



## The Impact of Changes in Workload and Subjective Well Being on Job Satisfaction through Work Motivation as a Mediator for Assistants for Persons with Disabilities at the Ministry of Social Affairs

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### Abstract

*Since the formation of assistants with disabilities in 2018 to 2022, the number is significant, only a decrease of 13% from the initial total recruitment of companions. Employee job satisfaction is an important factor for employees to increase work motivation. This study aims to examine whether motivation and workload as well as subjective well-being affect the job satisfaction of assistants with disabilities in the Ministry of Social Affairs; To test whether subjective wellbeing and workload affect job satisfaction through work motivation as a mediator fit with empirical data on assistants with disabilities at the Ministry of Social Affairs. This research uses quantitative with descriptive type. An online survey through google form was used with a sample of assistants with disabilities who met the criteria set by disability researchers at the Ministry of Social Affairs and spread across 34 provinces totaling 140. The results showed that there was a direct influence of workload and subjective will be on job satisfaction. The results of the path analysis of workload and subjective will being on job satisfaction through work motivation show that there is a significant effect.*

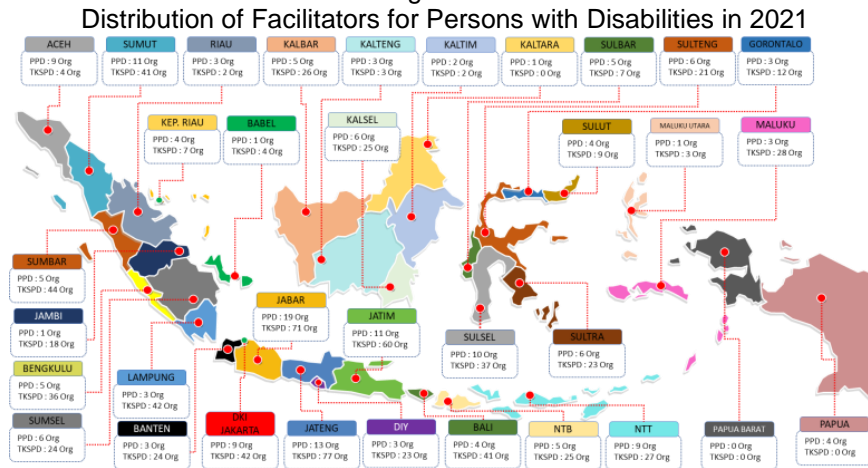
**Keywords:** *Workload, Job Satisfaction, Subjective well-being.*

### Introduction

Facilitators for persons with disabilities have a strategic role in dealing with social problems. Activities in significant mentoring work where a facilitator must be able to coordinate and synergize with social welfare sources in order to carry out tasks, compile work programs to fulfill the rights of persons with disabilities in their working areas, provide counseling and guidance, coordinate implementing volunteers in handling disability problems, collect data and reporting activities to collect, process and report in stages data on persons with disabilities in their working areas, conduct studies and studies on the development of assistance for persons with disabilities, conduct monitoring,

Based on data sources, the number of social rehabilitation assistants for people with disabilities as of December 2021 is 942 people consisting of 171 Social Workers or commonly called Assistants for Persons with Disabilities (PPD) and 771 Social Welfare Workers with Disabilities (TKS PD) with the distribution of work as follows:

Figure 1.1



Source: Directorate of Social Rehabilitation of Persons with Disabilities, Ministry of Social Affairs, 2021

Meanwhile, based on the 2018 Susenas in Indonesia, there are 37 million people with disabilities with 17 million consists of children and elderly group, 1.3 million are bedridden and 19 million are the productive age group or the backbone of the family. When comparing between PPD and TKSPD with the number of people with disabilities, the percentage of available human resources is still far from meeting the needs.

According to Spector (1997) in Sattar et al. (2012) an expert in behavioral science and organizational psychology stated that job satisfaction is one of the important things in an organization. This is because an employee who achieves job satisfaction will tend to have good performance and will give the organization a large contribution to become more committed, efficient, loyal and productive at work.

While Galup et al. (2008) in Satar et al. (2012) suggests that employee dissatisfaction can lead to poor performance so that it can paralyze an organization. On the other hand, when employees are satisfied, they tend to have better performance so that they can make the organization more successful.

