DESCRIPTION OF VALUES IN THE WORKPLACE, INTERPERSONAL RELATIONSHIPS, WORK ORGANIZATION, AND WORK CONTENT IN EMPLOYEES OF HOTEL X MAKASSAR CITY

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ABSTRACT

Background: *To improve safety and health in the work environment, prevention needs to be taken with attention to psychosocial in the workplace. This is because the workplace is a source of psychosocial risk and also an ideal place to deal with these risks in protecting the health and well-being of workers.*

Objective: *This research aims to know the picture of values in the workplace, interpersonal and leadership relationships, work for an organization, and work content in the workplace at the employees of Hotel X Makassar City.*

Method: *The type of research used is quantitative descriptive. Sampling was conducted by the Total Sampling method of 56 respondents.*

Result: *The results of the study found that 19.6% of categories lack values in the workplace, 12.5% of employees have fewer interpersonal and leadership relationships and the organization of work and work content is 12.5% less.*

Conclusion: *The conclusion in this study is that values in the workplace have not been fairly distributed, the lack of social support from colleagues in aspects of interpersonal relationships and leadership, work organization, and worker work content is still lacking in contributing to the organization in the workplace. Therefore, it is expected that the company adjusts between working capacity and workload.*

INTRODUCTION

According to International Labour Organization data found that in 2012 the economic cost of work-related injuries and illnesses varied between 1.8% and 6.0% of Gross Domestic Product (GDP) in each country estimated at an average of 4%. Thus, the data shows that at the European level there are 50% experiencing occupation-related health problems in the workplace, of which 39% of all workers with absence problems experience pain and 19% of all worker absences are due to stress on the job (Alexandre, 2015).

The National Institute of occupational safety and health (NIOSH) in the United States notes that since the 90s of all labor health compensation costs, 80% was spent on work-related diseases, namely "Stress-Related Disorder" (ICD-9-309) while in the UNITED Kingdom (UK) 71% of managers who experienced physical and mental health problems due to work stress were also found in Australia (Ibrahim et al., 2016).

A 2012 study conducted by Tsai and Liu in Taiwan resulted in a positive correlation between work stress and its causative factors stemming from job demands, lack of decision-making authority, and lack of social support (Tsai &Liu in Laelasari & L Meily, 2016). The Ministry of Health in 2011 said there were several jobs identified as high-risk jobs to be exposed to psychosocial hazards including hotel workers. This is due to work that regularly requires contact with others, high workloads, tight deadlines, and the risk of physical threats at work.

Hotel X Makassar city itself has workers with a different amount of working time with high work intensity by providing excellent service to visitors who come and workers in hospitality will also work harder than usual when the number of visitors increases.

Based on these conditions, researchers are interested in researching with the title "description of values in the workplace, interpersonal relationships of leadership, work organization and work content in the workplace at the employees of Hotel X Makassar City".

METHODS

The type of research used is quantitative which aims to find out the psychosocial picture at work in X Hotel Makassar city employees. So the samples in this study were taken using total sampling techniques, as many as 56 samples. Data analysis is conducted that describes the picture of values in the workplace, interpersonal relationships of leadership, work organization, and work content in the workplace at employees of Hotel X Makassar City. Data analysis used is descriptive analysis to get an overview by describing each variable used in the study, namely frequency distribution in the form of tables.

RESULT

Characteristics of Respondents

Tabel 1. Characteristics Responden

Characteristics	n	%
Gender		
Male	39	69.6
Female	17	30.4
Age		
16-25	32	57.1
26-35	21	37.6
36-45	3	5.4
Education		
High School	48	85.7
D1/D2/D3	5	8.9
Undergraduate	3	5.4
Years Of Service		
1 Years	15	28.6
2 Years	12	21.4
3 years	9	16.1
4 years	6	10.7
5 years	4	7.1
6 years	2	3.6
7 years	7	12.7
Work Units		
Front Office	10	17.9
F & B Service	15	26.8
F & B Product	14	25.0
Housekeeping	17	30.4
Work Shift		
Morning	25	44.6
Afternoon	22	39.3
Night	9	16.1
Total	**56**	**100**

Based on table 1, characteristics of respondents in Hotel X Makassar city dominated by, male gender (69.6%), age 16-25 years (57.1%) high school/vocational education level (85.7%), working period ≤1 year (28.6%), housekeeping work unit (30.4%) and shift on morning shift (44.6%) (Primary Data, 2019).

