

# The Effect Of Job Stress Occupational Safety and Health Toward The Quality Of Employee Life In Central Cimahi Post Offices

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## Abstract

This study aims to determine how the influence and description of the level of job stress, occupational safety, and health (OSH) on employees' quality of work life at the post office of Central Cimahi. The method used in this research is descriptive and causal quantitative methods. Sample used for this research is simple random sampling, with a sample size of 20 people. The data analysis technique of this research is descriptive analysis and multiple regression analysis. Based on the results of simultaneous hypothesis testing, it shows that job stress, occupational safety, and health have a positive and significant effect on the quality of work life of the Cimahi Post Office employees. While partially the job stress variable (X1) has a significant effect on the Quality of Work Life (Y), while for the Occupational Health and Safety (X2) variable there is no significant effect on the Quality of Work Life (Y) partially. The result of the calculation of the coefficient of determination in this study is 69.4%, indicating that job stress, occupational safety and health affect the quality of work life of employees while other factors influence the remaining 30.6%.

**Keywords:** Human Resources, Job stress, Occupational Safety and Health, Quality of Work Life

## 1. Introduction

Coronavirus Disease 2019 (COVID-19) has been declared by WHO as a pandemic and most of Asia government has declared COVID-19 as a non-natural disaster in the form of disease outbreaks that must be taken to prevent a worst condition (Shaw, Kim, & Hua, 2020). This situation also has an impact to the Asian economy, especially Indonesia. It strikes multiple companies due to the presence of Covid-19. It also limited company's movement in carrying out organizational activities to achieve their objectives.

Table 1. Corporate sectors affected by covid-19

Sector Companies	Magnitude (%)
Accommodation and meals	92,47%
Transportation and warehousing	90,34%
Other services	90,90%

According to Olivie et al. (2020) within the survey taken in Indonesia, the three highest sectors affected by COVID-19 were accommodation and food sector companies drinking is 92.47%, transportation and warehousing sector companies are 90.34%, and other service company sectors are 90.90%. This survey proves that companies are severely affected by Covid-19. This includes PT Pos Indonesia which is a service company.

Table 2. Company operations during the covid-19 pandemic

Company operations	Magnitude (%)
Stop operating	8,76%
Operate (by implementing work from home on some employees)	5,45%
Operate (by applying work from home to all employees)	2,05%
Operates at reduced capacity (hours of work, machinery and labor)	24,31%
Operate at exceeding capacity (working hours, machinery and labor) prior to COVID-19	0,49%
Operates normally	58,95%

Physical distancing affects company operations in the midst of a pandemic. It was proven that 8.76% of companies stopped operating, companies operating with a work from home (WFH) policy for some employees were 5.45%, companies operating with a WFH policy for all employees were 2.05%, companies operating by reducing capacity (hours work, machinery and labor) by 24.31%, companies operating over capacity before COVID-19 by 0.49%, and companies operating as usual by 58.95%. This condition also applies to employees at Central Cimahi Post Office. Every employee obliged to follow the health protocol policies that the government has enforced.

Campion et al. (2020) explain that the outbreak of COVID-19 causes an increase in stress levels in the entire population so that it has a serious effect on mental health, especially when compulsory home quarantine is enforced, which exposes workers to psychosocial hazards. Moreover, jobs that tend to be monotonous can cause boredom at work so that it can cause stress, negative psychological effects include symptoms of post-traumatic stress, confusion and anger.

The Central Cimahi Post Office which implements WFH during PSBB and works normally when new normal can certainly be affected causing job stress to arise, the corona virus causes new adjustments to the community and also for employees especially the Cimahi Tengah Post Office because it changes from old habits to new habits, such as communication which is usually done directly but at the time of Large-Scale Social Restrictions (PSBB) it is only recommended by indirect communication, namely through online but for the new normal policy it can be done with social distancing conditions and is done on a limited basis which can make employees arise psychological instability of employees.