Here we can see the number of companions with disabilities from 2018 to 2020, as follows:

Table 1.1 Number of Facilitators with Disabilities and Social Welfare Personnel 2018-2022

year	Employee	Amount	Percentage of Total PPD
2018	PPD	205	100%
	TKSPD	955	
2019	PPD	195	95%
	TKSPD	893	
2020	PPD	202	99%
	TKSPD	864	
2021	PPD	189	92%
	TKSPD	823	
2022	PPD	171	87%
	TKSPD	771	

Source: Directorate of Social Rehabilitation of Persons with Disabilities, Ministry of Social Affairs 2022

From table 1.1, it can be seen that since the formation of assistants with disabilities in 2018 to 2022, the number is significant, only a decrease of 13% from the initial total recruitment of assistants. Providing work motivation for assistants with disabilities is expected to be able to encourage assistants with disabilities to carry out their obligations and responsibilities by carrying out various activities. This is intended so that the goals and objectives of the services that have been set can be achieved.

Based on the results of the interview, it was obtained information that as a companion as the frontline in social welfare services in the community had a lot of workloads. According to the results of

research by Kamil (2016) simultaneously workload and motivation have an effect on job satisfaction. Anggraini (2019) also showed the same results, namely motivation and workload had an effect on employee job satisfaction. Referring to this, the following table shows a recapitulation of the results of reports submitted to the Directorate of Rehabilitation of Persons with Disabilities for the period June to December 2021.

Table 1.2 Recapitulation of reports for companions with disabilities, semester 2 of 2021

Month	Total Report
July	2,664
August	2,736
September	3.065
October	2.448
November	2.454
December	1.481

Source: Directorate of Social Rehabilitation of Persons with Disabilities, Ministry of Social Affairs 2021

From the table 1.2 report, it can be seen that the workload of assistants with disabilities is quite a lot compared to the amount of availability. This report consists of reports on data collection, coordination, assistance and case response. Diener (2000) describes happiness as subjective well-being. So it can be defined that subjective well-being is feeling happy about life. Someone who has high life satisfaction is said to have high subjective well-being.

### Methodology

This study uses a quantitative approach with descriptive type. The variables used in this study are workload, subjective well-being, work motivation and work satisfaction. Measurement of workload variables using a workload scale based on aspects of Gawron (2008). The aspects include mental burden, physical burden and time. As for the format of this measurement, respondents are asked to provide an assessment of each question item that suits them from never to very often. The scoring criteria used are 1 for never and 5 for very often.

The instruments used in measuring subjective well-being are Satisfaction with life Scale (Dianer, 2009) to measure individual life satisfaction and Positive Affect Negative Schedule (Clark, 1988) to measure the level of individual positive and negative effects at a time. In this Subjective Well Being measurement, it was modified with a Likert scale to provide certainty of the degree of suitability of the answer choices on the item. The item scale that will be used is very little or never with a value of 1 to 5 for the very item category.

The measuring instrument for the work motivation variable uses a work motivation scale based on the aspects presented by Herzberg (2013). Aspects of job satisfaction according to Warr, Cook and Wall (1979) in Hapsari, 2019 namely intrinsic job satisfaction and extrinsic job satisfaction. This scale consists of 9 Aspects. The format for this measurement uses a Likert scale with five choices of scales with a value range from one (1) to five (5).

The sampling technique in this study used purposive sampling. Sugiyono (2011) stated that purposive sampling was the selection of a group of samples in a population by considering the criteria that had been determined previously. So, not all members of the population have the opportunity to be the research sample. The population of this study was 171 social rehabilitation assistants for Persons with Disabilities as of December 2021. They were Social Workers or commonly called Assistants for Persons with Disabilities (PPD). The subjects in this study were Assistants for Persons with Disabilities at the Ministry of Social Affairs and spreads throughout 34 provinces totaling 140 employees who met the criteria set by the researcher

### Results

#### *Respondents Overview*

There are 51 assistants for persons with disabilities at the Ministry of Social Affairs who are in the age range of 26 – 30 years. There are 24 assistants for people with disabilities in the Ministry of Social Affairs who are in the age range of 31 – 35 years. There are 17 mentors for people with disabilities in the Ministry of Social Affairs who are in the age range of 36 - 40 years. There are 17 assistants for people with disabilities at the Ministry of Social Affairs who are in the age range of 41 to 45 years. There are 31 assistants for persons with disabilities at the Ministry of Social Affairs who are in the age range of 46 to 50 years.