Univariate Analysis

Table 2. Categories Values at work, Interpersonal Relations and Leadership, Work Organization and Job Content

Category	n	%
Values at Work		
Good	24	42.9
Enough	21	37.5
Less	11	19.6
Interpersonal Relations and Leadership		
Good	33	58.9
Enough	16	28.6
Less	7	12.5
Work Organization and Job Content		
Good	8	14 ,3
Enough	41	73.2
Less	7	12.5
Total	**56**	**100**

Based on table 2, shows that values in the workplace are dominant in both categories (42.9%) and organization work and content of dominant work categories are sufficient (73.2%), interpersonal relationships and dominant leadership categories are good (58.9%) (Primary Data, 2019).

Bivariate Analysis

Table 3. Values At At Works And Shif Work

Shift Work	Values at Work							
	Good		Fairly		Poor		Total	
	N	%	n	%	n	%	n	%
Morning	11	19.6	11	19.6	4	7.1	26	46.4
Evening	10	17.9	8	14.3	4	7.1	22	39.3
Nights	3	5.4	2	3.6	3	5.4	8	14.3
Total	24	42.9	21	37.5	11	19.6	56	100

Table 4. Interpersonal Relations and Leadership At *Work Shift*

Shift Work	Interpersonal Relations and Leadership						Total	
	Good		Fairly		Poor			
	N	%	n	%	n	%	n	%
Morning	16	28.6	8	14.3	2	3.6	26	46.4
Evening	14	25.0	4	7.1	4	7.1	22	39, 3
Nights	3	5.4	4	7.1	1	1.8	8	14.3
Total	33	58.9	16	28.6	7	12.5	56	100

Table 5. Relationship between work organization and work content on

Shift work	Organization And Job Content						Total	
	Good		Fairly		Poor			
	N	%	n	%	n	%	n	%
Morning	5	8.9	17	30.4	4	7.1	26	46.4
Evening	3	5.4	16	28.6	3	5.4	22	39.3
Evening	0	0.0	8	14.3	0	0.0	8	14.3
Total	8	14.3	41	73.2	7	12.5	56	100

Table 6. Relationship between Values at Work and Work

Units Work	Values at Work							
	Good		Enough		Poor		Total	
	n	%	n	%	n	%	n	%
Front Office	3	5,4	4	7.1	3	5.4	10	17.9
F & b service	8	14.3	5	8.9	2	3.6	15	26.8
F & B product	4	7.1	7	12.5	3	5.4	14	25.0
Housekeeping	9	16.1	5	8.9	3	5.4	17	30.4
Total	24	42.9	21	37.5	11	33.9	56	100

Based on table 3,4,5,6 values in the dominant workplace category were good on morning shifts (19.6%), interpersonal relationships and dominant leadership categories both on morning shifts (28.6%), organization work and dominant job content categories were sufficient on morning shifts (30.4%) (Primary data, 2019).

DISCUSSION

Characteristics of Respondents

Based on the distribution by gender of respondents obtained male 69.6% while women 30.4% of the total 56 respondents. Distribution by age of respondents is the highest age group of 16-25 years as many as 32 respondents and the lowest age group 36-45 years that is as many as 3 respondents. The most education level of respondents is high school / vocational school graduates as many as 48 respondents and the least is Bachelor as many as 3 respondents. The distribution of the most respondents' working period is the working period of ≤1 year as many as 15 respondents and the least is the working period of 6 years as many as 2 respondents. The distribution of the highest working units of respondents is in the housekeeping unit as many as 17 respondents and the lowest in the front office unit as many as 10 respondents. The highest distribution of shift work was on the morning shift as many as 25 respondents while the lowest night shift was as many as 9 respondents.

