

Research Article

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The Effect of Presenteeism on Employee Performance with Quality of Work as an Intervening Variable in North Binjai District

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Abstract: *The purpose of this study was to analyze the effect of Presenteeism on Employee Performance with Quality of Work as an Intervening Variable. This research was conducted at the North Binjai District Office. The population in this study was 70 employees and all employees were used as samples (saturated sample technique). This research model uses path analysis. Data collection was carried out by distributing questionnaires. The tool for measuring research is Smart PLS. The results of the research are as follows: Quality of Work has an effect on Employee Performance, Presenteeism has no significant positive effect on Employee Performance. Presenteeism has a positive and significant effect on work quality. Quality of work is able to influence presenteeism indirectly on employee performance.*

Keywords: *Presenteeism, Quality of Work, Employee Performance*

Introduction

Every change that occurs in an organization will affect the lives of members of the organization. These changes can even result in organizational members losing their jobs, experiencing decreased wages, experiencing environmental changes, changing organizational rules and economic changes in the lives of organizational members. Thus, so that changes can be accepted by most members of the organization and organizational goals can be achieved properly, it is necessary to have a leader who can lead the organization to be as expected. This is because leadership is a process of influencing the activities of individuals or groups to achieve goals (Sunyoto, 2013). Almost every worker has experienced a condition called presenteeism. This term may not be familiar to you. This condition occurs when workers are forced to work even though they are sick so they cannot work optimally. In the field of organizational behavior, presenteeism is described as the presence of employees at work in unhealthy employee conditions (Jourdain and Vézina, 2014). Unsanitary conditions can arise from health conditions or high work stress as a result of heavy work demands. Employees engage in presenteeism behavior because employees feel able to control stress by spending more time at work (Chia and Chu, 2018). In the field of organizational behavior, presenteeism is described as the presence of employees at work in unhealthy employee conditions (Jourdain and Vézina, 2014). Unsanitary conditions can arise from health conditions or high work stress as a result of heavy work demands. Employees engage in presenteeism behavior because employees feel able to control stress by spending more time at work (Chia and Chu, 2018). In the field of organizational behavior, presenteeism is described as the presence of employees at work in unhealthy employee conditions (Jourdain and Vézina, 2014). Unsanitary conditions can arise from health conditions or high work stress as a result of heavy work demands. Employees engage in presenteeism behavior because employees feel able to control stress by spending more time at work (Chia and Chu, 2018).

Quality of work is a result that can be measured by the effectiveness and efficiency of a job performed by human resources or other resources in achieving company goals or objectives properly and efficiently. According to Flippo (2005: 28) quality of work is a result that can be measured by the effectiveness and efficiency of a job performed by human resources or other resources in achieving company goals or objectives properly and efficiently. Quality performance will be realized if an organization can choose

prospective employees who have the motivation that is appropriate to their work and have qualities that enable them to work optimally. According to Mangkunegara (2004) employee performance is the result of performance in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Handoko (2001) suggests that performance is the process by which an organization evaluates or assesses employee performance. The phenomenon that occurs in North Binjai District employees is the occurrence of an employee who is sick but chooses to continue working so that the performance and quality of work is not good and even unprepared and wrong at work. because there is an employee who forces to work even though he is sick.

Literature Review

Presenteeism

According to (hellosehat.com) Presenteeism is a situation when employees are present at work, but are not fully productive and focused on work due to illness, injury, or other conditions. According to the Oxford Dictionary Online, presenteeism is defined as behavior when an employee is present at the workplace more than the required working hours, especially as a manifestation of insecurity regarding his job (Oxford Dictionary Online, 2006).

Presenteeism indicator

According to (Hello healthy) Generally, you might think that people who are sick will go straight to consult a doctor or rest at home. However, in reality, many people force themselves to go to work for the following reasons:

1. There is no paid sick leave.
2. Work must be completed at work
3. Huge pressure and workload
4. Commitment to work
5. Fear of losing a job

Work quality

According to Hasibuan (2014) states "Appraisal is a management activity to evaluate the behavior and work results of employees and establish further policies." According to Flippo (2005) quality of work is a result that can be measured by the effectiveness and efficiency of a job performed by human resources or other resources in achieving company goals or objectives properly and efficiently.