Observations made by the author directly at the Central Cimahi Post Office show that the company has not implemented the three health protocols (physical distancing, the presence of hand washing facilities, and the use of masks) thoroughly, although in providing services to customers the Central Cimahi Post Office implements strict rules. There are still employees of the Central Cimahi Post Office who do not apply physical distancing and do not use masks, which means that the occupational safety and health (OSH) procedures at the Cimahi Tengah Office have not been applied properly to all employees. In fact, to minimize the transmission of the corona virus, companies are required to enforce occupational safety and health (OSH) by implementing new government regulations. If the occupational safety and health (OSH) procedures at the Cimahi Tengah Post Office are not implemented properly and thoroughly to all parties interested in doing work, it will cause the spread of COVID-19 to increase.

Researchers conducted preliminary questionnaires to employees at the Central Cimahi Post Office in order to find out what had the most impact during the COVID-19 pandemic in carrying out work. The results of the pre-questionnaire state that the lowest average result is in the form of a value of 3.37 for the stress management variable for employees, a value of 3.57 for the variable of safety and work life (OSH) implementation, and the quality of work life variable of 3.57. These three variables indicate that the three variables are still low at the Cimahi Tengah Post Office. The condition makes the researcher examine further the stated variables.

## 2. Theories

### Human Resource Management

Human Resource Management is a series of organizational activities directed at attracting, developing and maintaining an effective workforce (Robbins & Judge, 2017). Meanwhile, according to Sedarmayanti (2017), human resource management is the process of empowering humans to fulfill their physical and psychological potentials function optimally to achieve goals.

### Job stress

Job stress are related to damaging habits such as decreased efficiency, absenteeism and increased turnover intentions (Crawford et al., 2010). Job stress is similar to awareness or dysfunction due to unstable working conditions (Parker &

DeCotiis, 1983). Job stress occurs when a person experiences work-related hardness, stress, anxiety, anger, concern, and distress (Griffin et al., 2010). In addition, work tension may also be the primary cause of employees' dismissal (Ito et al., 2001). It is important to remember that leaving can be used to avoid stress, whether or not it can be related to work-based causes on its own. This may cause higher turnover situation due to higher stress levels (Erenstein & McCaffrey, 2007). Robbin & Judge (2017) grouping stress symptoms into three dimension: physiological symptoms, psychological symptoms, and behavioral symptoms.

### Occupational Health and Safety

Occupational safety and health are an implementation to prevent accidents and diseases due to work in the workplace (Fakhri et al., 2018). According to the International Labor Organization (ILO) explains that there is an Occupational Safety and Health Management System approach which is used as a standard for the dimensions of Occupational Safety and Health, namely the application of preventive and protective measures, all elements of the workplace, management and workers involved in the COVID-19 health process, protocols and policies.

### Quality of work life (QWL)

QWL can be characterized as favorable working conditions and environments that encourage and promote employee satisfaction by providing employees with incentives, job security and growth opportunities (May et al., 1999). Job security, better reward systems, higher pay, opportunity for growth, participative groups, and increased organizational productivity are the main issues discussed in the extant QWL literature (Fakhri et al., 2020). Under the service profit chain model, QWL has also been interpreted as 'internal service quality' to the quality of work environment that contributes to employee satisfaction (Heskett et al., 1994).

Some researchers (Danna & Griffin, 1999) see QWL as a hierarchy of definitions that include non-work dimensions such as life satisfaction (at the top of the hierarchy), job satisfaction (at the center of the hierarchy) and more work-specific dimensions of job satisfaction, including such topics as salary, colleagues, and bosses (lower in the hierarchy). Although QWL originated over three decades ago, the interest in the construct has not waned. QWL also has a connection with a person's intention to have a better work situation, wherein an intention can be defined as a personal motivation to withstand a particular situation, whether its beneficial or not (Pradana et al., 2020). During the 1990s, scholars and practitioners revived an interest in the study of QWL. This concept has become of renewed concern and increased importance to the organization and its human resources in terms of employee job satisfaction and the organization's ultimate performance. People began to know more about quality of work life when the United Auto Workers and General Motors introduced a QWL program for work reform (Beer et al., 1985).

