ABSTRACT
Efforts in improving employee performance are a serious challenge faced by the company management because the success of achieving the goals and survival of the company depends on the quality of the performance of the human resources that are in it. This research is motivated by conditions where the level of employee performance is not optimal at PT Mopoly Raya, Medan. Based on the results of the pre-survey interview, problems that occur are indicated by quality of work life, work engagement, and job satisfaction in supporting optimal employee performance. This study aims to determine the effect of quality of work life and work engagement on employee performance with job satisfaction as an intervening variable. The population in this study were all employees at PT Mopoly Raya who were permanent employees, amounting to 70 people. The sampling method used in this study is saturated sample. The data collection method uses a questionnaire. In this study using the path analysis method (path analysis) to determine the effect of each variable to be studied. The results showed that: (1) The quality of work life had a positive and significant effect on job satisfaction at PT. Mopoly Raya Medan. (2) Work engagement has positive and significant effect on job satisfaction at PT. Mopoly Raya Medan. (3) Quality of work life has a positive and significant effect on employee performance at PT. Mopoly Raya Medan. (4) Work engagement has a positive and significant effect on employee performance at PT. Mopoly Raya Medan. (5) Quality of work life has a positive and significant effect on employee performance through job satisfaction with employees of PT. Mopoly Raya Medan. (6) Work engagement has a positive and significant effect on employee performance through job satisfaction with employees of PT. Mopoly Raya Medan. (7) Job satisfaction has a positive and significant effect on employee performance at PT. Mopoly Raya Medan.

Keywords: Quality of Work Life, Work Engagement, Job Satisfaction, Employee Performance

INTRODUCTION
The company is a gathering organization of people who are commonly called employees to carry out the company's operational activities in order to achieve a goal. Almost all companies have a goal which is to maximize profits and value for the company, and also to improve the welfare of the company's shareholders and employees.

In an organization, human resources are no longer just a means of production, but also an important indicator in achieving organizational goals. Human resources is a milestone in the establishment of a company in running all the wheels of activity of the whole activity. Human resources are vital assets of an organization, therefore their roles and functions cannot be replaced by other resources. No matter how modern the technology is used, or how much funds are
prepared, but without professional resources everything becomes meaningless.

Human resource development is basically an increase in employee performance that reflects the ability of members of the organization to work, meaning that the performance of each employee is valued and measured according to criteria set by the organization. Improved employee performance will bring progress for the company to be able to survive in an unstable business environment competition. Therefore efforts to improve employee performance are the most serious management challenges because success in achieving goals and survival of the company depends on the quality of the performance of the human resources that are in it.

Based on the pre-survey results, it was found that there were still inconsistencies in answering employee questions. As in the case of high creativity required in my work, the respondent’s answer is no to that question. In addition, there are still employees who answer no to the questions required accuracy in doing work, have targets at work, are responsible for work, always prioritize work.

The company is responsible for maintaining the quality of work life or also called the quality of work life (QWL) and fostering the workforce to be willing to contribute optimally to achieve company goals. Sojka (2014) defines the quality of work life is a set of phenomena and attributes that arise in the interaction of a person and the environment in which he works in an organization. A conducive situation in a work environment that is marked by employee job satisfaction due to getting an appropriate salary, work guarantees and opportunities to develop a career.

The main thing about the quality of work life is the impact on the individual that is work can cause people to be better not people can do work better. High quality of work life includes positive feelings towards work because motivation shows work and a good balance between life and personal values and needs are met (Katzell, et al. In Soedarsono, 2004).

From the results of the pre-survey it can be seen that the tendency of employees to not be able to divide their time at work, have enough time after work, feel relieved at work problems, have enough time with family. When viewed in psychological terms, humans (someone) only do an activity that is fun to do. This principle does not cover the condition that in a state of compulsion a person might just do something he does not like. In reality, activities that are driven by something that is not liked in the form of activities that are forced to do, tend to take place ineffective and inefficient.

Research conducted by Samtica (2011) about the relationship between the components of quality of work life and work motivation also showed significant results.

One of the most important factors in improving employee performance is work engagement. Work engagement is a concept that can reflect that an individual has enthusiasm, focus, and also strong dedication in working at the company. Work engagement involves employees in full or in whole, both cognitively, or emotionally, because in the two work attachments it has been fully involved to form a meaningful relationship. Work engagement involves a worker who is fully involved in his work or in other words totally enters and engages in the work, so that the employee has a very large responsibility for his work.