Quality of Work Indicators

According to Hasibuan (2014), indicators of the quality of employee work are:

1. Self-Potential Self-potential is the ability, power, both unrealized and realized, that a person has, but has not fully seen or used to its full potential.
2. Optimal Work Results Optimal work results must be owned by an employee, employees must be able to provide the best work results, one of which can be seen from organizational productivity, work quality and work quantity.
3. Work Process Work process is an important stage where employees carry out their duties and roles in an organization, through work processes.
4. Enthusiasm Enthusiasm is an attitude in which an employee cares about his work, this can be seen from his presence

Employee Performance

According to Kasmir (2018) is the result of work performance and behavior that has been achieved in completing the tasks and responsibilities given within a certain period. According to Afandi (2018) Performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, does not violate the law and does not conflict with morals and ethics.

Employee Performance Indicators

While the performance indicators according to Kasmir (2018) are as follows:

1. Quality (Quality) Performance measurement can be done by looking at the quality of work produced through a certain process.
2. Quantity (amount) To see performance can also be done by looking at the quantity (amount) produced by a person
3. Time (period) For certain types of work given a time limit in completing the work
4. Cost suppression The costs incurred for each company activity have been budgeted before the activity is carried out.
5. Supervision Almost all types of work need to be done and require supervision of work in progress
6. Relations between employees Performance appraisal is often associated with cooperation or harmony between employees and or between leaders

Method

This type of research can be classified as causal associative quantitative research. In quantitative research, data is obtained from various sources using various data collection techniques and is carried out continuously until the data is saturated. The data source is primary data. This research was conducted in Cengkeh Turi Village, North Binjai District, Perintis Kemerdekaan Street no 435 Postal Code. 20747. Questionnaire is a written question that is used as a form to obtain information from several respondents aimed at knowing the characteristics of the respondent and his personality as well as obtaining information that is known by the respondent.

According to Sugiyono (2014) population is a generalized area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn. Based on this research, the population in the organization is 70 employees so it uses a saturated sample technique because the researcher uses all the population as a sample. The research location was carried out at the North Binjai District Office.

This analysis is used by involving two or more independent variables between the dependent variable (Y) and the independent variables (X, Z and Y). In this study, Path Analysis is used to prove the extent of the influence of Presenteeism on Employee Performance with Quality of Work as an Intervening Variable. The regression is:

$$Z = a + b_1X + e$$

$$Y = a + b_2X + b_3Z + e$$

Where:

Y = Employee Performance

Z = Quality of Work

X = Presenteeism

b1 = Presenteeism coefficient

b2 = Presenteeism coefficient

b3 = work quality coefficient

a = constant

Data analysis technique

Data analysis in this study used Partial Least Square (PLS) based Structural Equation Modeling (SEM) using SmartPLS 3.3.3 software. PLS is a method of solving Structural Equation Modeling (SEM) which has advantages over other SEM techniques. SEM has a higher degree of flexibility in research that links theory and data, and is capable of carrying out path analysis with latent variables, so it is often used by researchers who focus on social sciences. PLS is a component- or variant-based structural equation model (SEM).

According to (Gozali, 2013) Partial Least Square (PLS) is a fairly strong analytical method because it is not based on many assumptions. The data also does not have to be normally distributed multivariate (indicators with categorical, ordinal, interval to ratio scales can be used in the same model), the sample does not have to be large. Apart from being able to confirm the theory, Partial Least Square (PLS) can also explain whether or not there is a relationship between latent variables.

Measurement Model (Outer Model)

The procedure for testing the measurement model consists of a validity test and a reliability test.

