

Literature Review: Quality of Work Life in the 5.0 Era

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Abstract

Quality of Work Life is important for companies to employ quality workers and for workers it can be useful to ensure their welfare, have a good working climate and conditions and ultimately have a personal psychological impact on each worker. Therefore, in the 5.0 era, which requires that we be able to use modern-based science (AI, robots, IoT) to serve human needs in order to create a society that enjoys life and feels comfortable. The purpose of this research is to present comparisons so that readers can enrich their understanding of quality. working life. The conclusion that influences the quality of work life in 15 (fifteen) journals that have been reviewed dominantly is seen in 9 (nine) factors from Cascio's opinion and 12 (twelve) factors from Chandranshu Sinha's opinion. In the era of society 5.0, a differentiation strategy is also needed, namely an organizational strategy that aims to produce a product or service that is different from the products or services of other companies. Human resources with good quality of work life will easily implement a differentiation strategy because the factors that influence it coupled with the use of advanced technology that are developing will advance the industry in a country.

Keywords: Quality of Work Life; Era 5.0; Human Resources, Cascio, Chandranshu Sinha.

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1.0 INTRODUCTION

Human resources are important in building a country. Indonesia is still lagging behind other countries in human resource development. According to the Human Capital Index (HCI) not only compared to developed countries, Indonesia is even far behind ASEAN countries such as Vietnam. Indonesia's human capital index is 0.53 or ranked 87 out of 157 countries (Katadata.co.id, 2019). Benchmarks of the quality of work life are the level of satisfaction, motivation, involvement and commitment experienced at work (Srivastava & Kanpur, 2014). Quality of Work Life is important for companies to employ quality workers and for workers it can be useful to ensure their welfare, have a good working climate and conditions and ultimately have a personal psychological impact on each worker. The quality of work life consists of opportunities to be actively involved in group work arrangements or mutually beneficial problem solving for employees and leaders (Wilcock & Wright in Muindi & K'Obonyo, 2015). The benefit of research is to provide comparisons so that readers can enrich their understanding of the quality of work life.

2.0 LITERATURE REVIEW

Cascio (2016), explains the perspective on the quality of work life through the perception of employees that they have a reasonable work-life suit and they are able to grow and develop as humans. This method connects QWL with the degree to which human needs are fully met". The European Foundation for the Improvement of Living and Working Conditions (in Pratiwi & Himam, 2014) produced a survey showing that efforts to achieve a better working life and welfare for employees are an increasingly urgent issue to pay attention to. Syahnaz (in Haanurat & Ifadhila, 2021). We can use modern-based science (AI, robots, IoT) to serve human needs to create a society that enjoys life and feels comfortable. Society 5.0 is an era where all technology is part of humanity itself. The internet is not just for sharing information but for living life. Wherever, whenever, anyone can enjoy the development of this industrial world. In the human-centered 5.0 era, a balance between economic progress and technology through a system that integrates cyberspace and physical space. The main characteristics of the era of society 5.0 include the use of advanced technology, robots, computers, computer intelligence, artificial intelligence and big data as well as human centered where human activities take advantage of technological sophistication for daily needs such as studying, working from anywhere and anytime. This is reinforced by the results of research by Potocan, Mulej, & Nedelko (2021) which found that Corporate Social Responsibility (CSR) a regionally grounded solving of individuals' social problems and changing of CSR's environmental, social and economic dimensions according to circumstances of Society 5.0.

According to Onday (2019), the goal of society 5.0 is to make society more prosperous economically and the ultimate goal is to improve the quality of life of the community itself. In society 5.0 it also has an impact on the industry and also makes a complex social order. Quality

of Work Life is an important subject in this article because it shows balance, both in work and in personal life, so as to increase organizational productivity and employee satisfaction. Employee satisfaction is an asset for the company because then employees will provide optimal productivity. This can be done with QWL, which is a concept directly related to satisfaction. In addition, QWL not only increases the productivity of the company but also represents employee identification and a sense of ownership and pride in their work (Casio, 2016).

3.0 METHODOLOGY

Literature Search

There are five steps that must be taken by researchers, namely Conducting Topic Exploration, Literature Search and Screening, Article Assessment and Selection, Literature Analysis and Synthesis and Writing Literature review: Writing Structure (Virginia & Martin, 2018). The first stage is to explore the topic, namely to investigate the field of research that will be carried out by reviewing the literature and ensuring its relevance and relevance. The second stage is to search and screen the literature. Literature study is carried out by reviewing articles in the form of national and international scientific journals, papers and books discussing Quality of Work Life from various journals published by Elsevier, Springer, Social Indicators Research, Asian Journal of Management Research, International Journal of Caring Sciences. etc. The review starts from 2001 to 2018 which makes it easier for researchers to find out what affects the Quality of Work Life in the era of society. The third stage is to measure and select articles. The process at the selection and selection stages of this article usually requires a "trade-off" between the quality of the quantity, because researchers are more focused on quality, it will reduce the number of articles to be included in the analysis.