### Research Framework

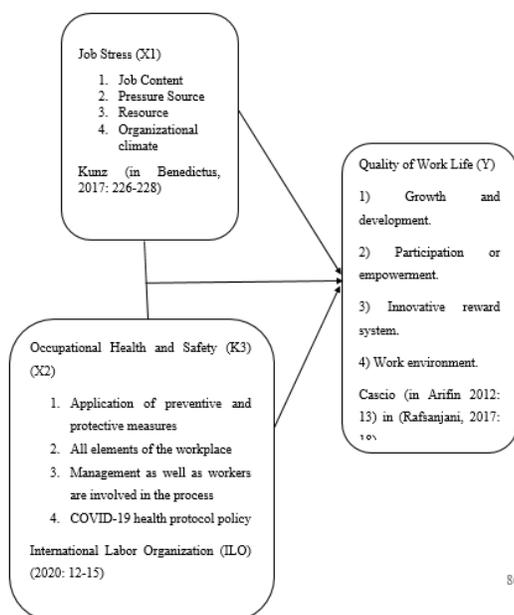


Figure 1. Research Framework

### 3. Methodology

This type of research is descriptive research with quantitative methods. The population in this study were employees at Kantor Pos Cimahi Tengah. In this study, the sampling technique used was *non-probability sampling*. The sample used was 20 people. The data used in this study are primary data obtained from questionnaires, while secondary data are obtained from previous research data, books, journals and the internet. The data analysis technique used is descriptive and multiple linear regression.

### 4. Result and Discussion

#### Validity Test

Of the 39 questionnaire items of the product quality variable which were distributed to 20 respondents, had a correlation value (rcount) above 0.444 (rtabel) of 39 questionnaires distributed to 20 respondents, had a correlation value (rcount) above 0.444 (r table) so that all statements are valid and fit for use in simple linear regression analysis.

#### Reliability Test

Reliability test results are declared reliable because there is a Cronbach's alpha value of 0.947 which is greater than >Cronbach's alpha score of 0.60.

#### Data Analysis Techniques

##### Descriptive Analysis

Of the 12 items statement of job stress variables, 16 items of occupational safety and health variable statements and 11 items of proposed quality of work life statements, job stress variable (X1) shows that the responses of respondents to employees of the central cimahi post office are in the good category with a value of 79%, the occupational safety and health (X2) variable shows that the responses of the employees of the Central Cimahi Post Office are in the Good category with a value of 73%. and the quality of work life variable (Y) shows that the responses of respondents to employees of the Central Cimahi Post Office are in the Good category with a value of 77% so it is in the good category. It can be said that job stress, occupational safety and health and The Quality of Work Life in Kantor Pos Cimahi is good.

#### Classical Assumption Test

##### a. Normality test

Table 3. One-Sample Kolmogorov-Smirnov Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		20
Normal Parameters <sup>a,b</sup>	Mean	,0000000
	Std. Deviation	3,40403351
Most Extreme Differences	Absolute	,123
	Positive	,123
	Negative	-,098
Test Statistic		,123
Asymp. Sig. (2-tailed)		,200 <sup>c,d</sup>
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

From Table 3, it can be seen that the Asymp. Sig. (2 tailed) shows a number of 0.200 and greater than 0.05, this indicates that the residual variables are normally distributed.

b. Heteroscedasticity Test

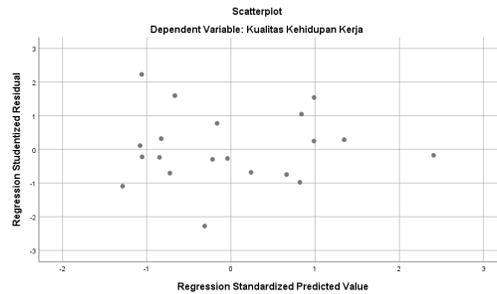


Figure 2. Heteroscedasticity Test Results

Based on Figure 2, it can be concluded that The Scatterplot chart above shows that the graph does not form a certain pattern, the dots spread above, and below the zero, there is no heteroscedasticity or homoscedasticity.