1. Validity Test

a. Convergent Validity

At this stage, it will be seen how big the correlation is between the indicators and their latent constructs. So that it produces a loading factor value. The loading factor value is said to be high if the component or indicator correlates more than 0.70 with the construct you want to measure. However, for research at the early stages of development, a loading factor of 0.5 to 0.6 is considered sufficient (Ghozali, 2013). In addition, at this stage it is seen how much value each variable has. So that it produces an AVE (Average Variance Extracted) value. The AVE value is said to be high if it has a value of more than 0.5. If there is an AVE value of less than 0.5, then there is still an invalid indicator. (Ghozali, 2013).

b. Discriminant Validity

This validity test explains whether the two variables are sufficiently different from one another. The discriminant validity test can be fulfilled if the correlation value of the variable to the variable itself is greater than the correlation value of all other variables. This value is called Fornell Lacker. Besides that, another way to fulfill the discriminant validity test can be seen in the cross loading value (how much is the correlation value between indicators that measure variables). The cross loading value is acceptable if the cross loading value of each variable statement item to the variable itself is greater than the correlation value of the statement item to other variables (Ghozali, 2013).

2. Reliability Test

In general, reliability is defined as a series of tests to assess the reliability of statement items. The reliability test is used to measure the consistency of measuring instruments in measuring a concept or measuring the consistency of respondents in answering statement items in questionnaires or research instruments. To measure the level of reliability of research variables in PLS, you can use the value of the alpha coefficient or Cronbach's alpha and composite reliability). Cronbach's alpha value is suggested to be greater than 0.7 and composite reliability is also suggested to be greater than 0.7. (Now, 2014)

Structural Model (Inner Model)

This test was conducted to determine the relationship between exogenous and endogenous constructs which has become a hypothesis in this study (Hair et al., 2017). To produce inner model test values, steps in SmartPLS are carried out using the bootstrapping method. The structural model was evaluated using the R-square for exogenous variables, the Stone-Geisser Q-square test for predictive elevation and the t test and the significance of the structural path parameter coefficients with the following explanation:

1. Coefficient of Determination / R Square (R²)
2. Predictive Relevance (Q²)
3. t-Statistics
4. Path Coefficient (Path Coefficient)
5. Fit models

Results and Discussion

Outer Model Analysis

Testing the measurement model (outer model) is used to determine the specification of the relationship between latent variables and their manifest variables, this test includes convergent validity, discriminant validity and reliability.

1. Convergent Validity

Convergent validity is used to determine the validity of each indicator on its latent variables, in the SmartPLS software to see the results of the validity, it can be seen in the outer loading table. In the outer loading table there are numbers or values that indicate indicators that show similarities with the construct variables. The value for the indicator is said to be valid, if the indicator explains the construct variable with a value > 0.7 . The structural model in this study is shown in the following figure:

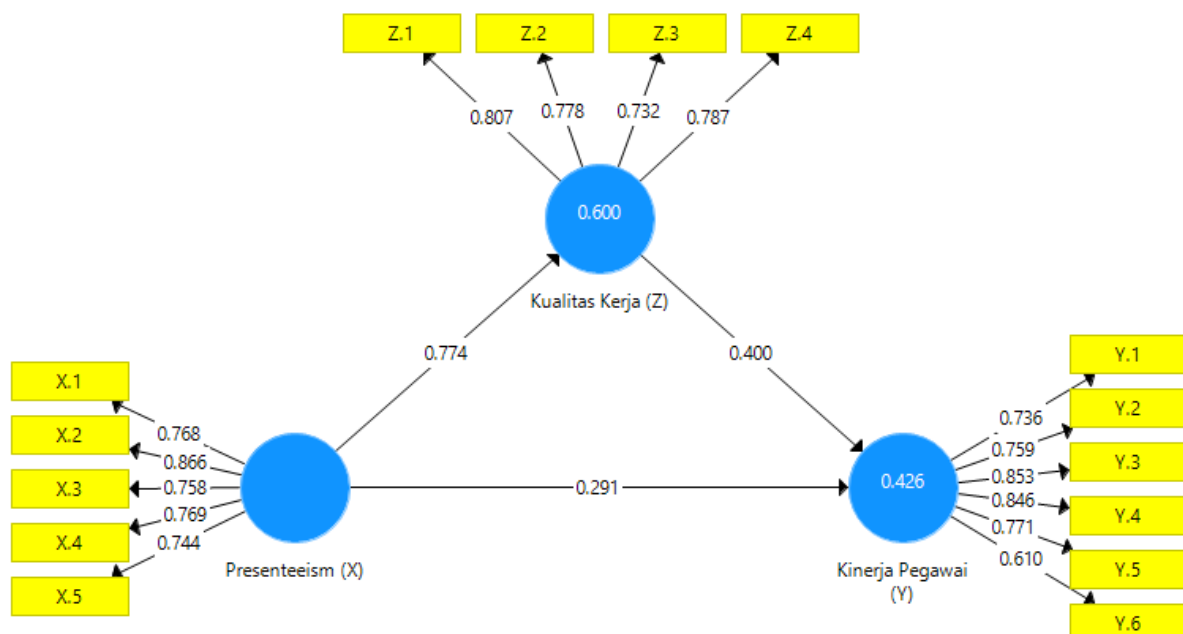


Figure 1. Outer Model Stage 1

Source: Smart PLS 3.3.3

The Smart PLS output for the loading factor gives the results in the following table: Outer Loadings Stage 1

Table 1. Outer Loadings stage 1

	Employee Performance (Y)	Quality of Work (Z)	Presenteeism (X)
X.1			0.768
X.2			0.866
X.3			0.758
X.4			0.769
X.5			0.744
Y. 1	0.736		
Y.2	0.759		
Y.3	0.853		
Y.4	0.846		
Y.5	0.771		
Y.6	0.610		
Z. 1		0.807	
Z. 2		0.778	
Z. 3		0.732	
Z. 4		0.787	

Source: Smart PLS 3.3.3

Based on the outer loadings, it can be seen that the indicator value is greater than 0.7 in each variable, but not all indicators are valid. For further research, each indicator must be greater than 0.7, so the researcher must remove invalid indicators, namely indicators Y.6 and do step 2 as follows:

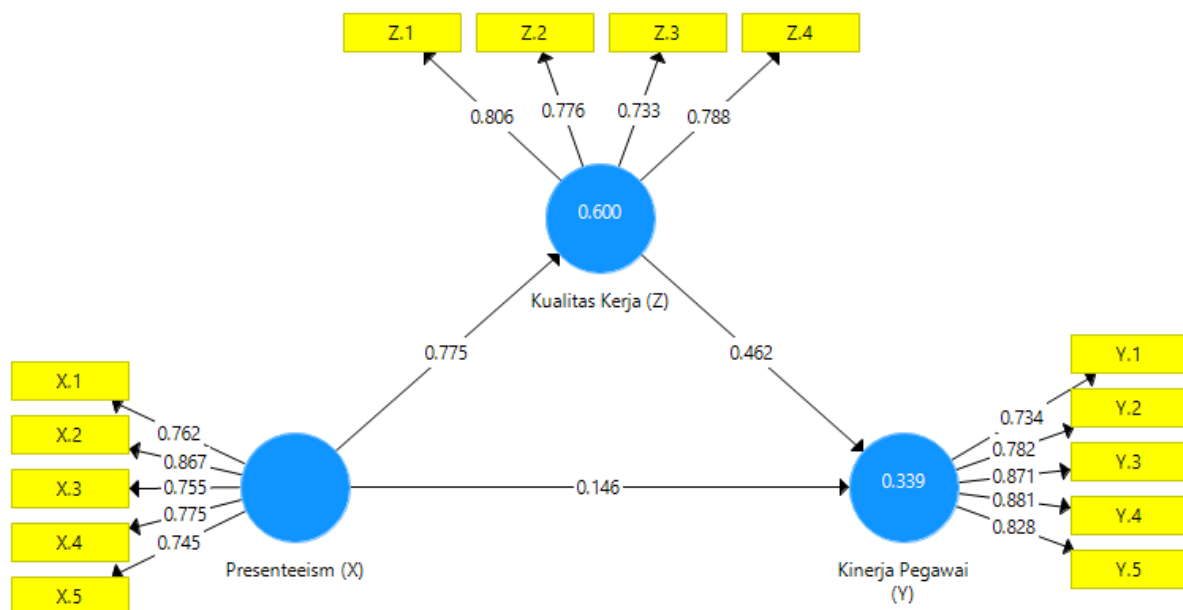


Figure 2. Outer Model Stage 2
 Source: Smart PLS 3.3.3

In this study there are equations and the equation consists of two substructures for substructure 1
 $Z = b1X + e1$
 $Z = 0.775 + e1$

