
Job Satisfaction and Psychological Well-Being as Employee Performance Factors in Educational Institutions

Pudjiati, Saida Zainurrossalamia ZA, Dirga Lestari A.S

Faculty of Economics, Mulawarman University, Jl. Kuaro, Gn. Kelua, Kec. Samarinda Ulu, Kota Samarinda, Kalimantan Timur 75119, Indonesia

Corresponding Author*: pudjiati593@gmail.com

ABSTRACT

Purpose: This study aims to determine the factors that affect employee performance in higher education, consisting of job satisfaction and psychological well-being, where to produce high performance requires positive employee job satisfaction as well as the psychological well-being of employees in the institutional environment.

Design/methodology/approach: The research used in this study is quantitative research

Findings: There is a significant influence of job satisfaction and psychological well-being on employee performance at universities in Balikpapan or hypothesis 1 is accepted. good job satisfaction will result in good performance as well and Good psychological well-being at work is when individuals have motivation, are involved in a job, have positive energy, feel happy with all the activities undertaken and last long at the job they are currently doing.

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Keyword: Job Satisfaction, Psychological Well-Being, Employee Performance, Higher Education

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I. INTRODUCTION

Business competition in the world of work is very strong, every company or institution must be ready to compete and human resources are needed to deal with technological sophistication that is growing rapidly from time to time, technological sophistication certainly affects the quality of products or results, and technological sophistication affects employee welfare. Employee performance is needed in every company this is to assess the extent of the results obtained during the specified time (Masa'deh et al., 2018). Employee performance supports the improvement of the overall organizational process, especially in terms of efficiency and productivity and Ahmad et al. (2015), describe employee performance as a response in the form of behavior that reflects what the employee has learned or the type of training the employee has received.

In other words, it includes the results of the mental and psychological abilities of the individual. Employee performance as a concept has increasingly become the center of attention among scholars of management science, because employee performance is very important for individuals and organizations. Employee performance is not always seen as an end result but requires all the efforts that employees make in the process that leads to achieving organizational goals. Performance is the result of an employee's ability, skill, and dexterity, multiplied by support from superiors and efforts made in the workplace. Work. Therefore, performance will suffer if employees do not have the capacity, supervisory support or ability to make the necessary effort. Some service companies engaged in education by looking at employee performance with the results of the final semester report, there are several performance factors that can be achieved including job satisfaction and psilogical well-being; this is supported by research by Asbari et al. (2021). Companies, need to continue to improve service quality to meet student needs for comprehensive education and teaching services.

Armstrong & Taylor (2014); good job satisfaction will result in good performance as well. Job satisfaction is a person's attitude towards his job, Job satisfaction is a positive feeling that is formed due to an employee's

assessment of his job based on the individual's perception of how good his job is and the sense of satisfaction he feels (Changgriawan, 2017; Hoshang Sabahi & Sanai Dashti, 2016). Job satisfaction is a pleasant or positive emotional state resulting from a person's assessment of his job or experience.

Job satisfaction in any case is very important because it has a tendency to improve employee performance. The company itself is difficult to achieve its goals without being supported by job satisfaction from the employee side. The company does need to always pay attention to the job satisfaction of its employees. When employees are satisfied, the one who benefits is the company itself so that this greatly affects the goals of the company. In addition, employees who feel satisfied at work will always be positive and always have high creativity.

Factors of Job Satisfaction Mangkunegara (2009:118) argues that job satisfaction is related to the following variables:

- 1) Turnover Higher job satisfaction is associated with lower employee turnover.
- 2) Absenteeism Employees who are less satisfied tend to have a high absenteeism rate.
- 3) Age There is a tendency for older employees to be more satisfied than relatively young employees.
- 4) Job level Employees who occupy higher job levels tend to be more satisfied than employees who occupy lower job levels.
- 5) Size of the company organization the size of the company organization can affect employee satisfaction.

