as many as 169 people (65.0%), and the largest ethnic group, Javanese, as many as 144 people (55.4%).

Quality of Street Sweeper Workers in Medan City

Table 2. Frequency Distribution Work Life Quality of Street Sweeper Workers in Medan City.

Quality of Work Life	n	%
Good	106	40,8
Less Good	154	59,2
Amount	260	100

According to the table above, the majority of respondents (144 persons) fall into the favorable category of work life quality (55.4 percent).

Working Climate on Street Sweeper Workers

Table 3. Distribution of Working Climate Frequency to Road Sweeper Workers in Medan

Working Climate	Assessment		Total
	Good	Less Good	

	n	%	n	%	n	%
Work Roles and Responsibilities	141	54,2	119	45,8	260	100
Working Environment Conditions	113	43,5	147	56,5	260	100
Rewards	122	46,9	138	53,1	260	100
Conflict Management in the Workplace	125	48,1	135	51,9	260	100
Work achievements	214	82,3	46	17,7	260	100
Job Risk Taking	178	68,5	82	31,5	260	100
Work Loyalty	231	88,8	29	11,2	260	100
Clarity of Direction and Purpose of Work	135	51,9	125	48,1	260	100

The table above shows that the most respondents' work roles and responsibilities are in good categories, as many as 141 people (54.2%), the most with the poor category, as many as 147 people (56.5%), the most reward respondents with the poor category, namely as many as 138 people (53.1%), the most respondents' work performance was in a good category, namely as many as 214 people (82.3%), the most respondents' work loyalty, which was mostly in the good category, namely 231 people (88.8%), and the most respondents (51.9%), and the best categories, namely, and the best categories, namely, and the best categories, namely.

According to some experts: Jewell & Siegall (1998), Drafke (2009), Cascio (2003), Robbins & Judge (2013), Cascio (2014), Moerhead & Griffins (2015), it can be concluded that the work life quality components can be influenced by fair and adequate compensation, K3 conditions, the opportunity to develop and use the ability, the feeling of having a job, fulfillment of work rights, work-life.

The effect of work climate on the quality of work life

From the results of the analysis of the final logistic regression model, it can be seen that of the eight (8) variables, there are six (6) variables that have a value (p 0.025), namely roles and occupation responsibilities; working environment conditions; workplace conflicts; employee benefits; work risk-taking; and clarity of direction and purpose of work. There are two (2) variables that have a value (P > 0.025), namely job performance and job loyalty of street sweeper workers.

The influence of work roles and responsibilities on the quality of work life

There is an influence of work roles and responsibilities on the quality of workers' lives with a value (p 0.05, namely 0.000; PR = 3.0; 95% CI 2.058-4.508), which means that the tendency to improve the quality of life works 3 times for street sweeper workers who have good job roles and responsibilities compared to workers who are less good.

Street sweeper workers have a work load of 2 km per day. However, the area of this sweeping is not the same for all road sweeper workers. Some are less than 2 km, for example, if the level of dirtiness in the sweeping area is different if the work is carried out in the areas of many market traders. This burden feels heavy, but because of this routine they have been doing for years, it is considered normal.

The influence of work environment conditions on the quality of work life

There is an influence of work environment conditions on the quality of life of workers with a value (p 0.05, namely 0.002; PR = 1.5; 95% CI 1.172-2.108) meaning that the tendency to increase the quality of work life of street sweeper workers by 1.5 times for workers who have good working conditions compared to workers who are less good.

The street sweeper workers stated that their working conditions are noisy, cold in the rainy season and dusty in the summer. The working equipment used is a broom with a long handle of up to 2.5 meters. The thing that makes workers feel the most stressed is that many people throw garbage on the streets.

Figure 1. Street sweeper and broom used

Discussion

Effect of Employee Benefits on Quality of Work Life

There is an influence of employee benefits on the quality of life of workers with a value of p 0.05, namely 0.000; PR = 2.1; 95% CI 1.537-2895) means that there is a tendency to increase the quality of work life of street sweeper workers by 3.5 times for workers who have good work benefits compared to workers who are less good.

The road sweeper employee benefits come in the form of basic salary. Workers receive a salary that is in accordance with the Provincial Minimum Wage (UMP), but they do not receive bonuses or holiday allowances (THR). Street sweeping workers have been included in insurance such as BPJS health and BPJS manpower.

The effect of taking work risks on the quality of work life

There is an effect of taking work risks on the quality of life of workers with a value (p 0.05, namely 0.000; PR = 2.1; 95% CI 1.383-3.216), which means that the tendency to increase the quality of work life of street sweeper workers is 2.1 times for workers who have a good risk of taking work compared to workers who are not good.