There are 78 female assistants for persons with disabilities at the Ministry of Social Affairs or 56%. Meanwhile, there are 62 male assistants for persons with disabilities at the Ministry of Social Affairs, or 44%.

The assistants for persons with disabilities in the Ministry of Social Affairs who have worked for 0 - 5 are 87 people or 62%. There are 38 people with disabilities at the Ministry of Social Affairs who have worked for 6 - 10 people or 27%. There are 15 people with disabilities at the Ministry of Social Affairs who have worked for 11 - 15 people or 11%.

#### *Data Description*

The workload of assistants for persons with disabilities at the Ministry of Social Affairs is in the high category, which is 16 people or 11.43%. The assistants for persons with disabilities at the Ministry of Social Affairs in the medium category are 100 people or 75.71%. The assistants for persons with disabilities at the Ministry of Social Affairs are in the low category, namely 18 people or 12.86%.

Job satisfaction for assistants with disabilities at the Ministry of Social Affairs is in the high category, which is 96 people or 68.57%. The assistants for persons with disabilities at the Ministry of Social Affairs who are in the moderate category are 44 people or 31.43%.

Subjective well-being a companion for persons with disabilities in the Ministry of Social Affairs which is in the moderate category, namely 110 people or 78.57%. The assistants for persons with disabilities in the Ministry of Social Affairs are in the low category, namely 30 people or 21.43%. The work motivation of assistants for persons with disabilities in the Ministry of Social Affairs is in the high category.

#### *Linear Regression Analysis*

The results of the regression analysis of workload variables, subjective well-being and work motivation on job satisfaction obtained  $p < 0.05$ . This shows that the model made is fit. Or it can also be said that simultaneously the variables of workload, subjective well-being and work motivation have an effect on job satisfaction. Information was also found that the value of the coefficient of determination was 0.964. This shows that the influence of workload variables, subjective well-being and work motivation on job satisfaction is 96.40%. The remaining 3.60% is influenced by other variables not examined in this study.

The results of the workload regression analysis on job satisfaction obtained probability  $< 0.05$ . This means that the direct effect of workload on job satisfaction. While the coefficient value of 0.397 indicates that the workload on job satisfaction is positive.

The results of subjective well-being regression analysis on job satisfaction have a probability of 0.006. Workload on job satisfaction has a probability value of  $< 0.001$ . This means that there is a direct influence of subjective well-being on job satisfaction. The value of the subjective well-being regression coefficient is -0.166 indicating that the effect of subjective well-being on job satisfaction is negative.

#### *Path Analysis*

The results of the path analysis of the indirect effect of workload on job satisfaction through work motivation as a mediator variable have a probability value of  $< 0.001$ . Or it can be said that there is a significant effect of workload on job satisfaction through work motivation as a mediator variable.

The results of the path analysis of the indirect influence of subjective well-being on job satisfaction through work motivation as a mediating variable have a probability value of  $< 0.014$ . This means that there is a significant effect of subjective well being on job satisfaction with work motivation as a mediating variable.

## **Discussion**

#### *Workload, subjective well being and work motivation on job satisfaction*

Based on data analysis of workload variables, subjective well being and work motivation on job satisfaction, it was obtained  $p < 0.05$ . This shows that the model made is fit. Or it can also be said that simultaneously the variables of workload, subjective well being and work motivation affect the job satisfaction of assistants with disabilities in the Ministry of Social Affairs. Information was also found that the adjusted R squared value was 0.964. This shows that the effect of workload variables, subjective well being and work motivation on job satisfaction is 96.40%. The remaining 3.60% is influenced by other variables not included in this study. Workload on job satisfaction

The results of the workload regression analysis on job satisfaction have a probability value of  $< 0.001$ . This shows that there is a direct effect of workload on job satisfaction. In hypothesis 1,  $H_a$  is accepted and  $H_0$  is rejected, then the variables of workload, subjective well being and work motivation

have a significant effect on the job satisfaction of assistants with disabilities in the Ministry of Social Affairs. So that it can be said that there is an effect of workload on job satisfaction for assistants with disabilities at the Ministry of Social Affairs.

