

Work Engagement And Quality Of Work Life: The Mediation Role Of Workplace Happiness

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Abstract

A dignified human being is a human being who can enjoy a long, healthy life and lead a productive life. The impact of covid 19 is 10.45%, or 16,648 workers have reduced working hours due to covid-19. This scientific study investigates how quality work of life affects work engagement with workplace happiness as mediation. The important thing from this research is that it can expedite the activities of the working-age population in the City of Salatiga and reduce the impact of Covid 19, one of which is reducing working hours, reducing anxiety at work, creating happiness at work, and helping in terms of increasing the Human Development Index in the City of Salatiga. A sampling of this study uses calculations with the Slovin formula with a sample size of 100 employees. The analysis technique for this study uses the Smart Partial Least Square (PLS) 3.0 tool. The results of the survey show that quality of work life statistically has a positive and significant effect on workplace happiness, workplace happiness statistically has a positive and significant impact on work engagement, and quality of work life statistically has a positive and significant impact on work engagement mediated by workplace happiness

Keywords: Work engagement; Quality of work life; and Workplace happiness

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INTRODUCTION

Human dignity should be the true goal of development. This is a recommendation from the United Nations Development Program (UNDP) global forum, which also states that a human being with dignity is a human being who can enjoy a long, healthy life and lead a productive life (Satriono, 2022a)

A productive life is how humans have a quality work life and have an impact on being able to be attached to their work. The problem that occurs is the effect of covid 19 is 10.45% or 16,648 workers have reduced working hours due to covid-19 from the working age population (Satriono, 2022b). The reduction in working hours causes the working-age population in Salatiga City to experience quality work-life problems. Quality of work life of an organization that has good supervision, good working conditions, satisfying wages and benefits and makes work interesting, challenging and full of rewards (Widiastuti & Margaretha, 2022). With the reduction in working hours when Covid 19 occurred, the quality of work-life conditions was not optimal based on problems and theory (Widiastuti & Margaretha, 2022).

A good quality of work life can develop individual abilities and improve employee engagement within the company (Kurniawati, 2018). Work engagement is feeling comfortable with the job or the organization (Rukmana & Sembiring, 2014). Based on a survey by the central statistics agency that the working-age population still feels anxious, with the percentage of men at 21.8% and women at 32.5% (Priyantomo, 2021). These problems mean that employees are still uncomfortable with their work or organization because of Covid 19. Before Covid 19 was over, new concerns emerged regarding acute hepatitis. There were eighteen suspected acute hepatitis and seven patients were declared dead (Rokom, 2022). This brings back anxiety and causes discomfort in carrying out his work.

Employee work can be more bound, so there must be influence from the Quality of work life (Kurniawati, 2018). Quality of work life has been represented as reflecting the strengths and weaknesses contained in the entire work atmosphere of the organizational structure, such as rules and procedures, ways of leadership, operations and general factors related to regulation, all have extreme consequences on how employees view the quality of work life (Lateef, Mohamed, & Hossny, 2021). Quality of work life can provide a sense of security, comfort and no anxiety in carrying out work (Natasya & Awaluddin, 2021).

There needs to be attention to the mediating role of workplace happiness so that the influence between the quality of work life and work engagement is good. Workplace happiness is when employees have a positive perception, practice their job management and generate positive organizational behaviour as well (Mousa, Massoud, & Ayoubi, 2020). Happiness is a global assessment of one's life, satisfaction, mitigating good emotions, and avoiding adverse effects. Feelings of happiness in work are characteristic of work in the entire organization. Workplace happiness can influence work engagement with the argument that employees who are happy at work can be dedicated and are better able to fulfil their psychological needs through work (Butt, Altaf, Chohan, & Ashraf, 2019).