Snyder & Lopez (2002) Psychological well-being in a good workplace is when individuals have motivation, are involved in a job, have positive energy, feel happy with all the activities undertaken and last long in the job they are currently in. If the individual feels that he is prosperous, there will be comfort at work and he will be loyal at work so that the goals to be achieved in a company will be realized and Reer et al. (2019) Three different indicators of well-being are considered: loneliness (as a social aspect of decreased well-being), depression, and anxiety (as two important indicators of decreased mental health). To provide a deeper understanding of the mechanisms behind the relationships studied

Dimensions of Psychological Well-Being There are six dimensions as a multidimensional approach of psychological well-being theory (Ryff & Keyes, 1995), including:

- a. Autonomy or self-regulation is self-determination, independence, and self-regulation of behavior. A fully functioning person can be seen by not caring about other people's decisions but preferring to evaluate themselves based on their own standards.
- b. Self-Acceptance This dimension encompasses an individual's self-acceptance of the present and the past. Defined as the main characteristic of a person's mental health if it has characteristics such as self-actualization, optimal functioning, and maturity. This indicates one's positive attitude towards oneself as the main characteristic of a positive individual psychology.
- c. Positive Relationships with Others This dimension, which has a definition of loving others, is seen as important in a person's healthy mental state. Described by feelings of empathy and compassion for others so as to be able to have more love and friendship.
- d. Environmental Mastery Has the meaning of a person's ability to choose or create an environment that is in accordance with their psychological condition. It is also said to be a person's ability to change the environment creatively through one's physical or mental activities.
- e. Life Purpose is the purpose and meaning of one's life by having various meaningful goals in life, such as being productive and creative or achieving good emotional integration later in life.
- f. Personal Growth Developing one's potential is necessary to grow and develop as a human being. Everyone is expected to keep developing rather than choosing to be in a constant state. Continuous personal growth and self-realization are very supportive of increasing one's psychological well-being.

Factors Affecting Psychological Well-Being Based on some of the research below, there are several factors that affect psychological well-being, namely:

- a. Age can affect the dimensions of psychological well-being, including autonomy, environmental control, life goals, and individual development which will increase with age. In addition, the dimensions of self-acceptance and individual development are not indicated due to age differences (Keyes & Waterman, 2003).
- b. Gender Gender difference is one that affects a person's psychological well-being. Women tend to have better psychological well-being than men. This is related to the mindset that affects a person's coping strategies and social activities, women tend to have better interpersonal skills than men (Snyder & Lopez, 2002).
- c. Social Support Research that has been conducted shows the results that there is a significant relationship between social support and psychological well-being, social support here is informative support with good emotional support.

Employee Performance It is no longer a new thing that organizations spend most of their resources to empower their employees to bring out the best in them. This is usually done through training and development, so that employees who have obtained this training become valuable assets to the organization. Thus, organizations are asked to focus more on encouraging employees' job satisfaction and psychological well-being to stimulate them to improve their performance, The level of job satisfaction will result in good performance as well as employees who work in the world of education, the demands for the final report will result in good performance if there is a sense of satisfaction with the work done and the appreciation of the superiors as well as the psychological well-being factor if employees feel satisfaction with their performance then usually the welfare factor will be in line to produce maximum performance, the many phenomena of events that work optimally do not get appreciation by superiors resulting in psychological well-being will be negative.

II. METHODS

The research used in this study is quantitative research, namely an effect relationship where there are two variables, namely the independent variable (independent variable) and the dependent variable (dependent variable). This study connects the assessment of job satisfaction and psychological well-being as independent variables (X) and performance as the dependent variable (Y). The type of research method used in this study is an associative analysis method that wants to see the relationship between two or more variables. Technically operational data collection is limited to 3 (three) variables, namely job satisfaction, psychological well-being and performance.

The population in this research is college employees in Balikpapan with 36 people. The research is conducted for 6 months starting from July 2022 to January 2023, the research tool used in this research is questionnaire. The type of questionnaire distributed is closed using Likert scale, where respondents' answers have been limited by providing alternative answers.words.

III. RESULTS AND DISCUSSION

In connection with this research, the action taken is distributing questionnaires through google form to 36 respondents, namely employees of universities in Balikpapan. The following is the data description of respondents based on gender:

Table 1 Gender Data

<i>Gender</i>	
<i>M</i>	<i>52,9 %</i>
<i>F</i>	<i>49,1 %</i>
<i>Total</i>	<i>100 %</i>

Source: Processed 2022

According to Table 1 on gender data, it shows that respondents' gender M (male) represents 52.9%, while gender F (female) represents 47.1%. So it can be seen that employees of higher education institutions in Balikpapan are male, which is 52.9% of the total population.