Employees who feel themselves bound or well connected in the place where they work will work as well as possible so that the company where he works is progressing (Akbar, 2013).

The pre-survey results show that, above 50% of employees feel full of energy when at work, and tend to devote all their time at work, even though, most of the employees consider their abilities are not in accordance with their work. This is due to
the environment and working atmosphere in
the company which is quite supportive.

Job satisfaction is also one of the
factors that affect employee performance.
According to Dole and Schroeder (2001),
job satisfaction can be defined as an
individual's feelings and reactions to his
work environment.

Based on the results of the pre-
survey, it was found that the tendency of
employees to answer that they were not
satisfied at work, satisfied working because
they received support, praise, and were
satisfied with the conducive work situation.

**LITERATURE REVIEW**

2.1 Employee Performance

Wibowo (2014), performance comes
from the notion of performance. There are
also those who give an understanding of
performance as a result of work or work
performance. However, the actual
performance has a broader meaning, not
only the results of work, but including how
the work process takes place. Wibowo
(2014: 7) states that performance is the
result of work that has a strong relationship
with the organization's strategic objectives,
customer satisfaction, and contributing to
the economy. Thus, performance is about
doing work and the results achieved from
the work. Performance is about what is done
and how to do it.

2.2 Quality of Work Life

Quality of work life according to Chelte
(1983) in Waraswamy (2013) is a process
that responds to the needs of employees by
developing a mechanism that provides full
opportunities for employees to make
decisions and plan their work lives. Quality
of work life is a process carried out by an
organization in ensuring employee welfare
job security, job satisfaction, a good reward
system, employee benefits, employee
involvement in achieving the goals set by an
organization.

2.3 Work Engagement

Employee engagement, according to Kahn
(1990), is an attempt by members of an
organization to bind themselves to their role
at work. In this condition, people will
involve and express themselves physically,
cognitively and emotionally as long as he is
playing his work role. The cognitive aspect
of employee engagement involves employee
trust in the organization, leaders and
working conditions.

2.4 Job Satisfaction

According to Greenberg and Baron (1995)
in Rokhman (2012) job satisfaction is a
positive emotional state of evaluating one's
work experience. Job dissatisfaction arises
when these expectations are not met. Handoko (2011) states job satisfaction is a
pleasant /unpleasant emotional state with
which employees view their work. Job
satisfaction reflects one's feelings for their
work. This is seen in the positive attitude of
employees towards work and everything
that is encountered in the work
environment.

**RESEARCH METHODS**

3.1 Types of Research

This research was conducted to test the
hypothesis proposed by using research
methods that have been designed in
accordance with the variables that will be
examined in order to obtain accurate results.
This type of research is descriptive
quantitative. Quantitative descriptive
research is a type of research that aims to
describe systematically, factually and
accurately about the facts and nature of a
particular object or population (Sinulingga,
2016). This study aims to determine and
analyze the influence of quality of work life,
work engagement, and competence on
performance through job satisfaction
through data collection and quantitative
analysis (questionnaire) and testing using
path analysis.

The nature of this study is research that
explains the causal relationships between
variables through hypothesis testing. This is
in accordance with the purpose of the
research, namely to explain the causal relationships that occur between endogenous variables with endogenous variables by testing hypotheses.

3.2 Research Place and Time
This research was conducted at PT. Mopoly Raya which addresses at Jalan Sunggal No. 91 Medan. The study period starts from September 2019 to December 2019.

3.3 Population and Sample
Population is a generalization area consisting of objects and subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions are drawn (Sugiyono, 2014). The population in this study all employees of PT. Mopoly Raya Medan with the status of permanent employees totaling 70 people. The sampling method used in this study is a saturated sample in which the entire population is sampled. This method is done considering the total number remains 70 people.

3.4 Data Analysis Model
Data analysis techniques in a study using inferential statistical approaches through path analyze.

RESULT
Intervening Test
1. Direct Effect
To calculate the direct effect, the translation calculation is used as follows:
The effect of quality of work life on job satisfaction
X₁ → Z = 0.702 (sig value = 0.000)
The effect of work engagement on job satisfaction
X₂ → Z = 0.251 (sig value = 0.017)
The effect of quality of work life on employee performance
X₁ → Y = 0.286 (sig value = 0.005)
The effect of work engagement on employee performance
X₂ → Y = 0.394 (sig value = 0.000)
The effect of job satisfaction on employee performance
Z → Y = 0.317 (sig value = 0.001)

2. Indirect Effect
To calculate the indirect effect, a translation using the sobel test is used.
From the calculation of the sobel test above, the Z value is 3.109, because the Z value obtained is 3.109 > 1.96 with a significance level of 5%. This proves that job satisfaction (Z) is able to mediate the relationship of the influence of quality of work life (X₁) on employee performance (Y).

