ANALYSIS OF HUMAN RELATIONS AND WORK LIFE BALANCE ON THE PERFORMANCE OF ONLINE TRANSPORTATION DRIVERS IN BERAU DISTRICT

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Abstract

This study aims to determine: (1) the human relations variable partially affects performance, (2) the work life balance variable partially affects performance, (3) the human relations and work life balance variables simultaneously affect the performance of district online transportation drivers Berau. This research was conducted in a survey of online transportation drivers in Berau district. Data collection was carried out using the interview method, namely giving questionnaires to online transportation drivers in Berau district, and the analytical tool used was multiple linear regression with the help of SPSS. The research hypothesis suggests that (1) the human relations variable partially affects performance, (2) the work life balance variable partially affects performance.

INTRODUCTION

Intense competition in the online transportation industry between drivers is very high, which can result in decreased revenue because too many drivers are competing to get passengers. Changes in policies and rates of online transportation platforms often change their policies and rates. Some of these changes may benefit drivers, while others may reduce their income and can create uncertainty and frustration for drivers. Online transportation drivers are responsible for paying their own operational costs, including vehicle maintenance, fuel and other costs. These fees can eat up a large part of their revenue, especially if they face a decline in passenger numbers. Uncertain working hours as online transportation drivers, they have flexibility in determining their working hours. However, this also means their income can vary significantly over time. Some hours can be very busy, while other hours there may not be many passengers

In general, companies to get employees who have good performance, companies need to make efforts to meet the needs of their employees. sometimes

often forgotten is the company's efforts to pay attention to the psychological needs of its employees, namely in terms of relationships between individuals with one another or known as human relations.

The fulfillment of these physical and psychological needs in a company is an important part of growing greater work motivation for the productivity of a company. To increase morale, a leader plays a very important role, he is expected to be able to motivate and guide his subordinates as well as possible, he must also be able to unite all members of the organization so that they become a unified whole.

An aspect that is no less important but is rarely considered by leaders in other organizations in the psychology of employees is about how these employees live their lives apart from their status as employees in the company. About what is the background of his life, does the employee like working in the organization, does he have time to live a normal life outside of work and so on. We often know this phenomenon with the trending term, namely work life balance.

Work-life balance can also improve employee performance and create job satisfaction with the work performed by employees. Work-Life Balance is a state when a person is able to share roles and feel satisfaction in his role that the balance between work and life affects the improvement of employee performance with work can help achieve success for the company, as well as raise employee morale in carrying out their work every day.

Imbalance between work life and personal life If people are unable to maintain a balance between work and personal life, they may experience stress, fatigue, and lack of time for activities outside of work. All of these can have a negative impact on the mental and physical well-being of the person, as well as their performance at work. If a company does not provide employees with enough flexibility to maintain a balance between work and personal life, employees may feel stressed and less motivated. Lack of policies that support work-life balance, such as flexibility in working hours, adequate time off, or support for household chores, can be an obstacle in improving employee performance.

METHODS

The approach taken by this study was quantitative in identifying the research population. Sugiyono (2011), explained that the meaning of the population is an area that is generalized and there are objects or subjects in it with the qualities and characteristics that have been determined by the researcher to be studied and understood, then conclusions will be drawn. Besides that, according to Zikmund et al (2009), the population is a complete group with the same types of characteristics. The population in this study are all Berau district online transportation drivers.

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The data collection method used in this study is by distributing questionnaires to respondents or research objects. According to Sugiyono (2011), explained that the questionnaire is a technique of data collection which is usually done by giving several questions in writing to the respondent which is then answered by the respondent. Questionnaires are considered very relevant for use in quantitative research as long as all the information obtained discusses the research question, while asking the wrong or irrelevant questions will be a mistake and a trap for researchers (Zikmund, 2009).

Scale in researchThis uses a Likert scale with alternative answers consisting of SS (Strongly Agree), S (Agree), KS (Disagree), TS (Disagree), STS (Strongly Disagree). The method used to test the hypothesis and analyze the data in this research is multiple linear regression.

RESULTS AND DISCUSSION

Human Resource Management

Human resource management is needed to increase the effectiveness of human resources in a company or organization. The study of human resource management will show how companies should acquire, develop, use, evaluate and maintain employees in the right number (quantity) and type (quality) according to the needs of the company or organization.

According to Hasibuan (2006) Human Resource Management is the science and art of managing the relationships and roles of the workforce so that they are effective and efficient in helping the realization of corporate, employee and community goals.

According to Fathoni (2006), explaining human resource management is a control process based on the management function of human-sourced resources.

According to Umar (2005) is as a planning, organizing, directing and supervising the procurement, development, compensation, integration, maintenance and termination of employment with the intention of achieving organizational goals in an integrated manner.