Good quality of work life is an increase in health, creativity, and income so that employees get happiness at work because employees need workplace happiness to create positive feelings at work and work engagement. Employees' satisfaction while working can provide distinct benefits for the organization, such as low absenteeism, high employee productivity, etc. (Rosdaniati & Muafi, 2021)

The problem that will be examined is how the effect of quality of work life on work engagement with workplace happiness as mediation in the working-age population in Salatiga City. This scientific study examines how the quality of work life affects work engagement with workplace happiness as mediation in workers experiencing reduced working hours due to Covid-19 among working-age residents in Salatiga City. The important thing from this research is that it can expedite the activities of the working-age population in the City of Salatiga and reduce the impact of Covid 19, one of which is reducing working hours, reducing anxiety at work, creating happiness in the workplace and helping in terms of increasing the Human Development Index in the City of Salatiga.

METHOD

Type and Data Source

The quantitative approach with types is primary data, namely data collected through a structured questionnaire. The scale used in preparing this questionnaire or questionnaire is the Likert scale, namely 1: Strongly Disagree, 2: Disagree, 3: Neutral, 4: Agree and 5: Strongly Agree. (Ferdinand, 2014)

Population and Sample

The population used in this research is the working-age population who are working and experiencing reduced working hours due to Covid-19 totalling 16,648 workers (Satriono, 2022b). In this scientific study, only samples from the existing population were used. The sample is a subset of the population, consisting of some members of the population. In most cases, it is impossible to investigate all population members, so this subset is selected. Therefore, a representative population is formed (Augusty, 2018). Sampling in this scientific study uses the Slovin formula (Sujarweni, 2015).

$$n = \frac{N}{1 + N(e)^2}$$

Information :

n = Number of Samples

N = Total Population (16,648)

e = Maximum tolerance limit of error in the sample (10%)

$$n = \frac{16.648}{1 + (16.648 (0,1)^2)} = 99,40 (100)$$

The sampling method uses a probabilistic sampling method, which equals the probability that each element (member) of the population will be selected as a member of the sample. Sampling by snowball sampling is the technique of determining a sample that was initially small and then enlarged (Sujarweni, 2015).

Analysis Method

The analysis technique for this study used the Smart Partial Least Square (PLS) 3.0 tool. The advantage of this tool is that it can be used with a small sample size, does not require normally distributed data, and is suitable for research with little theoretical support. PLS also aims to test predictive relationships between configurations to determine if they have an effect. The PLS-SEM analysis method consists of two models, namely the external model or measurement model and the internal model or structural model (Abdillah & Hartono, 2015).

- a) The outer model is part of the SEM model to measure validation, the relationship between constructs and their indicators, and instrument reliability. The reliability test is used to measure a concept or measure the level of consistency of respondents in answering question items on the questionnaire (Abdillah & Hartono, 2015). Tests in the Outer Model consist of Convergent Validity, Discriminant Validity, and Composite Reliability.
- b) The inner model is a measurement model that describes the relationship between components. The use of the structural model in PLS is evaluated by the R2 of the dependent structure and by factoring the t value of each path to test the significance between structures. The R2 value measures the degree of variation in the independent variable relative to the dependent variable. A high R2 value means that the prediction model is getting better (Abdillah & Hartono, 2015)

RESULTS AND DISCUSSION

Description Data

Table 1. Description of Respondents

Gender	Total	Education	Total	Years of service	Total	Age	Total
Woman	71	SHS	44	<5 years	51	<21 years	6
Man	29	DI	2	5-10 years	19	21-30 years	55
		DIII	10	11-15 years	10	31-40 years	24
		Bachelor Degree	29	16-20 years	9	41-50 years	12
		Master's Degree	14	>20 years	11	>50 years	3
		Doctoral Degree					
		S3	1				
Total	100	Total	100	Total	100	Total	100

Based on gender, there were 29 male respondents and 71 female respondents. Based on education, there were 44 respondents with the last education level SMA/Equivalent, two respondents with the previous education level Diploma I, ten respondents with the last DIII education level, 29 respondents with the education earlier level S1/Bachelor degree, 29 respondents with the previous level of education S2 / Masters as many as 14 respondents, and respondents with the last group of education S3 / Doctoral as many as one respondent. The number of respondents based on years of service shows that 51 respondents with less than five years of service, 19 respondents with 5-10 years of service, ten respondents with 11-15 years of service, ten respondents with years of service for 16 - 20 years as many as nine respondents and respondents with more than 20 years of service as many as 11 respondents. Based on age, there were six respondents aged less than 21 years, 55 respondents aged 21-30 years, 24 respondents aged 31-40 years, 12 respondents aged less than 41-50 years, and respondents with more than 50 years of age as many as three respondents.