c. Multicollinearity Test

Table 4. Multicollinearity Test Results

Model		Coefficients <sup>a</sup>					Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Tolerance	VIF
		B	Std. Error	Beta				
1	(Constant)	-2,126	7,196		-,295	,771		
	Stres Kerja	,782	,166	,723	4,713	,000	,764	1,308
	Keselamatan dan Kesehatan Kerja (OSH)	,126	,100	,192	1,255	,226	,764	1,308

a. Dependent Variable: quality of work life

From table 4, it can be shows that the VIF value for the Job stress and Occupational Safety and Health variable is the same, namely 1.308, which is less than 10 and shows that the Tolerance value for the Job stress and Occupational Safety and Health variable is the same, which is equal to 0.764 which which is more than the value 0.1. This shows that multicollinearity does not occur.

**Multiple Linear Regression Analysis**

Table 5. Multiple Linear Regression Test Results

Model		Coefficients <sup>a</sup>				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-2,126	7,196		-,295	,771
	Stres Kerja	,782	,166	,723	4,713	,000
	Keselamatan dan Kesehatan Kerja (OSH)	,126	,100	,192	1,255	,226

a. Dependent Variable: quality of work life

Based on the results of data processing in table 5, the multiple regression equation model can be formulated as follows:

$$Y = -2,126 + 0,782 X_1 + 0,126 X_2$$

Based on this equation, it can be described as follows:

- Constant (a) = -2,126. This means that if Job stress (X1) and Occupational Safety and Health (X2) are constant at the value of 0, then the Quality of Work Life is -2,126.
- The regression coefficient value of the Job Stress variable (b1) is positive, namely 0.782. That is, for each increase in job stress by one unit, the quality of work life will increase by 0.782.
- The regression coefficient value of the Occupational Safety and Health variable (b2) is positive, namely 0.126. That is, for each increase in job stress by one unit, the quality of work life will increase by 0.126.

Based on the above equation, it can be concluded that there is a negative or opposite influence between job stress variables and occupational safety and health variables with the quality of work life variables. Qualitatively, if the value of 0 on the job stress variable means that the job stress condition of the employees is not handled properly so that it is given a value of 0 if it is not accommodated by the company causing the quality of work life of employees to be negative. This means that if the conditions are not handled properly (increasing) in the job stress variable and the occupational safety and health variable, the quality of work life variable will decrease.

### Hypothesis testing

- Simultaneous Significance Test

Table 6. Simultaneous Significance Test Results

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	500,389	2	250,194	19,319	,000 <sup>b</sup>
	Residual	220,161	17	12,951		
	Total	720,550	19			
a. Dependent Variable: quality of work life						
b. Predictors: (Constant), Occupational Safety and Health, Job Stress						

Based on Table 6, it can be seen that  $F_{count} > F_{table}$  indicates that  $f_{count} (19.319) > f_{table} (3.55)$  and the significance level is  $0.000 < 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted, meaning that the independent variables consisting of Job stress, Occupational Safety and Health simultaneously have a significant influence on the Quality of Work Life (Y) at the Central Cimahi Post Office.

