

The Effect of Toxic Work Environment and Employee Engagement on Employee Well-Being of Sunplaza Medan Employees

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Abstrak

Every organization strives to improve productivity, growth rate, life satisfaction of its employees, and even the quality of life of its employees, which is part of a useful strategy for achieving the goals of the organization. The purpose of the research is to determine the Influence of Toxic Work Environment and Employee Engagement on Employee Well-Being of Sunplaza Medan Employees. Research Methods This research is a quantitative research with data obtained through the distribution of questionnaires online using the help of google forms. The sampling technique uses the purposive sampling technique by providing certain criteria used for research purposes. The respondent criteria in this study are employees who work at Sunplaza Medan are more than 18 years old, with the consideration that the age of 18 years is the age that has entered the working age requirement and a minimum working period of 1 (one) year. The total sample obtained in this study was 120 respondents. Research Results The test results show that the Toxic Work Environment variable has a positive and partially significant influence on Employee Well-Being in SunPlaza Medan Employees. The test results showed that the Employee Engagement Variable had a positive and partially significant influence on Employee Well-Being in SunPlaza Medan Employees.

Keyword: Toxic Work Environment, Employee Engagement, Employee Wellbeing

1. INTRODUCTION

Every organization strives to improve productivity, growth rate, life satisfaction of its employees, and even the quality of life of its employees, which is part of a useful strategy for achieving the goals of the organization. But the prosperity and success of an organization is determined by the type of work environment in which it operates The work environment is divided into two spectrums, namely the positive spectrum called the collaborative environment and the negative spectrum called the toxic workplace environment (Azuma et al., 2015). The current era of globalization has caused many changes in various sectors such as changes in the economic, technological and political sectors, the impact has also caused changes in Human Resource Management (HRM) which has given rise to a new paradigm that the role of human beings is a competitive advantage and the most strategic direction (Muliawaty, 2019). Every company develops an advantage in being competitive by improving the performance of employees who play the role of its human resources. The large number of human resources available in Indonesia in this era of globalization is also expected to have many high-quality human resources that can be developed and used in the long term. This shows that there are a lot of challenges from various sides in the future, therefore a leader in the organization or individual is needed who will be very helpful in bringing the organization or individual to achieve the goals that have been formed previously.

The problem that exists in 2022 is that the International Labor Organization (ILO) Jakarta and the Never Okay Project conducted a survey of violence and harassment in the Indonesia World of Work. Both of them are trying to map the experiences of workers in Indonesia related to violence and harassment in the world of work, both as victims and witnesses in the last 2 years (2020-2022). The results of the survey provided findings that around 70.81% had been victims of sexual harassment out of about 1175 respondents. Many victims experience forms of harassment and violence more than once. The survey was conducted by providing six examples of violence and harassment in the world of work. As a result, 89.51% of respondents had been touched, kissed or hugged without consent; 80.39% have experienced bullying or bullying. Then around 80.39% received blinks and sexual gestures, 79.37% received swearing, shouting, and ridicule. Meanwhile, 75.36% had been hit, kicked, slapped and 73.49% were spread rumors or gossip that were not true online. Survey mapping conducted by noverokey and ILO based on workplace characteristics showed that 74.21% of respondents had been victims in a male-dominated workplace, 69.37% of respondents worked in a workplace where the number of women and men was balanced, and 69.33% in a workplace where the majority were women.

Therefore, the welfare obtained by employees will affect their behavior, which will increase engagement between employees and the organization (Rasool et al., 2021). Employee Engagement is a source of physical and emotional connection between employees and the organization (Tanwar & Kumar, 2019). Employees who have a high level of engagement will have a high level of emotional attachment to their organization so that it will have an influence on the completion of work and tend to have a satisfactory quality of work and with that will have a positive impact on employees and for organizational growth (Sudarma & Murniasih, 2016). This aligns the

employee's personal goals with the organization's vision, which increases employee productivity in the organization (Bakker & Albrecht, 2018).

2. RESEARCH METHOD

2.1 Toxic Work Environment

A toxic workplace environment is a description of the dynamics between employees and the work environment in which they are located, encompassing all interactions in the workplace, both in terms of technical, human, and organizational (Anjum & Ming, 2018). The condition of a toxic workplace environment is characterized by threatening and offensive narcissistic behavior, aggressive leadership, and threats and harassment from managers and colleagues (Rasool et al., 2021). In addition, there is harassment, intimidation, and exclusion. Physical and mental balance is often disturbed in this toxic work environment, which is very worrying because it can cause high levels of stress and fatigue, as well as being a source of psychological stress that has an impact on the health of employees. This pressure in the workplace can result in unproductive work behavior and damage organizational efficiency (Anjum et al., 2018).

2.2 Employee Engagement

According to Schaufeli & Salanova (2011), the existence of employee engagement causes high morale at work. Employee engagement makes it difficult for employees to leave their jobs (Salau et al., 2018). Employee engagement that is relatively increased will cause a feeling of happiness in themselves and tend to be quick in completing work. Employee engagement looks at how far they can go and integrate themselves into the work (Bulinska-Stangrecka & Iddagoda, 2020). According to Schaufeli et al. (2003), employee engagement consists of three shaping dimensions as follows. (1) Vigor is characterized as a high level of energy at work, a willingness to try and work hard, and persistence in the face of difficulties at work. (2) Dedication is about participation, involvement, and enthusiasm in a job. (3) Absorption is a state when an individual concentrates fully and finds it difficult to escape from his or her work.

2.3 Employee Wellbeing

Employee well-being is defined as the employee's life and psychological status in the workplace and overall well-being, job satisfaction and emotional fatigue 912 (Mccarthy & Almeida, 2011). Employee well-being in the workplace can be broadly described as the overall quality of the employee experience and functioning in the workplace. Welfare is conceptualized as a concept that is built globally and operated by including employee job satisfaction, family satisfaction, and physical well-being as well as psychological well-being (Voorde, et al., 2012).

