

Analysis of Well-Being Oriented and Employee Engagement influence on Employee Performance in the courier services industry in Indonesia

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ABSTRACT

The business landscape in the courier service industry in Indonesia experienced a very significant change, among others, because of the high growth of the business because of the many foreign courier companies that invest in Indonesia as well as the advanced progress of telematicstechnology that increasingly encourages the development of e-commerce. The demands of work that must remain running 24/7 as a consequence of rapid delivery demand and growth of e-commerce businesses becomenew pressures for workers in courier services companies. This research is intended to measure employee well-being and employee engagement in the courier services industry in Indonesia that affects their performance in the company they work for. This study was conducted against 293 respondents consisting of 165 men and 128women. The results show that well-being oriented and employee engagement has a positive and significant influence on the performance of courier services employees in Indonesia.

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I. INTRODUCTION

The dynamics of the Organization's external environment strongly affect the organizational changes, including the practice of human resources management, where employees at considerable job pressures, particularly in achieving the organizational performance targets that have been set, should be able to dis-balanced with employee well-being levels. Therefore orientation to employee well-being is so important for company performance(MacKellar, 2014).

In addition to linkage with well-being, various studies have also shown that employee engagement has an enormous influence on the efforts of an employee to still want to stay in the company even with such a heavy pressure, which is why the Organization's performance can still be sustained and even improved because of the number of officers who feel that the company has a passion for the welfare of employees and in turn increasing employee engagement towards the company(Gottman et al., 1998;van Rooy et al., 2011).

Animportant factor for the Organization is how in such a stressful situation the job is, but the performance of employees remains well and fits the objectives of the Organization as well as employees. That's because ofthe well-being of good work welfare balance and able to improve the engagement of its employees(Whittington et al., 2017;Yalabik et al., 2013).

II. RELEVANT RELATED LITERATURE

Well-being

Over the past few years, some researchers have argued that one of the factors that can stimulate people to work well, even though they are in high-pressure jobs is a well-being perspective that they are experiencing (Scott, 2019; Stride et al., 2008; MacKellar, L, 2014). This condition occurs when the employees have a sense of happiness and satisfaction because they feel more useful and able to use the many skills and talents they have for the company and in turn able to build a close relationship with the company (Dias et al., 2017; Bartolini, 2018; Crawford et al., 2010 and Christian et al., 2011 and Ali, William, 2016).

The individual perception of Organization, work, and personal characteristics affect the experience of that psychological condition, in turn forming individual decisions to engage more fully in the role of their work(Crawford et al. 2014; Stankiewicz&Moczulska, 2012), which suggests that employees' well-being, especially those relating to physical well-being and psychologically (psychological well-being) in good and balanced conditions. Some previous studies have shown that individuals with high levels of occupational stresshave a tendency to be at a relatively low physical and psychological well-being balance.

Employee Engagement

The length of an employee's lifetime is often used as an indicator of employee engagement, although in reality there are many employees who have had a long period of time with the company, do not engage with the company they work for (Rai, 2012; Konczak & Smith, 2012; Doherty, 2010). Although almost all of the research conducted shows that the longer the length of a person in a company, the more likely it is that the employee receives more challenging tasks, gaining autonomy, and greater freedom of work, as well as a more desirable position/title (De Cuyper et al., 2011; Latukha, 2018; Rai, 2012). The longer a person's working period in the company, the increasing investment (in the form of energy and time) that employees have given to the company, as well as the investment of companies in the employee, so that the company will suffer losses when many employees have no engagement for the company, and easily leave the company as desired (Riyanto et al., 2019; AL Whittington et al., 2017).

Basically, employee engagement is a condition that shows the circumstances in which individuals are emotionally and intellectually committed to the Organization. Employee engagement as a behavioral perspective based on three-dimensional physical, emotional, and cognitive involvement, where employees use and express themselves physically, cognitive, and emotionally during work (Shekhar, 2016; van Rooy et al., 2011; Jaharuddin & Zainol, 2019).

Employee Performance

Employee performance is synonymous with high productivity and passion in achieving results, and it will relate closely to how employees are motivated to contribute whatever is best for the Organization they are currently working on (Capelle, 2014; Whittington et al., 2017; Sunil Kumar. P, 2013; Obeidat et al., 2019).