Taking occupational risks for road sweepers includes work procedures not in the form of training, only those that have been directed by the foreman. If working, one must be careful so that work accidents and health problems do not occur. When working, workers are advised to put a dustbin in front so that the drivers know if there are workers who are working. The foreman informs us that working on a roadside bus should be seriously careful while using his cellphone and daydreaming.

The influence of the clarity of work direction and goals on the quality of work life

There is an influence of clarity of work direction and goals on the quality of workers' lives with a value (p 0.05, namely 0.000; PR 1.8; 95% CI 1.359-2.596), which means the tendency to increase the quality of work life, street sweeper workers were 1.8 times more likely to be workers who had good clarity of direction and work goals compared to workers who were less good.

Even though there is no SOP, workers do work in a balanced work pattern. According to Hasan et al (2013), a balanced environment and work patterns are significantly related to the quality of work life.

The clarity of the direction and purpose of work for the street sweeper includes being given a job description but the SOP is not written, the work carried out in the evaluation of the work carried out by the foreman by going around the work area, and job rotation from one place to another does not exist.

Effect of conflict management in the workplace on the quality of work life

There is an effect of conflict management at work on the quality of life of workers with a value (p 0.05, namely 0.000; PR = 2.1; 95% CI 1.585-3.028) meaning that the tendency to increase the quality of work life of street sweeper workers is 2.1 times more likely to workers who have good workplace conflict management compared to workers who are less well off.

Street sweeper work conflicts such as demands to complete tasks quickly do not depend on the worker. If it is done quickly, it is done quickly. Support and assistance in completing tasks quickly is done in collaboration with fellow street sweeper workers. The results were well received by the foreman, but the broom that was given did not match the wishes of the workers, so some bought or made their own.

Effect of work performance on the quality of work life

There is no effect of work performance on the quality of life of workers with a value of p > 0.05, namely 0.680; PR = 0.9; 95% CI 0.640-1.335) means that there is a tendency to increase the quality of working life for street sweeper workers 0.9 times for workers who have good work performance compared to workers who are not good enough.

The job performance of street sweeping workers is not the same as other workers who think of getting a certain position. They say they rarely make mistakes, work with awareness, are enthusiastic and serious about work in the sense that they have met the specified work standards that they consider an achievement. Workers do not find it difficult to do the job thoroughly and cooperate with each other.

Effect of employee loyalty on the quality of work life

There is no effect of employee loyalty on the quality of workers' lives with a value (p > 0.05, namely 0.258; PR = 1.3; 95% CI 0.770-2.377), which means that the tendency to increase the quality of work life among street sweeping workers is 1.3 times for workers who have good employee loyalty compared to workers who do not.

Work loyalty performed by road sweeper workers includes readiness to provide energy beyond normal conditions expected to be clean, great loyalty to the cleaning service, willingness to accept additional tasks to improve cleanliness, pride as a street sweeper because of sufficient income, not willing to move places, and gratitude can still provide additional income for the family. This is created from the system of kinship in work that was built before.The final results of the multivariate analysis are as follows:

Table 4. The Effect Work Climate on Work Life Quality of Street Sweeping Workers

Variabel	Adjusted OR (95% CI)	P. Value
Work Roles And R Esponsibilities	8,93 (4,18-19,06)	< 0,001
Conflict Management in the Workplace	5,39 (2,71-10,73)	< 0,001
Job Risk Taking	4,02 (1,73- 9,34)	0,001
Rewards	3,68 (1,83-7,37)	< 0,001
Clarity of Direction and Purpose of Work	2,70 (1,28-5,66)	0,009
Working Environment Conditions	2.12 (1,06-4,26)	0,033

The dominant variables that affect the quality of life of street sweeper workers are roles and job responsibilities. The roles and responsibilities at work are good. The quality of work life is 8.9 times better than the roles and responsibilities of work are not good after being controlled by conflict variables in the workplace, which are well managed, good work risk-taking, good work benefits, clarity of direction and goals, good work and good working conditions.

Conclusion

1. This study confirms that the variables of work performance and job loyalty are not factors that affect the quality of work life. If in an organization, workers only expect a salary, work performance and loyalty are not important.

2. If in an organization, the workers are concerned with achievement and aim to occupy a certain position, loyalty is very important as an assessment that the leader should not create competition but rather create a sense of kinship.
3. For further researchers, it is best to continue research that examines more deeply spiritual intelligence (spiritual quotient: SQ).

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CONFLICTS OF INTEREST

The authors have no conflicts of interest to declare.

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