- Partial Significance Test (t test)

Table 7. Partial Significance Test Results

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-2,126	7,196		-,295	,771
	Stres Kerja	,782	,166	,723	4,713	,000
	Keselamatan dan Kesehatan Kerja (OSH)	,126	,100	,192	1,255	,226
a. Dependent Variable: quality of work life						

Based on table 7, it can be seen that:

- 1) The Job Stress Variable (X1) has a value of t count (4.713) > t table (2.110) and a significance level of 0.000 < 0.05, then H<sub>0</sub> is rejected and H<sub>a</sub> is accepted. This shows that there is a significant effect of Job Stress (X1) on the Quality of Work Life (Y).
- 2) The Occupational Safety and Health (X2) variable has a value of tcount (1.255) < ttable (2.110) and a significance level of 0.226 > 0.05, so H<sub>0</sub> is accepted and H<sub>a</sub> is rejected. This shows that there is no significant effect of Occupational Safety and Health (X2) on the Quality of Work Life (Y).

c. Determinant Coefficient Test

Table 8. Determinant Coefficient Test Result

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,833 <sup>a</sup>	,694	,659	3,599
a. Predictors: (Constant), Occupational Safety and Health, Job Stress				
b. Dependent Variable: quality of work life				

Table 8 shows that the R value is 0.833 and the R square (R<sup>2</sup>) is 0.694. This figure is used in order to see the magnitude of the influence of Job stress and Occupational Safety and Health on the Quality of Work Life simultaneously. How to calculate R *square* using the coefficient of determination (KD) using the following formula:

$$\begin{aligned}
 \text{KD} &= r^2 \times 100\% \\
 &= (0,833)^2 \times 100\% = 69,4\%
 \end{aligned}$$

This figure shows that the coefficient of determination (KD) is 48.1%. This shows that the influence of the independent variable (Job stress and Occupational Safety and Health) on the dependent variable, namely the Quality of Work Life is 48.1% while the remaining 51.9% is influenced by other factors not examined in this study, for example work environment, job satisfaction, employee performance, and career development.

## 5. Conclusion

Based on the results of research and discussion that has been presented in previous chapters regarding the Effect of Job stress, Occupational Safety and Health on the Quality of Work Life of Employees at the Central Cimahi Post Office, several conclusions can be drawn:

### a. Job stress at the Central Cimahi Post Office

Based on the results of descriptive analysis regarding the Job stress at the Cimahi Post Office at the Central Cimahi Post Office as a whole is at the Good level or category. The statement that is at a low level is "I am sometimes asked to precede other jobs" and is in the fairly good category.

### b. Occupational Safety and Health at the Central Cimahi Post Office

Based on the results of a descriptive analysis regarding Occupational Safety and Health at the Central Cimahi Post Office as a whole is at the Good level or category. There are two statements at the low level with the same score, namely "I get information on OHS procedures regularly (at least three times a week)" and "I receive routine training in emergency prevention, preparedness, and overall OSH procedures" are included in the sufficient category. good.

### c. Quality of Work Life at the Central Cimahi Post Office

Based on the results of descriptive analysis regarding the Job stress at the Cimahi Post Office at the Central Cimahi Post Office as a whole is at the Good level or category. The statement that is at a low level is "I feel stable for psychological resilience in the use of skills at work (especially during the COVID-19 pandemic)" and is in the good category.

### d. The Simultaneous Effect of Job stress, Occupational Safety and Health (OSH) on the Quality of Work Life of Employees at the Cimahi Tengah Post Office

Based on the results of simultaneous hypothesis testing (Test F), it shows that the variable Job stress, Occupational Safety and Health simultaneously has a significant effect on the Quality of Work Life of Employees at the Central Cimahi Post Office. The magnitude of the influence of Job stress and Occupational Safety and Health simultaneously on the Quality of Work Life is 69.4% while the remaining 30.6% is influenced by other factors not examined, such as work environment, job satisfaction, employee performance, and development. career.

**e. Effect of Job stress, Occupational Safety and Health Partially on the Quality of Work Life of Employees at the Cimahi Tengah Post Office**

Based on the results of the partial hypothesis test (T-test), the Job Stress variable (X1) partially has a significant effect on the Quality of Work Life (Y) and for the Occupational Safety and Health (X2) variable there is no significant effect. significant to the Quality of Work Life (Y). The variable that has the most influence partially is the variable of job stress and the last is the variable of quality of work life.

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