From the previous study, the employee performance dimension was determined by the quality of work, which is generally measured from error rate, breakdown rate, level of accuracy. In addition to quality, performance is also often measured by achieving the number of work results and the effectiveness of the work it produces (Ba et al., 2011; Meldrum, 2013). Another thing that is not less important is the working time, the indicator that is often used to measure the level of absence, level of delay, and use of working time. Another very important part of the current era is the ability of employees in establishing cooperation with others in the works, given that without cooperation among employees, it is very difficult to create the performance expected by an organization (Arshadi, 2011; Lai et al., 2010; Gruman & Saks, 2011; Mangaleswaran, 2018)

1. Population, Unit Analysis, and Respondent

The population of this research is the entire courier service companies in Indonesia as a member of Asosiasi Perusahaan Jasa Pengiriman Ekspres Indonesia (ASPERINDO), an Association of Indonesian Express Delivery Services Companies that are scattered throughout Indonesia. The Analysis Unit of this research is an individual or employee who has a working period of over three years. This research uses quantitative methods with an associative approach, which aims to determine the influence and relationship between variables. The study uses cross-sectional information involving mixed data, primary data obtained from questionnaires distributed to all Asperindo members in Indonesia, and secondary data from other sources relevant to the research, including the annual report of some Indonesia courier service companies. Data received as many as 1,100 employees. Using the sample size formula of Slovin with a standard tolerance error value of 5%, the sample amount is 293.333 rounded to 293 respondents.

The characteristics/demographics of the respondents are provided in Table 1.

Table 1. Demographics of respondents

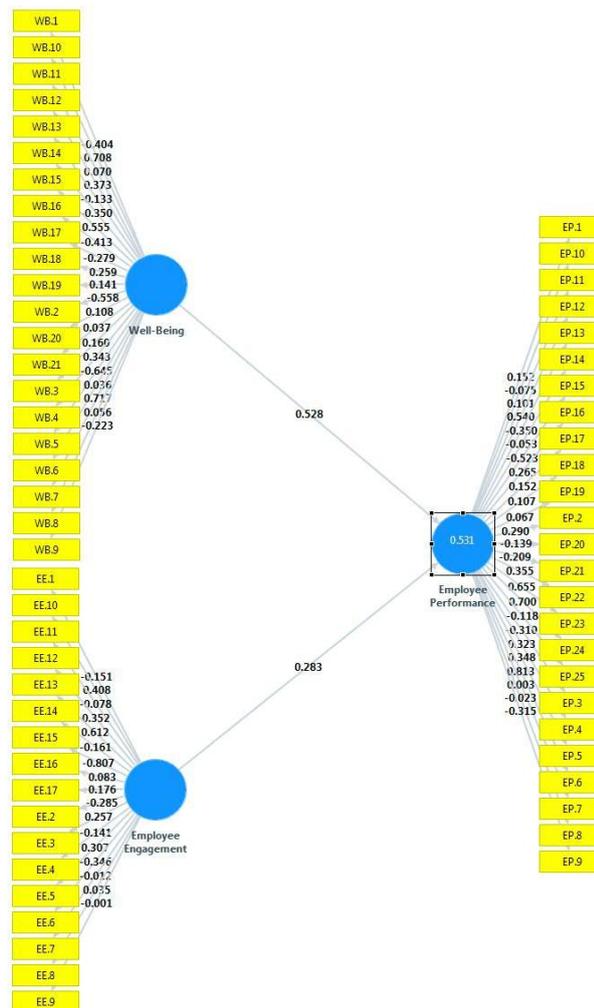
Description	Type	Number of Respondents
Gender	Man	165
	Woman	128
Education	Vocation	102
	Bachelor	178
	Master	13
Age	21-30 Years	102
	31-40 Years	130
	41-50 Years	38
	>50 Years	23
Working Period	3-5 Years	103
	5-10 Years	80
	10-15 Years	57
	>15 Years	53
Position	Delivery Man	127
	SPV	98

Manager	36
General Manager	32

III. RESEARCH METHOD

This research uses quantitative methods with an associative approach, which aims to determine the influence and relationship between variables. The study uses cross-sectional information involving mixed data, primary data obtained from questionnaires distributed to Asperindo members in Indonesia. Samples were obtained by sending a questionnaire to the HRD officer from 134 companies throughout Indonesia to get employees with a working period of over three years and willing to be the respondents of this research. Data received as many as 1,100 employees. Using the sample size formula of Slovin with a standard tolerance error value of 5%, the sample amount is 293.333 rounded to 293 respondents. Data were collected and thereafter processed and analyzed using Amos.