Table 2 Employee Age

<i>Employee Age</i>	<i>Persentase</i>
20-25	11,8 %
26-30	14,7 %
31-37	6,9 %
38-44	10,8 %
45-51	27,2 %
52-58	28,6 %

Source: Processed 2022

Based on Table 2 above, it can be concluded that the age data of respondents in this study where the age of respondents between 20 to 25 years was 11.8%, for respondents aged 26 to 30 years was 14.7%, then 31 years to 37 years was 6.9%, 38 to 44 years was 10.8%, 45 to 51 years was 27.2% and the last was at the age of 52 to 58 years was 28.6%.

Table 3 Education of Employees

<i>Education</i>	<i>Persentase</i>
S1	33,4 %
S2	55,9 %
S3	11,7 %

Source: Processed 2022

Table 3 above, it can be concluded that the most education of respondents in this study is S2 with a total percentage of 55.9%.

Table 4 Employee's Period of Service

<i>Period of Service</i>	<i>Persentase</i>
1-10	33,4 %
11-20	24,6 %
21-30	31,7 %
30-40	10,3 %

Sumber: Diolah 2022

Table 4 above, it can be concluded that most of the respondents in this study are new employees with a total percentage of 33.4%.

A. Validity and Reliability Test

Table 5 shows that all data is valid because each statement item has a calculated R value > 0.1825 (r table) so that it can be used for further testing. Meanwhile, judging from the Cronbach's alpha value, it can be seen that all items are reliable because they have a Cronbach's alpha value > 0.60.

Table 5 Validity Test Results

<i>Job Satisfaction</i>		<i>Psychological Wellbeing</i>		<i>Employee Performance</i>	
<i>Item</i>	<i>R hitung</i>	<i>Item</i>	<i>R hitung</i>	<i>Item</i>	<i>R hitung</i>
<i>KK1</i>	<i>0.569</i>	<i>KP1</i>	<i>0.659</i>	<i>KKA1</i>	<i>0.564</i>
<i>KK2</i>	<i>0.567</i>	<i>KP2</i>	<i>0.761</i>	<i>KKA2</i>	<i>0.645</i>
<i>KK3</i>	<i>0.782</i>	<i>KP3</i>	<i>0.556</i>	<i>KKA3</i>	<i>0.527</i>
<i>KK4</i>	<i>0.738</i>	<i>KP4</i>	<i>0.631</i>	<i>KKA4</i>	<i>0.615</i>
<i>KK5</i>	<i>0.660</i>	<i>KP5</i>	<i>0.587</i>	<i>KKA5</i>	<i>0.642</i>
<i>Cronbach's alpha</i>		<i>0.847</i>		<i>0.676</i>	<i>0.682</i>

B. Hypothesis Test

The results of hypothesis testing are shown in table 6. Job satisfaction affects employee performance, because the significant value of job satisfaction is $0.000 = 0.000 < 0.05$ so that hypothesis 1 is accepted. Psychological well-being has a significant effect on employee performance because it has a significant value of $0.012 / 2 = 0.012 < 0.05$ so that hypothesis 2 is accepted., there are still other factors that affect employee performance, amounting to 19.5% which are not reached in this study.

Table 4. Multiple Linear Regression Analysis Results

		<i>Unstand. Coeff.</i>				<i>Adj. R Square</i>		
<i>Ind.</i>	<i>Dep.</i>	<i>B.</i>	<i>Std.</i>	<i>t.</i>	<i>Sig.</i>			
		<i>Error</i>						
<i>H1</i>	<i>KK</i>	<i>0.490</i>	<i>0.095</i>	<i>4.021</i>	<i>0.000</i>			
	<i>KK</i>					<i>0.805</i>		
<i>H2</i>	<i>KP</i>	<i>0.153</i>	<i>0.084</i>	<i>1.212</i>	<i>0.012</i>			

C. Discussion

There is a significant influence of job satisfaction and psychological well-being on employee performance at universities in Balikpapan or hypothesis 1 is accepted. This is in accordance with the research of Armstrong et al., 2015; good job satisfaction will result in good performance as well and research of Snyder & Lopez, (2002) Good psychological well-being at work is when individuals have motivation, are involved in a job, have positive energy, feel happy with all the activities undertaken and last long at the job they are currently doing

IV. CONCLUSION

Result and discussion must be written in the same part. They should be presented continuously start from the main result to the supporting results and equipped with a discussion. Unit of measurement used should follow the prevailing international system. All figures and tables placed separately at the end of manuscript pages and should be active and editable by editor.

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Employee performance factors include job satisfaction and psychological well-being, which means that to achieve the goals of the college, leaders must pay attention to the level of employee job satisfaction and employee psychological well-being.

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