Values at Work

The values in the workplace assessed in this study are trust and fairness of management in a workplace. Trust in management relates to how much trust workers have in the management of their company. Trust between employees describes the condition of mutual trust between workers, such as whether they help each other when one of them needs help. Justice describes the conditions of fairness of workers in the workplace, such as fairness in terms of division of labor, equal treatment of all employees, and settlement of conflicts fairly or impartially.

The values in the workplace are dominant in the good category because employees have given confidence to the management in the workplace. However, there are still some workers who consider that the values in the workplace are still lacking due to the lack of justice felt by respondents regarding the distribution of work that has not been done fairly by the hotel. Thus, it needs to be a concern and improvement of management so as not to be a bad impact in the workplace. When allowing injustice, leaders create an unhealthy environment (Hardiani & Prasetya, 2018).

This injustice can cause the motivation of work and employee performance to decrease. This will certainly interfere with the company's business activities and performance. In this case, the role of the company's leadership can play an important role. Leadership positions need to be strengthened in terms of understanding the organizational value system, especially about the importance of a sense of fairness for employees (Pawestri & Pradhanawati, 2017).

The results of the study of values in the workplace based on shift work dominated by good category morning shifts and enough as many as 11 respondents whereas if viewed the values in the workplace dominated by

good categories in this housekeeping unit because employees have entrusted management in the workplace and get justice in the workplace, especially morning shifts and housekeeping units.

Interpersonal Relationships and Leadership

The fourth aspect to see psychosocial in the workplace is interpersonal relationships and leadership. The items in this variable are rewards (awards) from leaders, clarity of role in workers, and social support from co-workers. Unclear communication relationships between workers and other workers can lead to unhealthy communication, so that the fulfillment of needs in the organization, especially related to social life can hinder the development of attitudes and workers with each other. In addition, bad relationships in a workplace are one of the stress generators in the workplace that is the impact of exposure to psychosocial hazards in the workplace. Islam also teaches to make good friendships between Muslims and help each other. It is also described in QS. Al-Ankabut/ 29:69:

وَٱلَّذِينَ جَٰهَدُواْ فِينَا لَنَهْدِيَنَّهُمْ سُبُلَنَآ وَإِنَّ ٱللَّهَ لَمَعَ ٱلْمُحْسِنِينَ

Translation:
> "As for those who strive hard for us, we will surely guide them in our ways. And verily Allah is with the doers of good (Kementrian Agama RI, 2010).

And those who strive hard for Us, we shall surely guide them to Our way. And indeed Allah is with the doers of good. So, by establishing a good relationship and doing good to each other by helping each other Muslims, we will get pleasure and guidance from Allah.

Based on the results of the study showed that interpersonal and leadership relationships dominated the good category as many as 33 respondents, 16 respondents enough category, and category less as many as 7 respondents out of a total of 56 respondents studied. The cause of the existence of some employees who have fewer interpersonal relationships is related to the lack of social support provided by fellow employees. Based on research conducted by Ainama Rizka Amalia (2016) obtained results that poor interpersonal relationships in the workplace will tend to experience work stress as much as 9.4 times compared to workers who have good interpersonal relationships (Rizka Amalia, 2016).

Unclear communication relationships between workers and other workers can lead to unhealthy communication, so that the fulfillment of needs in the organization, especially related to social life can hinder the development of attitudes and workers with each other. In addition, the bad relationship in a workplace is one of the stress generators in the workplace which is the result of exposure to psychosocial hazards in the workplace (Amalia et al., 2017).

Social support in the workplace can be provided by co-workers or supervisors and can be classified as 'instrumental' support or 'emotional' support instrumental support involves providing practical assistance to solve problems or offering real help, such as advice or knowledge. Emotional support involves listening empathically or paying attention.