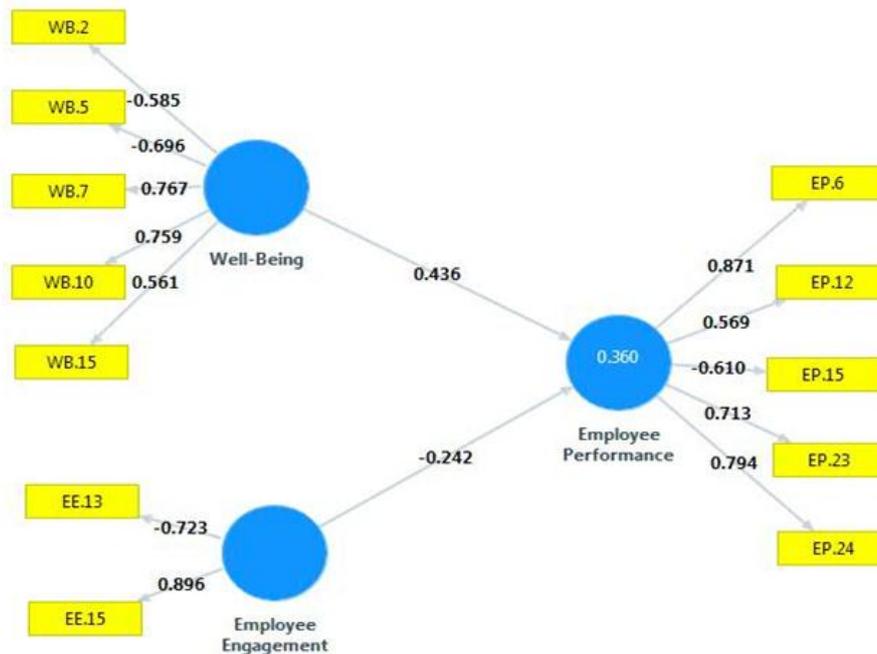
Figure 1. The Relationship between Well-being dan Employee engagement to Employee Performance



From Figure 1, It appears that the well-being variable has a very high level of relationship to the employee's performance in the courier service company in Indonesia, where the items related to the precision of the term in required sufficient (EP. 6=Punctuality) have the highest score. This condition illustrates that in general, the performance objectives of employees in this industry are more emphasized on the punctuality.

In the second-order calculation as shown in the Figure. 2 there is information that there are five dominant things in the formation of well-being, the two dominant aspects of it are the desire of officers to start the day immediately (WB. 7) and not experience or feel exhaustion (WB. 10).

Figure 2. Well-Being and employee engagement aspect relationship to employee performance



From the employee engagement aspect, the greatest contributions are derived from the concentration aspects of employees on the work they are facing (EE. 15).

On the aspect of employee performance, the highest domination is in the aspect of timeliness or punctuality (EP. 6), more talking about the positive aspects of work (EP. 24), and always focusing on the problem that exists in work (EP. 23).

IV. CONCLUSION

In general, it can be concluded that in courier services companies, especially in Indonesia, the attention to the objectives of employees' performance is more focused on how employees concentration or focus on all their work in the context of timeliness or punctuality. The next two things are how employees are judged on how they speak and always focus on the positive nature of the work or company they work for.

Thus, the measurement of performing well on companies that ultimately result in employees' efforts to be judged well is how they should always be able to work in line with a set deadline or target, always speaking good things about the job and having a concentration that is always focused on what it does. This condition, in turn, forms the culture that exists in the Organization and establishes the character of employees in the field of courier services in Indonesia.

From the well-being aspect, the influence of internal aspects turned out to be very dominant, especially from the spirit or motivation, where employees always feel enthusiastic in welcoming his days in working and the absence of fatigue they feel.

As for the employee engagement aspect, the concentration on the work they face is the dominant factor that makes them feel tied to work or company.

These conditions are, in some ways, different from what the researchers have produced in other industries. It is hoped that researchers can then conduct deeper studies and increase the number of respondents and extend not limited to courier services but also support services such as transportation and warehousing.

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