Based on some of the definitions that have been put forward by experts, it can be concluded that human resource management is a science that regulates and manages human resources by implementing the process of planning, organizing, staffing, directing and supervising human resources in the context of achieving company goals.

Human Relations

According to Hasibuan (2018) "Human Resource Management". Relations between humans (Human relations) are harmonious human relations created by awareness and willingness to merge individual desires for the sake of the integration of common interests.

The goal is to produce integration that is strong enough, encouraging productive and creative cooperation to achieve common goals. Managers need skills and communication skills in psychology, sociology, anthropology, and

ethology so that they understand and can overcome problems in human relations. Managers should be open and encourage the participation and courage of subordinates to express their opinions and complaints. This will be created by utilizing two-way traffic, formal or informal, vertical or horizontal, so that there is mutual understanding and appreciation of the policies taken. In this way, subordinates feel that they are being recognized and treated well, thereby encouraging them to actively participate and complete their work enthusiastically. Good relationships among employees and between employees and leaders will create an intimate family atmosphere, so that harmonious reciprocal communication can occur. Suparyadi (2015) "Human Resource Management"

Davis in Oemi Abdurachman argues, the basic philosophy of human relations is as follows:

1. Mutual interest

Between those who lead and those who are led there must be "mutual interest" or common interests. If this is not there, then efforts to gather people in one place or body and create cooperation will be of no use at all.

Thus it is clear that between people and an agency or organization acceptance and opinion based on reciprocal needs. Those who lead and are led must work together in order to achieve their respective goals. What is meant by their respective goals in this case, because everyone has different goals and needs, but they all have interests that can be achieved within that organization or agency. So their goal is not "identical", but "mutual". Thus they feel compelled to face and solve a problem together.

2. Differences for each individual

Every individual is different from other individuals and the differences that exist in each person are very important things in human life. Since birth, humans are unique. In day to day living, because of his association with people, with various things, various events, makes him more different than others, because these things are part of his experiences. Therefore, in order for employees to feel satisfied in carrying out their duties and obligations, they must be treated based on these differences. Because of the differences that exist in individuals, the philosophy in human relations begins with the individual.

3. Self-esteem (human dignity)

According to William James, a psychologist from Harvard University in the US, that every human being in his little heart wants to be respected and valued. Davis argues, that human dignity is the ethical and moral basis for human relations.

In order for a person to feel that he is valued as a human being, it can be shown in various ways. For example, a leader may ask for the opinion of his subordinates on a matter that has to do with their interests, say thank you and show satisfaction with the tasks that have been completed by his subordinates.

Regarding human dignity Emerson has given his report at an International Management Conference on "How to respect someone".

He stated: "Every job, no matter how simple it is, the people who do it must be appreciated, their aspirations and abilities must be recognized. It is also important to integrate the employee into the work environment and give him a sense of responsibility and a sense that he has a role in the agency. In an organization, a leader or manager has the primary responsibility for convincing its members of the need to grow, develop and practice healthy interpersonal relations, including himself and the personnel relationship between the leader and his subordinates.

Work Life Balance

According to Prasadja Ricardianto (2018) work-life balance in the work environment helps managers to connect work and life which has the aim of testing individuals against work which is mediating the relationship between work-life balance and work outcomes.

Work-Life Balance is a person's ability to balance work demands with personal and family needs (Griffin Moorhead, 2013)

In addition, (A. Handayani, 2013) explains that work life balance is a situation when a person is able to share roles and feels satisfaction in his role as indicated by the low level of work-family conflict and the high level of work-family facilitation or work-family enrichment.

Based on the theory above, work-life balance is a balance of time to carry out personal and family life outside of the demands of the work being done.

Performance

Performance is a measure of the extent to which a company's success or failure has carried out its main duties and functions in order to realize its goals, objectives, vision and mission. Information about company performance appraisal is a very important thing to use to evaluate whether the performance process carried out by the company so far is in line with the expected goals or not. However, in reality, many companies lack or even rarely have information about the performance of their companies. As revealed by Gibson (2004), that employee performance is a measure that can be used to determine the comparison of the results of task implementation,

Performance appraisal means evaluating the employee's current or past performance against performance standards. Performance appraisal also always assumes that employees understand what their performance standards are and leaders also provide employees with feedback and development plans to eliminate poor performance or continue good performance.