2.4 Research Method

This study is a quantitative research with data obtained through the distribution of questionnaires online using the help of google forms. The sampling technique uses the purposive sampling technique by providing certain criteria used for research purposes. The respondent criteria in this study are employees who work at Sunplaza Medan are more than 18 years old, with the consideration that the age of 18 years is the age that has entered the working age requirement and a minimum working period of 1 (one) year. The total sample obtained in this study was 120 respondents.

3. RESULT AND DISCUSSION

3.1 Normality Test Result

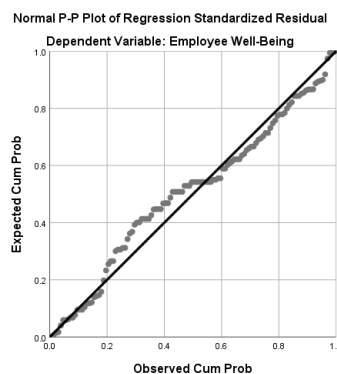


Figure 1. Normal P-P Plot

Based on the normality test image (Normal PP Plot of Regression Standardized Residual) it is known that the data is spread around the diagonal line. So the regression model meets the normality assumption.

3.2 Multicollinearity Test

Table 1. Multicollinearity Test Result
Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Toxic Work Environment	.933	1.072
	Employee Enggement	.933	1.072

a. Dependent Employee Well-Being

Based on the Multicollinearity Test Table above, it shows that the VIF number is not greater than 10 and the tolerance is more than 0.10. Based on these results, it can be seen that this regression model does not contain multicollinearity, so this model can be used.

3.3 Heteroscedasticity Test



Figure 2. Heteroscedasticity Test Results

Based on the images on the Heteroscedasticity test, it shows that the test results do not form a certain pattern that is regular (wavy, widening, then narrowing). The pattern spreads above and below the number 0 on the Y axis, so it can be concluded that there is no heteroscedasticity in the data obtained from the respondents in this study.

3.4 Coefficient of Determination

Table 2. Coefficient Determination Test Result
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.748a	.559	.551	2.55662

a. Predictors: (Constant), Employee Enggement, Toxic Work Environment

b. Dependent Variable Employee Well-Being

The results of the study produced an Adjusted R Square value of 0.559 so that it can be concluded that Employee Engagement and Toxic Work Environment together have a contribution of 56% to Employee Well-Being, the remaining 44% have other variables that affect.

3.5 Hypothesis Test Result

3.5.1 F-Test

Table 3. F Test Result
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	969.243	2	484.621	74.143	.000b
	Residual	764.749	117	6.536		
	Total	1733.992	119			

a. Dependent Variable: Employee Well-Being

b. Predictors: (Constant), Employee Enggement, Toxic Work Environment

From the results of the ANOVA Table 3 Output, the F value is calculated 74.143 Using a confidence level of 95%, $\alpha = 5\%$, the value of df 1 is obtained as the number of variables-1 or 3-1=2. While the value of df 2 is

obtained from $n-k-1$, where n is the number of data and k is the number of independent variables, then the result is $120 - 2 = 118$. So that the F value of table 3.07 was obtained. Based on the results of the F table, the F value is calculated as $74.143 >$ the F value of the table is 3.08 or by looking at the significance of 0.000, far below the probability value of 0.05, then statistically on the tested sample, very strong evidence is obtained that the independent variables (Employee Engagement, Toxic Work Environment) together (simultaneously) have an influence on Employee Well-Being.

3.4.2 t-Test

Table 6. t Test Result

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	3.589	2.770		1.296	.198
Toxic Work Environment	.304	.085	.228	3.587	.000
Employee Engagement	.738	.072	.655	10.311	.000

a. Dependent Variable: Employee Well-Being

Based on the data of Table 6, it can be explained as follows:

1. The value of the t calculation is greater than the value of the t-value of the table, which is $3.587 > 1.657$ ($\alpha = 5\%$, $df = 117$) of the significance value of $0.001 < 0.05$, so it can be concluded that H1 or the first hypothesis is accepted. There is a positive influence of toxic work environment (X1) on employee well-being (Y).
2. The value of the t-count is greater than the t-value of the table, which is $10.311 > 1.657$ ($\alpha = 5\%$, $df = 117$) the significance value is $0.000 < 0.05$, so it can be concluded that H2 or the second hypothesis is accepted which means there is a positive influence of employee engagement (X2) on employee well-being (Y).

3.5 Discussion

Effect of toxic Work Environment (X1) on Employee Well-Being (Y)

The Toxic Work Environment variable has a partial influence on Employee Well-Being in SunPlaza Medan Employees. Because physical and mental balance is often disturbed in this toxic work environment, which is very worrying because it can cause high levels of stress and fatigue, as well as being a source of psychological stress that has an impact on the health of employees. This pressure in the workplace can result in unproductive work behavior and damage organizational efficiency (Anjum et al., 2018)

Effect of Employee Engagement (X1) on Employee Well-Being (Y)

Employee Activity variable has a partial influence on Employee Well-Being, because a relatively high employee engagement will cause a feeling of self-satisfaction and tend to be quick in completing work. Employee engagement looks at how far they can go and integrate themselves into the work (Bulinska-Stangrecka & Iddagoda, 2020).

4. CONCLUSION

Based on the results of the study, the conclusions taken are, the test results show that the Toxic Work Environment variable has a positive and partially significant influence on Employee Well-Being in SunPlaza Medan Employees. The test results show that the Employee Engagement Variable has a positive and partially significant influence on Employee Well-Being in SunPlaza Medan Employees.

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