For substructure 2
 $Y = b2X + b3Z + e2$
 $Y = 0.146 + 0.465 + e2$

The Smart PLS output for the loading factor gives the results in the following table: Outer Loadings Stage 2

Table 2. Outer Loadings stage 2

	Employee Performance (Y)	Quality of Work (Z)	Presenteeism (X)
X.1			0.762
X.2			0.867
X.3			0.755
X.4			0.775
X.5			0.745
Y. 1	0.734		
Y.2	0.782		
Y.3	0.871		
Y.4	0.881		
Y.5	0.828		
Z. 1		0.806	
Z. 2		0.776	
Z. 3		0.733	
Z. 4		0.788	

Source: Smart PLS 3.3.3

Based on table 2 above, it can be seen that the outer loading of each variable and the construct indicator is greater than 0.7 after the invalid indicators are deleted, namely indicator Y.6, the results construct indicators are valid and can carry out the next stage of research.

2. Discriminate Validity

The next test is to test discriminant validity, this test aims to determine whether a reflective indicator is a good measurement for the construct based on the principle that the indicator has a high correlation with the construct. The table shows the results of cross loading from discriminant validity testing as follows:

Table 2. Discriminant Validity

	Presenteeism (X)	Quality of Work (Z)	Employee Performance (Y)
X.1	0.762	0.481	0.390
X.2	0.867	0.686	0.494
X.3	0.755	0.629	0.345
X.4	0.775	0.614	0.503

X.5	0.745	0.600	0.183
Z. 1	0.506	0.806	0.415
Z. 2	0.375	0.776	0.529
Z. 3	0.442	0.733	0.455
Z. 4	0.372	0.788	0.372
Y. 1	0.340	0.478	0.734
Y.2	0.643	0.515	0.782
Y.3	0.694	0.511	0.871
Y.4	0.445	0.456	0.881
Y.5	0.586	0.359	0.828

Source: Smart PLS 3.3.3

The Discriminant Validity Test on SmartPLS uses the results of the cross loading test, provided that the indicator must have a higher correlation with other variables. From the results of the table above it can be seen that the construct indicator has a higher correlation than the other indicators, in other words all indicators' discriminant validity tests are valid.

3. Composite reliability

The next test determines the reliable value with composite reliability from the indicator block that measures the construct. A construct value is said to be reliable if the composite reliability value is above 0.60. In addition to looking at the composite reliability value, the reliable value can be seen in the value of the construct variable with cronbachs alpha from the indicator block that measures the construct. A construct is declared reliable if the Cronbachs alpha value is above 0.7. The following is a table of loading values for the research variable construct resulting from running the Smart PLS program in the next table:

Table 3. Construct Reliability and Validity

	Cronbach's Alpha	Composite Reliability	Average Variance Extracted (AVE)
Employee Performance (Y)	0.878	0.911	0.674
Quality of Work (Z)	0.782	0.858	0.603
Presenteeism (X)	0.841	0.887	0.612

Source: Smart PLS 3.3.3

Based on table 3 above, there is a composite reliability value greater than 0.60, which means that in composite reliability the variables Employee Performance, Work Quality and Presentism are considered reliable because the construct value is greater than 0.60. In Cronbachs alpha, the construct value is greater than 0.7, which means that in Cronbachs Alpha the study is considered reliable. Another method for testing discriminant validity is by looking at the AVE value and the square root of the AVE, provided that each construct has a greater correlation than the correlation between other constructs. Before looking at the correlation, the AVE value is said to be valid if it is greater than 0.7.