Measurement Model

The measurement model can be evaluated by testing convergent validity, discriminant validity, and composite reliability. The first test is constructed validity, which looks at a loading factor value of 0.50 or more, which is considered to have strong validation to explain latent constructs (Hair Jr, Hult, Ringle, & Sarstedt, 2016). Outer loading values for the variables quality of work life, workplace happiness, and work engagement can be seen in Table 2. Indicators that have a loading factor value between 0.5 - 0.6 are acceptable. From Table 2, it is clear that all items measuring a value above 0.6 thus confirm the validity of the construct (Ghozali & Latan, 2015).

Table 2. Outer Loading or Convergent Validity Results

Indicators	Quality of Work Life (X)	Workplace Happiness (Z)	Work Engagement (Y)
X.1	0,742		
X.2	0,743		
X.3	0,888		
X.4	0,805		
X.5	0,789		
X.6	0,814		
X.7	0,852		
Z.1		0,884	
Z.2		0,886	
Z.3		0,876	
Z.4		0,823	
Z.5		0,863	
Y.1			0,814
Y.2			0,901
Y.3			0,901
Y.4			0,717
Y.5			0,852
Y.6			0,885
Y.7			0,862
Y.8			0,873
Y.9			0,892
Y.10			0,826

From the results of table 2, it can be seen that all research indicators have outer loading values above 0.7, so it can be concluded that each question for the variables quality of work life, workplace happiness, and work engagement is valid. This research model can be seen in the final path diagram image below:

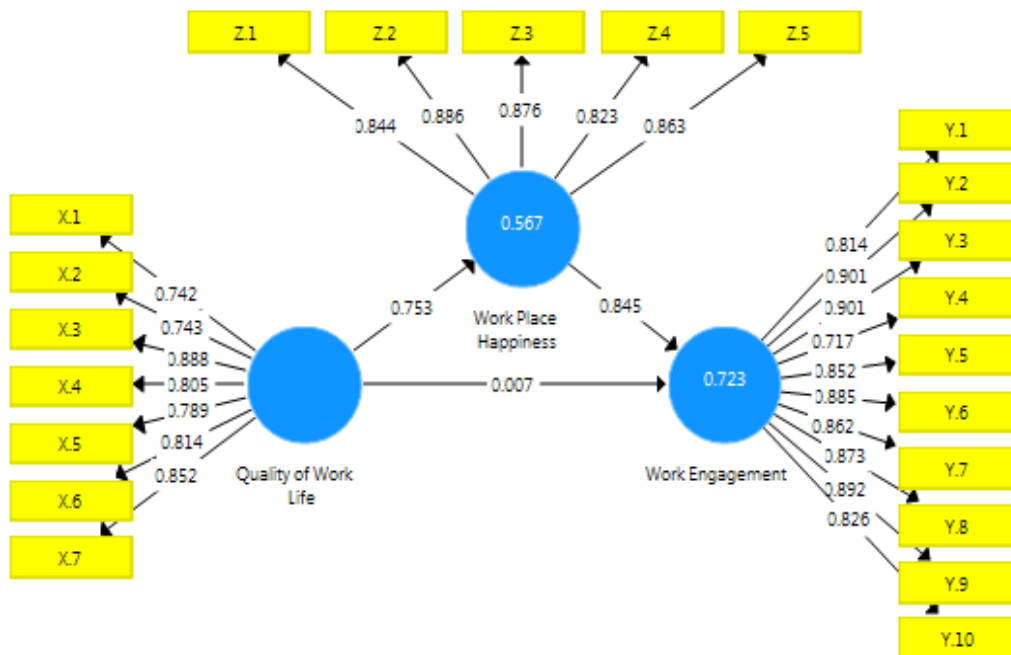


Figure 1. Measurement Model

Next is to test the discriminant validity shown in table 3, which presents the results of the cross-loading calculation:

Table 3. Discriminant Validity Results

Indicators	Quality of Work Life (X)	Workplace Happiness (Z)	Work Engagement (Y)
X.1	0,742	0,535	0,431
X.2	0,743	0,546	0,424
X.3	0,888	0,664	0,529
X.4	0,805	0,540	0,479
X.5	0,789	0,497	0,443
X.6	0,814	0,634	0,542
X.7	0,852	0,761	0,703
Z.1	0,631	0,884	0,681
Z.2	0,620	0,886	0,789
Z.3	0,688	0,876	0,744
Z.4	0,627	0,823	0,748
Z.5	0,666	0,863	0,675
Y.1	0,646	0,727	0,814
Y.2	0,528	0,717	0,901
Y.3	0,496	0,764	0,901
Y.4	0,400	0,563	0,717
Y.5	0,549	0,728	0,852
Y.6	0,602	0,770	0,885
Y.7	0,566	0,724	0,862
Y.8	0,539	0,724	0,873
Y.9	0,519	0,460	0,892
Y.10	0,621	0,771	0,826

The results of the discriminant validity test in table 3 present the results of the cross-loading calculation, which shows that the cross-loading value of each indicator on the variables quality of work life, workplace happiness, and work engagement is above the threshold of 0.500 so that the research instrument is said to be discriminantly valid.

Next is to test the value of composite reliability and Cronbach's Alpha. Using Cronbach's alpha tends to lower variable reliability than composite reliability, so it is advisable to use it. Generally, a minimum Cronbach's alpha coefficient with a result of 0.7 is considered a good indication of reliability. At the same time, the variable is said to be reliable if the composite reliability value is above 0.70 (Ghozali & Latan, 2015). The following are the results of the Composite Reliability and Cronbach Alpha Tests shown in table 4 below:

Tabel 4. Composite Reliability and Cronbach Alpha Results

Variable	Cronbach's Alpha	rho_A	Composite Reliability	AVE
Quality of Work Life	0,910	0,924	0,928	0,650
Workplace Happiness	0,911	0,912	0,933	0,729
Work Engagement	0,958	0,961	0,964	0,737

Table 4 shows that all research variables have a composite reliability of 0.70 and Cronbach's alpha above 0.70. Thus, the indicators used in this research are said to be reliable. Meanwhile, to test reliability, you can also use the average variance extracted (AVE) value with a limit value above 0.50. In table 4, it can be seen that all variables have an AVE value above 0.50. This can be interpreted that all indicators meet the reliability requirements.

Structure Model or Inner Model

After testing the outer model, the next step is to test the inner model. Testing of the inner model or structural model is carried out to see the relationship between the constructs, the significance value and the R-square of the research model. Following are the results of the structural model drawings:

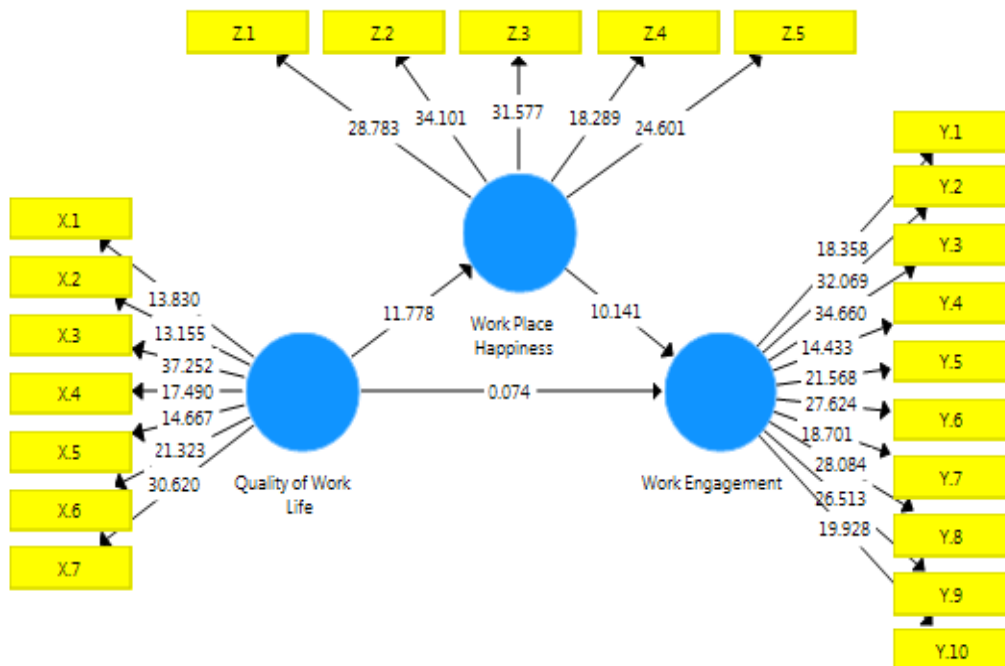


Figure 2. Structural Model

In addition, the relationship between constructs can be seen by looking at the value of R square. The R-square value is used to evaluate the influence of the independent and dependent variables. The estimated value of the R-square can be seen in Table 5 below:

Table 5. R Square Results

Dependent Variable	R Square	Adjusted R Square
Workplace Happiness	0,567	0,562
Work Engagement	0,723	0,718

Based on the results of the regression calculation in table 5 above, the coefficient of determination (R Square) is 0.567, which means that 56.7% of the variation of the independent variable (quality of work life) can explain the dependent variable (workplace happiness), while the remainder is 43.3% is explained by other independent variables not proposed in this research model. In addition, the coefficient of determination (R Square) is 0.723, which means that 72.3% of the variation of the independent variables (quality of work life and workplace happiness) can explain the dependent variable (work engagement). The remaining 27.7% is explained by other independent variables not proposed in this research model.

Hypothesis test

Based on table 6 is the result of the direct and indirect influence between variables that can be seen:

Table 6. Bootstrapping Results and Specific Indirects Effects

	Original Sample	Average Sample	Std. Deviation	t Statistics	P Values
Direct Effects					
Quality of Work Life → Workplace Happiness	0,753	0,757	0,064	11,778	0,000
Workplace Happiness → Work Engagement	0,845	0,833	0,083	10,141	0,000
Indirect Effects					
Quality of Work Life → Workplace Happiness → Work Engagement	0,636	0,629	0,072	8,858	0,000

The results from the table above show that if the p-value is <0.05, it can be concluded that:

The quality of work life variable has a positive regression coefficient of 0.753 with a P value of 0.000. This shows that the quality of work life variable is significant at the 5% significance level. Thus, hypothesis 1 states that the quality of work life has a positive effect on workplace happiness is ACCEPTED.

The workplace happiness variable has a positive regression coefficient of 0.845 with a P value of 0.000. This shows that the workplace happiness variable is significant at the 5% significance level. Thus, hypothesis 2 states that workplace happiness has a positive effect on work engagement is ACCEPTED.

The role of the mediating variable workplace happiness on the effect of quality of work life on work engagement has a P value of 0.000. It has a positive regression coefficient of 0.636. This shows that the workplace happiness variable mediates the effect between the quality of work life and work engagement at a significance level of 5%. Thus, hypothesis 3 states that Quality of Work Life affects Work Engagement mediated by Workplace Happiness ACCEPTED.