The coefficient value of 0.397 indicates the effect of workload on job satisfaction is positive. This means that if a disability assistant feels he/she has a high workload, the disability assistant tends to have high job satisfaction. And vice versa. Or it can be said that there is a positive effect of workload on job satisfaction for assistants with disabilities at the Ministry of Social Affairs. It can be concluded that the workload has a positive and significant effect on the job satisfaction of disability assistants in the Ministry of Social Affairs. The results of research by Talo et al (2020) get the same result, namely that workload affects job satisfaction.

#### *Subjective well being on job satisfaction*

The results of the subjective well being regression analysis on job satisfaction have a probability of 0.006 workload on job satisfaction has a probability value of  $<0.001$ . This shows that there is a direct influence of subjective well being on job satisfaction. In hypothesis 2,  $H_a$  is accepted and  $H_o$  is rejected, the workload affects the job satisfaction of the assistants with disabilities in the Ministry of Social Affairs. In hypothesis 3,  $H_a$  is accepted and  $H_o$  is rejected, subjective well being affects the job satisfaction of assistants with disabilities in the Ministry of Social Affairs.

The coefficient value of -0.166 indicates that the effect of workload on job satisfaction is negative. This means that if the SWB of the companion for persons with disabilities is high, job satisfaction will tend to be low. On the other hand, if the SWB of the companion for persons with disabilities is low, job satisfaction will tend to be high.

The results are in line with the results of Jati (2010) which shows that the hypothesis which states that there is a positive relationship between job satisfaction and subjective well-being is rejected. So it can be concluded that subjective well being has a negative effect on job satisfaction for disability assistants in the Ministry of Social Affairs. The results of this study are different from the results of Arief's (2018) research which found that there was no influence between subjective well-being on the performance of PT TA Witel Jember employees.

#### *Workload on Job Satisfaction with Work Motivation as a Mediation Variable*

The results of the path analysis of the indirect effect of workload on job satisfaction with work motivation as a mediating variable have a probability value of  $<0.000$ . It shows that there is a significant effect of workload on job satisfaction with work motivation as a mediating variable. So it can be concluded that the workload affects the job satisfaction of disability assistants in the Ministry of Social Affairs through work motivation as a mediating variable. So for hypothesis 4,  $H_a$  is accepted and  $H_o$  is rejected, there is a significant effect of workload on job satisfaction with work motivation as a mediating variable.

#### *Indirect Effect of Subjective Well Being on Job Satisfaction with Work Motivation as a Mediation Variable*

Based on the path analysis of the indirect influence of subjective well being on job satisfaction through work motivation as a mediating variable, it has a probability value of  $<0.014$ . This means that there is a significant effect of subjective well being on job satisfaction through work motivation as a mediating variable. So that hypothesis 5,  $H_a$  is accepted and  $H_o$  is rejected, there is a significant effect of subjective well being on job satisfaction with work motivation as a mediating variable. So it can be concluded that subjective well being has a significant effect on job satisfaction for disability assistants in the Ministry of Social Affairs environment with work motivation as a mediating variable.

### **Conclusion**

Based on the results of the analysis in the study, the following conclusions can be drawn:

The effect of workload, sub-active well-being and work motivation on assistants with disabilities at the Ministry of Social Affairs is a model that fits the theoretical model.

1. There is a positive workload effect on job satisfaction for assistants with disabilities at the Ministry of Social Affairs.
2. There is a negative effect of subjective well being on job satisfaction for assistants with disabilities
3. There is a positive influence of workload on job satisfaction with work motivation as a mediator for assistants with disabilities
4. There is a positive influence of subjective well being on job satisfaction with work motivation as a mediator for assistants with disabilities.



## Suggestion

Suggestions for consideration as a refinement of further research related to similar research, namely:

1. For further research, using variables other than work motivation as a mediating variable, for example the work stress variable.
2. For further researchers who are interested in researching the same theme by using a good measuring tool, for example, by only using one question item for each indicator.
3. To facilitate data processing, when using more than one question item for each indicator, the order of the number of questions should be taken into account.
4. In taking the research sample using the same ratio for gender.

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## Author Brief Bio

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Tina is an employee of the Ministry of Social Affairs. Tina currently has a position as a young expert social worker. The tasks as a social worker are quite diverse, ranging from micro coverage through individual direct services to macro services in the form of being active in making policies that are relevant to social worker issues.

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