In the morning shift, there were 16 respondents and 4 respondents had fewer interpersonal relationships. Meanwhile, the work unit has the best interpersonal and leadership relationship, namely in the housekeeping unit and f &b service as many as 10 respondents and the least in the front office unit which is 3 respondents because the front office work unit is busy doing their respective tasks and responsibilities to remain ready to serve every guest who comes to lack communication between fellow workers.

In the research, Eman Sulaiman and Ari Marwati (2019) also said that social support is needed in reducing work stress. Because, the greater the social support, the lower the level of work stress and vice versa, such as social support obtained from the work environment such as co-workers. Thus, many cases show that employees who experience work stress are those who do not get support from their co-workers (Sulaiman & Mawati, 2019). According to Hodson (1997) in Lalu Erwin Musyaddat (2017) said that social support from the workplace can contribute, especially to the productivity and welfare of employees and Ganser, et al (1986) also said that social support from co-workers directly relates to the integration of a person in the social environment in the workplace, because supporting work to create a situation please help, be friendly and work together will create a pleasant work environment and cause satisfaction in work (Musyaddat, 2017).

Work Organization and Work Content

The third aspect to see psychosocial in the workplace is the organization of work and the content of the work. The assessment indicator refers to how workers influence in the workplace, skills development in work, and variations in work performed in the workplace. This aspect refers to how the change of an organization is well managed and the changes are communicated. Thus, it can prevent or minimize the impact of psychosocial exposure in the workplace. By maintaining the condition of the work organization and work content in the workplace becomes one of the efforts that must be done by management in the workplace so as not to adversely affect the psychosocial condition of workers.

Based on the results of the study showed that the organization of work and work content is dominated by enough categories as many as 41 respondents and the lowest category less as many as 7 respondents out of a total of 56 respondents studied. This suggests that work organizations and job content have the highest percentage of sufficient categories, but there are still some

respondents in the lesser categories and workers sometimes experience the impact of changes in job organizing.

In this variable, the item influences the worker on his work as well as the variety of work becomes a determinant of whether or not an organization is in a place, so the two items that need to be considered by the management because the frequency of the two items is not much different. As for the low cause of the item because workers do not have a big contribution to their work, especially the right to choose and manage the amount of work done and workers also do more monotonous work by doing the same job continuously.

A survey from the European Foundation in 1996-1997, said the proportion of psychosocial hazards associated with organizing work was greater than the physical hazard of wrong. One organizing that will cause psychosocial hazards is the lack of influence on his work. Putu Agus Yoga Ariawan and A.An Ayu Sriathi (2018) also concluded that work stress has a significant influence on organizational commitment. This is because the higher the work stress experienced by workers will decrease the commitment of the organization in the workplace (Ariawan & Sriathi, 2018).

Work organization and work content based on work shifts that are a work organization dominated by enough categories on the morning shift and this shift is also a work shift with the organization of work and

work content with the most categories less that is 4 respondents who have a work organization and work content of at least 4 respondents. While the organization of work and content work category is quite dominated in the work unit f & b product which in this unit is tasked to provide food while, housekeeping units and f &b service that has less organization and work content.

CONCLUSION

Based on the results of research that has been conducted by 56 respondents in employees of Hotel X Makassar, the author concludes that (1) Distribution of workers has not been done fairly is one of the causes of lack of values in the workplace. (2) Lack of social support from colleagues in aspects of interpersonal relationships and leadership. (3) In the organization of work and the content of the work of workers are still lacking in contributing to the organization in the workplace.

RECOMENDATIONS

To reduce the occurrence of psychosocial in the workplace is expected cooperation of all parties namely (1) adjusting between work capacity and workload (2) Establishing good relationships such as providing assistance to colleagues in need and caring about the difficulties faced by co-workers (3) Involve employees in decision making at an organization in the workplace.

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