Discussion

The results of hypothesis testing show that quality of work life statistically has a positive and significant effect on workplace happiness, so these results are in accordance with the hypothesis proposed in this research. This means that the better the quality of work life, the better the workplace happiness, and vice versa. This means that if the company's efforts to create a sense of security and satisfaction at work so that the company's human resources can increase competitiveness will affect employees having the following positive emotions at work: the feeling of pleasure or comfort that employees feel at work. (Sumarsi & Rizal, 2022)

Job happiness is the work itself, the characteristics of the workplace, the well-being of the entire organization, positive attitudes and positive evaluations of pleasant experiences, moods and positive emotions at work. This is also influenced by the quality of work life, because the higher the quality of life of a worker, the higher the perceived job satisfaction. (Nugraha, 2021)

The results of the respondents' answers from the effects of distributing the questionnaire found that the reduction in working hours during the Covid-19 pandemic made the income/salary received not in accordance with the workload, so the impact on working employees felt uncomfortable. What is good and needs to be maintained is that even though there was a reduction in working hours during the Covid 19 pandemic, employees think that co-workers support each other so that the impact employees feel happy with their work.

The results of hypothesis testing show that workplace happiness has a statistically positive and significant effect on work engagement, so these results are in accordance with the hypothesis proposed in this research. This means that the better the workplace happiness, the better the work engagement, and vice versa. This means that if employees have the following positive emotions at work: the feeling of pleasure or comfort that employees feel at work will affect an employee's appreciation of goals and concentration of energy, which appears in the form of initiative, effort, and persistence that lead to organizational goals. (Siswono, 2016; Williams, Kern, & Waters, 2017)

The results of this research align with the results of the previous study. The happier employees are with their job, the more engaged they are. In addition, there is a significant and positive influence between workplace happiness and work engagement. (Claypool, 2017)

The results of the respondents' answers from the results of distributing the questionnaire found that the reduction in working hours during the Covid-19 pandemic made employees feel uncomfortable working, which impacted many employees who were not willing to work overtime to finish work. What is good and needs to be maintained is that even though there was a reduction in working hours during the Covid 19 pandemic, employees were still happy with the work being done, so it had an impact on employees being able to work seriously during the Covid 19 pandemic.

The results of hypothesis testing show that quality of work life statistically has a positive and significant effect on work engagement mediated by workplace happiness, so these results are in accordance with the hypothesis proposed in this research. This means that the better the quality of work life, the better the work engagement mediated by workplace happiness, and vice versa. This means that if the company's efforts to create a sense of security and satisfaction at work so that the company's human resources can be competitive will increase the effect on employees having the following positive emotions at work: a sense of pleasure or comfort that employees feel at work and also has an impact on one's appreciation employees towards goals and concentration of energy, which appears in the form of initiative, effort, and persistence that leads to organizational goals. (Sumarsi & Rizal, 2022) (Williams et al., 2017) (Siswono, 2016)

The results of this research align with previous research on the mediation of happiness at work, explaining the impact of work quality on work engagement. Happiness at work is categorized as a partial mediation of work quality through happiness at work as a mediator variable that has a significant direct or indirect influence on work engagement. (Nugraha, 2021)

The results of the respondents' answers from the results of distributing the questionnaire found that even though there was a reduction in working hours during the Covid 19 pandemic, making the income/salary received not in accordance with the workload had an effect on employees feeling uncomfortable working and had an impact on many employees who were not willing to work overtime to finish the job. What is good and needs to be maintained is that even though there was a reduction in working hours during the Covid 19 pandemic, employees felt that co-workers supported each other, which had an effect on employees feeling happy with the work they were doing and had an impact on employees also being serious about doing work during the Covid pandemic 19 ago.

CONCLUSION

Based on data analysis and previous discussion, it can be concluded that quality of work life statistically has a positive and significant effect on workplace happiness, workplace happiness has a statistically positive and significant impact on work engagement, and quality of work life statistically has a positive and significant effect on work engagement mediated by workplace happiness. The limitation of this study is that the maximum error allowed in the sample is ten percent which makes the number of samples not optimal. In addition, it is difficult for the authors to find samples, namely the working-age population working and experiencing reduced working hours due to Covid-19. Suggestions for further research are to look for other research objects, increase the number of samples and be able to look for appropriate types of samples other than the working-age population who are working and experiencing reduced working hours due to Covid-19.

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