In assessing employee performance, it is necessary to determine a measure for an effective assessment. According to Mangkunegara (2009:67), employee performance can be measured by:

1. **Work quality;** Demonstrate tidiness, accuracy, relevance of work results without ignoring the volume of work. The existence of good quality work can avoid error rates, in completing a job that can be beneficial for the progress of the company.
2. **Working Quantity;** Shows the large number of types of work carried out at a time so that efficiency and effectiveness can be carried out in accordance with company goals.
3. **Responsibility;** Shows how much the employee accepts and carries out his work, is responsible for work results and the facilities and infrastructure used and his work behavior every day.
4. **Cooperation:** Willingness of employees to participate with other employees vertically and horizontally both inside and outside of work so that the work will be better
5. **Initiative:** There is an initiative from within the members of the organization to do work and overcome problems at work without waiting for orders

Dharma (2004:349) argues that performance appraisal aims to enable employees to improve their work in quality and quantity and timeliness. Quality means the amount that must be completed or achieved, quantity of work is the quality of the target that must be produced, while timeliness means the time period used to achieve the target

Another opinion put forward by Wirawan (2009) is that employee performance is a synergy of a number of factors. These factors are the internal and external environment of the organization as well as internal employee factors which can be explained in the following figure:
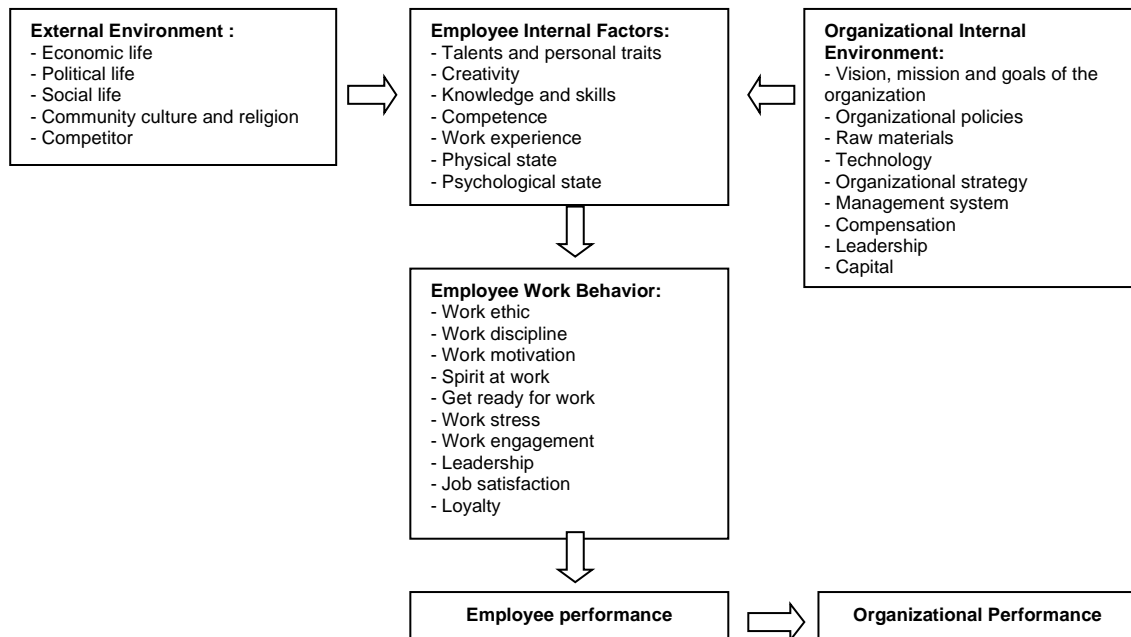
Figure 2.1. The Influence of Internal and External Environments on Employee Work Behavior

Source: Wirawan (2009: 7)

Based on the picture, it can be explained that many factors influence employee performance, namely from the External Environment, Internal Environment and the Organization, all of which will have an impact on employee work behavior which will affect employee performance and ultimately affect overall organizational performance.

CONCLUSION

Excessive work demands can lead to a lack of balance between work and personal life resulting in spending too much time and energy on work. Health and well-being good work-life balance allows a person to maintain their physical and mental health. Allowing adequate time for rest, time with family, and living a healthy lifestyle is very important for overall well-being.

Poor balance between work and personal life can lead to overexertion and stress. This can have a negative impact on a person's physical and mental health,

including decreased productivity, health problems, and decreased life satisfaction. The balance between personal life and work also contributes to productivity and performance. By allocating sufficient time for rest and recreation, a person can avoid burnout, increase focus, and improve the quality of their work. Achieving a good work-life balance also involves flexibility and the ability to manage time wisely. Having control over work schedules can help a person lead a more balanced life between work and personal commitments

Lack of time spent with family and friends can interfere with personal relationships. Work imbalance can also cause conflict, difficulty maintaining healthy relationships, and a lack of social support. Strong interpersonal relationships Having enough time to interact with family, friends and loved ones is an important aspect of a balanced life. Strong relationships with other people can provide support, happiness, and enrich life as a whole

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