The fourth stage is to consider how to carry out an appropriate analysis of the selected articles. In other words, a standardized method of abstraction should be used accordingly from each article. The abstracted data can be in the form of descriptive information, such as author, year published, topic, or type of research, as well as in the form of effects and findings. The last stage is a literature review. The main objective is to produce a draft literature review article that is coherent, logistical and structured which can improve the quality of the message conveyed to the audience and can increase the likelihood of its future impact. Review articles are determined by organizing thoughts and perspectives of researchers and researchers who are effective in relation to the literature being studied and can present them in a well-articulated text (Virginia & Martin, 2018). The method used in writing about Quality of Work Life uses the literature study described in Figure 1.

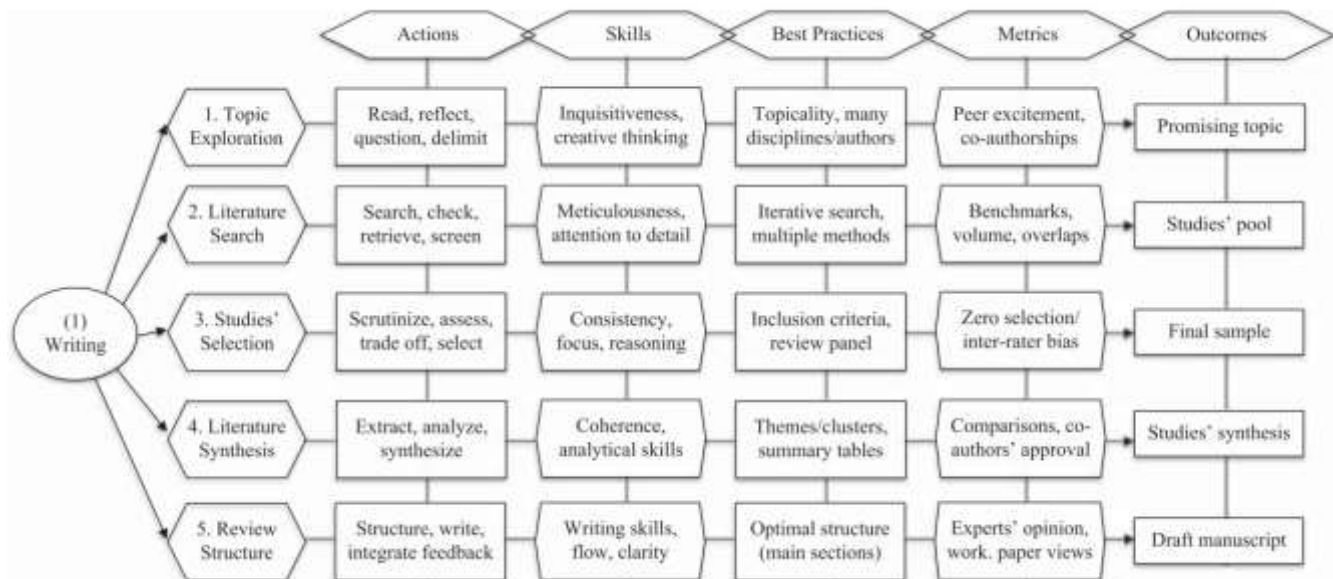


Figure 1 The stages of making a literature review

4.0 RESULTS

Based on the results of a review in 15 (fifteen) study published in the year 2001 to 2018 found that factors affecting the Quality of Work Life as follows:

Table 1 Research result quality of work life

No	Author	Year	Title	Research result
1	M. Joseph Sirgy, David Efraty, Philip Siegel and Dong Jin Lee	2001	Social Indicators Research pages 241-302	Health & safety needs, Economic & family needs, Social needs, Price needs, Actual needs, Knowledge needs, Aesthetic needs
2	Thomas Stefanus Kaihatu, Wahju Astjarjo Rini	2007	Journal of management and entrepreneurship Vol 98 No. 1 pages 49-61	Organizational Performance, Transformational Leadership, Satisfaction with the Quality of Work Life
3	Lokanadha Reddy M and Mohan Reddy P	2010	Asian Journal of Management Research pages 827-839	Health and well-being, Job security, Job Satisfaction, Competence Development, Work- life balance and non-work
4	Chandranshu Sinha, D.Phil	2012	Australian Journal of Business and Management Research Vol 1 No 11 pages 31-40	Communication, Career Development and Growth (career satisfaction, career achievement, career balance), Organizational commitment, Emotional support at work, Organizational climate (affective, cognitive, instrumental), Organizational support, Flexible work arrangements, Job satisfaction, Reward & benefit, Compensation
5	Mohammad Baitul Islam	2012	Global Journal of Management and Business Research Vol 12 No 18 pages 23-31	Workload, compensation and benefits, working conditions and career path, work environment, work colleagues and superiors
6	Mehdi Barzegar, Soheila Koochakyazdi, Elham Afzal, Seyed Jamaledin Tabibi, and Bahram Delgos	2012	International Journal of Hospital Research Vol 1 No 1-page 1-14	Leadership style and personal characteristics of a leader, a personal introduction to subordinates, treat subordinates with trust and respect, introducing and establishing the value of the organization, supervision by means of support, explain v content and expectations
7	Sayed Mohammad Moghimi, Masoumeh Kazemi, Saied Samile	2013	Irianian Journal of Management Studies Vol 6 No. 1 pages 117-143	Salary, safety and hygiene, and other tangible benefits of the workplace
8	Aloys Nyagechi Kiriago and Prof. Henry M. Bwisa	2013	International Journal of Academic Research in Business and Social Sciences Vol 3 No. 5 pages 289-296	Appropriate and fair compensation, safe and healthy work conditions, opportunities for personal growth and development, satisfaction of social needs at work, protection of employee rights, compatibility between work and non-work responsibilities and social relevance of work life.
9	Kurniasari Pratiwi and Fathul Himmam	2014	Journal of Psychology UNDIP Vol 13 No. 1 pages 42-49	International context, family conditions, personal factors, and the work itself.
10	Devappa Renuka Swamy, TS Nanjundeswaraswamy, and Srinivas Rashmi	2015	International Journal of Caring Sciences Vol 8 No. 2 pages 281-300	Work environment, organizational culture and climate, Relationships and cooperation, Training and development, Compensation and Gifts, Facilities, Job satisfaction and job security, Job autonomy, Adequacy of resources.
11	Adeyemo. DA Dzever, Linus Terry Nyananyo Julius Lambert	2015	European Scientific Journal Vol 11 No. 4 pages 110-130	Job satisfaction, job security, reward system and opportunities for promotion, learning and participation in decision-making, compensation / salary and benefits, the opportunity to develop themselves, interaction and communication, the balance between work life and non-work, job security, organizational climate, work norms and values, superior leadership style, organizational performance.
12	Tini Elyn Herlina and Ahmad Alim Bachri	2015	Journal of Management Insights Vol 3 No. 3 pages 229-241	Compensation decent and fair, safe and healthy working conditions, opportunities for personal growth and development, the satisfaction of social needs in the workplace, the protection of the rights of employees, the compatibility between the responsibilities of work and non-work and social relevance of work life.
13	Arlinda Ashar and Intaglia Harsanti	2016	Journal of Scientific Psychology Vol 9 No 2 pages 120-131	Age, number of children in female employees, level of education, years of service and type of work in the balance of family work are carried out in accordance with the specifications held by the employees. The specifications include the educational, experience, training, physical, and mental requirements that employees have so that they are able to assume positions
14	Haridiana Iswandani	2016	Eksekuitf Journal Vol 13 No 2 pages 305-319	Employee engagement, career development, conflict resolution/Problem, Facilities are available, Safety work environment, communication, sense of safety to employment, compensation or a decent wage, Pride in the organization
15	Marina Putri, Mirza	2018	Journal of Psychology Unsyiah Vol 1 No 1-page 1-17	Good relationship with coworkers, Good social relations with superiors, Career opportunities, Feedback from superiors, Workload, Group cohesiveness

5.0 DISCUSSION AND RECOMMENDATION

Findings from the literature review described in table 1 of the quality of work life that distinguishes in this era of society is the era of society 5.0 where a human-centered society that balances economic and technological progress by solving problems through systems that integrate cyberspace and physical space. The main characteristics of the era of society 5.0 include technology-based namely the use of advanced technology, robots, computer, computer intelligence, artificial intelligence and big data as well as human centered where human activities that utilize technological sophistication for daily needs such as learning, working from anywhere and anytime. Literature used from 2001 to 2018 shows several factors that affect the quality of work life, namely Communication, Career Development and Growth (career satisfaction,

career achievement, career balance), Organizational commitment, Emotional support at work, Organizational climate (affective, cognitive, instrumental), Organizational support, Flexible work arrangements, Job satisfaction, Reward & benefit, Compensation. According to Kaswan (2017) organizations that provide good quality of work life will have a positive impact on employee work attitudes. Employees will have a high level of job satisfaction, organizational commitment, work involvement, work morale, high organizational citizenship behavior. In addition, employees will also have a good perception of fairness and organizational support. If the organization provides a good quality of work life, the syndrome of stress at work can be reduced, or further eliminated. In the era of society 5.0 differentiation strategy is also needed, namely an organizational strategy that aims to produce a product or service that is different from the products or services of other companies. Human resources with good quality of work life will easily implement differentiation strategies because the factors that influence coupled with the use of advanced technology that will develop will advance the industry in a country. Just how the use and distribution of technology and internet networks are met by the Government as the main responsible person for the progress of a country.

6.0 CONCLUSION

Based on the explanation above, it can be concluded that the factors that influence Quality of Work Life in 15 (fifteen) journals that have been reviewed are dominantly seen in 9 factors from the Cascio opinion and 12 factors from the Chandranshu Sinha opinion. In the era of society 5.0 differentiation strategy is also needed, namely an organizational strategy that aims to produce a product or service that is different from the products or services of other companies. Human resources with good quality of work life will easily implement differentiation strategies because the factors that influence coupled with the use of sophisticated technology that is developing will advance the industry in a country.

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