Inner Model Analysis

Evaluation of the structural model (inner model) is carried out to ensure that the structural model built is robust and accurate. The stages of analysis carried out in the evaluation of the structural model are seen from several indicators, namely:

1. Coefficient of Determination (R²)

Based on the data processing that has been done using the SmartPLS 3.0 program, the R Square value is obtained as follows:

Table 4. R Square Results

	R Square	Adjusted R Square
Employee Performance (Y)	0.339	0.319
Quality of Work (Z)	0.600	0.594

Source: Smart PLS 3.3.3

Based on table 4 above, it can be seen that the R Square value of employee performance is 0.339 for a large percentage value of 33.9%, which means that there is an influence of Presenteeism and Quality of work on Employee Performance of 33.9%, the remaining 66.1% is in other variables. For the Quality of Work variable, there is an R Square value of 0.600 and a percentage value of 60.0% meaning that there is a Presenteeism influence on Work Quality of 60.0% while the remaining 40.0% is in other variables.

2. Assessment of Goodness of Fit (GoF)

The goodness of fit model test can be seen from the NFI value ≥ 0.697 which is declared fit. Based on the data processing that has been done using the SmartPLS 3.3 program, the Fit Model values are obtained as follows:

Table 5. Model Fit

	Saturated Model	Estimation Models
SRMR	0.105	0.105
d_ULS	1.148	1.148
d_G	0.525	0.525
Chi-Square	190,838	190,838
NFIs	0.699	0.699

Source: Smart PLS 3.3.3

The results of the goodness of fit test for the PLS model in the table above show that the NFI value is 0.699, meaning that this study is considered FIT because the NFI value is greater than 0.697. Thus, from these results it can be concluded that the model in this study has a high and feasible goodness of fit. used to test the research hypothesis.

3. Hypothesis test

After assessing the inner model, the next thing is to evaluate the relationship between latent constructs as hypothesized in this study. Hypothesis testing in this study was carried out by looking at

the T-Statistics and P-Values. The hypothesis is declared accepted if the T-Statistics value is > 1.96 and the P-Values are < 0.05 . The following are the results of the Path Coefficients of direct influence:

Table 6 Path Coefficients (Direct Effects)

	Original Sample (O)	T Statistics (O/STDEV)	P Values	Results
Quality of Work (Z) -> Employee Performance (Y)	0.462	2,530	0.012	Accepted
Presenteeism (X) -> Employee Performance (Y)	0.146	0.752	0.453	Rejected
Presenteeism (X) -> Quality of Work (Z)	0.775	14,044	0.000	Accepted

Source: Smart PLS 3.3.3

Based on table 6 above, it can be seen that work quality has a positive and significant effect on employee performance with an original sample value of 0.462 and P values $0.012 < 0.05$, the hypothesis is accepted, which means that good work quality will increase good employee performance. If work quality decreases, employee performance will decrease. Presenteeism has a positive effect on employee performance with an original sample value of 0.146 and P values $0.453 > 0.05$, which means that presenteeism still has a positive effect on performance, which means that if an employee feels sick but not severe, he can still work, he will work, but this applies to mild pain. Presenteeism has a positive effect on work quality with an original sample value of 0.775 and P values of $0.000 < 0$.

Table 7 Path Coefficients (Indirect Effects)

	Original Sample (O)	T Statistics (O/STDEV)	P Values	Results
Presenteeism (X) -> Work Quality (Z) -> Employee Performance (Y)	0.358	2,351	0.019	Accepted

Source: Smart PLS 3.3.3

Based on table 7 there is an indirect effect between presenteeism and work quality on employee performance, which means that work quality can be an intervening variable and indirectly affects presenteeism on employee performance with an original sample value of 0.358 and a P value of $0.019 < 0.05$, which means that work quality can be influential because if employees have good work quality, employee performance will get better even though they are sick.

Closing

Conclusion

1. Work quality has an effect on employee performance with an original sample value of 0.462 and a P value of 0.012.
2. Presenteeism has no significant positive effect on employee performance with an original sample value of 0.146 P values $0.453 > 0.05$.
3. Presenteeism has a positive and significant effect on work quality with an original sample value of 0.358 and P values of $0.000 < 0.05$.
4. Quality of work is able to influence presenteeism indirectly on employee performance with an original sample value of 0.358 and P values of $0.019 < 0.05$.

Suggestion

1. The organization must provide medicines and a place for sick employees.
2. Organizations must pay special attention to employees who have quality work
Organizations must carry out supervision for employee performance.

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