From the calculation of the sobel test above, the Z value is 1.994, because the Z value obtained is 1.994 > 1.96 with a significance level of 5%. This proves that job satisfaction (Z) is able to mediate the relationship of the influence of work engagement (X₂) on Employee Performance (Y).
3. Total Effect
Based on the explanation above, the path diagram can be drawn as follows:

1. Quality of work life has a positive and significant effect on job satisfaction at PT. Mopoly Raya Medan.
2. Work engagement has a positive and significant effect on job satisfaction at PT. Mopoly Raya Medan.
3. Quality of work life has a positive and significant effect on employee performance at PT. Mopoly Raya Medan.
4. Work engagement has a positive and significant effect on employee performance at PT. Mopoly Raya Medan.
5. Quality of work life has a positive and significant effect on employee performance through job satisfaction with employees of PT. Mopoly Raya Medan.
6. Work engagement has a positive and significant effect on employee performance through job satisfaction with employees of PT. Mopoly Raya Medan.
7. Job satisfaction has a positive and significant effect on employee performance at PT. Mopoly Raya Medan.

SUGGESTION
The results of the analysis in this study path analysis by providing input that can be used by PT. Mopoly Raya Medan and also for further research. Some suggestions that can be made from the previous discussion are as follows:
1. Management of the company if you want to improve performance through the quality of work life of employees, the thing that must be considered is the improvement of existing systems and structures in the organization by taking into account career path indicators, training, and office facilities because it will benefit employees if the organization provides a working environment support the creation of a harmonious and dynamic work atmosphere so that it is expected to improve employee performance. Management provides the opportunity for employees to participate in decision making especially those that are operational by obtaining input, listening to suggestions and opinions of employees. In addition, based on the results of descriptive statistics, open employee opinions need to
be considered as one of the decision making materials, procedures in achieving career paths for employees must be transparent and objective. This needs to be considered in order to achieve a good quality of work life of employees.

2. The company should conduct more in-depth socialization of the profile of PT Mopoly Raya and its regulations, for example rights and obligations as employees. Involving employees in all organizational activities, both inside and outside the organization, such as company birthdays, religious activities, etc. to strengthen ties with fellow colleagues. Open a forum for employees to interact between fellow employees so that they are able to bridge the top level of management with ordinary employees to foster a strong relationship between leaders and employees. Imposing sanctions if the employee resigns before the agreed time period so that he wants the employee to feel that he is needed by the company. Based on the results of descriptive statistics, it is necessary to pay attention to indicators of work attachment namely urgency (challenge) where challenging work will spur employees to work more productively. However, it also needs to be considered so that the challenges and workload provided do not stress employees.

3. Increased job satisfaction can be done by increasing in terms of rewards (financial and non-financial) commensurate with the work load and responsibilities and by taking into account the conditions and infrastructure used as a support in carrying out work. Based on the results of descriptive statistics, it all the indicators of job satisfaction need to be considered. Because there are still many answers from respondents who do not agree that employees are satisfied at work. Providing financial compensation to employees can be in the form of direct salary and wages that are appropriate, incentives for employees who excel at work in the form of bonuses, commissions, profit sharing, and stock options, can also be in the form of deferred pay (savings and annuity programs). While indirect financial compensation is protection programs (health insurance, life insurance, pensions, labor insurance), pay outside working hours (holidays, annual leave, and facilities such as vehicles, office space and parking lots. In addition, pay attention to non-financial compensation such as, interesting tasks and challenges, recognition of achievement, work environment with healthy policies, supervision that is competent and friendly, pleasant relatives and comfortable work environment.

4. Suggestions for improving employee performance need to be considered the results of descriptive analysis of employee answers. For quality indicators, so that employees can complete work on time, the company should direct employees to arrange priorities in work. So that employees can prioritize their main work and put aside work that is not yet time to be collected so that work can be completed in a non-random manner because it is in accordance with the schedule determined by the company. In addition, employees also need to set definite deadlines so that both prioritized and non-priority work can be completed on time.

5. Future research can direct research on broader research objects by taking objects and adding other variables that affect employee performance.

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