

FACTOR RELATED TO PERFORMANCE OF PAPRINGAN BATIK WORKERS, BANYUMAS REGENCY DURING THE COVID-19 PANDEMIC

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ABSTRACT

Introduction: The COVID-19 pandemic has an impact on various sectors including small medium enterprise. One of the small medium enterprises affected by the COVID-19 pandemic is Batik Papringan in Banyumas Regency. The decline in income due to the pandemic caused batik to experience a decline in performance. The decline in performance also had an impact on the amount of batik and the income generated. **Aims:** to determine the factors related to the performance of Batik Papringan Workers in Banyumas Regency. **Methods:** The research was conducted with a sample of 48 batik workers. The instrument is questionnaire. The questionnaire in this research is a self-developed questionnaire which was developed from a validated and reliable questionnaire. The analysis was performed using chi-square to examine the relationship between the 2 variables and logistic regression to determine the factors most associated with performance. **Result:** The results showed that in the bivariate test, age and work satisfaction were factors related to performance, while in the multivariate test the most related factors were work satisfaction. The p value of the relationship between work satisfaction and performance is 0.049. **Conclusion:** The conclusion of this study work satisfaction is the factor most related to the performance of batik makers that needs to be improved. The solution that can be done is to apply strategies and tricks in marketing batik products to consumers so that consumers are more interested in buying batik. The more batik is sold, the more worker satisfaction increases.

Keywords: Factor, Performance, Worker

INTRODUCTION

The COVID-19 pandemic has caused global economic uncertainty in several countries, including Indonesia (Nasution et al., 2020). As of July 9, 2020, The Indonesian Ministry of Health reported 70,736 positive confirmed cases with 3,417 deaths (Indonesian Ministry of Health, 2020). Sukmana and Yuniarti (2020) say those who are confirmed positive for COVID-19 can show clinical symptoms or not but will show positive results for COVID-19 based on laboratory tests. The clinical symptoms caused by COVID-19 are many kinds from shortness of breath, cough, fever, nausea, headache, diarrhea and abdominal pain. This will be exacerbated when people infected with COVID-19 are comorbid (have comorbidities such as hypertension, diabetes, heart, lungs and so on). Apart from

having health impacts, COVID-19 has a domino effect, in various sectors such as the economy, tourism, trade, investment and social affairs. The impact of COVID-19 on the economic sector has led to a downturn in small medium enterprises (SME). Azimah et al. (2020) said that the impact of COVID-19 on the SME sector was enormous. The government's lockdown policy suddenly stopped economic activity accompanied by a decrease in demand for products and supplies worldwide.

One of the SMEs that have long existed in Indonesia is batik. Various regions in Indonesia produce batik according to their distinctive patterns or motifs. Banyumas is one of the batik-producing districts. The area in Banyumas Regency which is known as the center of batik is Papringan District. The resulting batik is often referred to as Batik Papringan. Batik Papringan Banyumas is a batik

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product produced by workers who are members of the joint business group and batik home industry workers in Papringan, Banyumas Regency. Based on the results of interviews conducted by researchers, Batik Papringan workers experienced a decline in income during the COVID-19 pandemic. The decline in income experienced by Batik Papringan workers was caused by a decrease in the consumer demand for Batik Papringan. The decrease in the amount of income experienced by workers causes a decrease in the motivation and job satisfaction of Batik Papringan workers. Batik Papringan workers are less enthusiastic about working and less satisfied with the results of their current work due to decreased income during the COVID-19 pandemic.

Worker performance is a very important aspect of work. The performance will not be optimal if you only rely on production equipment or machines without paying attention to aspects of humans or workers. Maximum workforce performance is expected to achieve optimal productivity levels according to standards (As'ad, 2001). Performance is the act of carrying out tasks by workers within a certain and measurable time. Problems in the work environment related to work productivity are not only about machines, work environment, money, and equipment but also concerning human resources who manage production factors (Suharnomo and Mas'ud, 2005). High human performance cannot be separated from the factors that influence it. According to Simanjuntak (2005), three factors influence performance, namely individual, organizational, and management factors. Individual factors are factors that come from within the individual himself, namely health, education, experience, achievement, and needs. Organizational factors are job descriptions, positions, work relationships, and salaries or wages. Management factors are conceptual skills, interacting with other people, and technical skills. Lamania and Muniroh (2018) state that motivation can also be a factor in one's performance. This

is in line with Elvina and Chao (2019) who state that there is an effect of individual motivation on employee performance at VTB Bank Russia. Motivation is something that can move and make someone passionate about something. Kuswati's (2020) research showed that there is significant relationship between motivation and work performance at Majalengka Regency Education Office.

Motivation has a close relationship with a person's behavior. Motivation can make how a person initiates behavior, directs, supports, and strengthens. Motivation in a person is the power to create something to achieve goals and self-satisfaction. Motivation plays an important role in job satisfaction, achievement, opportunities for advancement, recognition from other individuals, career development, and responsibility. The results of research show that there is a significant relationship between work motivation and the performance of employees at PT KAO Indonesia. Performance is the result of a complex process that is influenced both within and outside of the worker (Jaya and Ningsih, 2018). This is in line with Mensah and Tawiah (2016) who state that there is a relationship between work motivation and performance in mining workers in Ghana. This study shows that intrinsic motivation gives job satisfaction and affects at doing a good job.

Job satisfaction is the psychological and physiological aspects of employees satisfaction with job environmental factors, in other words, as employee subjective responses to the working environment (Lee et al., 2017). According to Luthans (2006), a person's job satisfaction can be seen from several indicators, namely the job itself, salary or income, opportunities for promotion, supervision, and co-workers. Job satisfaction greatly affects a person's commitment to providing the best performance for his workplace. Satisfaction can make workers give their best effort to achieve company or workplace goals. Job satisfaction is directly linked to employee

engagement. The literature confirms that satisfied employees perform better and contribute to the overall success of an organization (Shmailan, 2016). This is in line with the research of Subariyanti (2017) which showed that there is a relationship between job satisfaction and the performance at the workers of PTLR BATAN. In addition, Rosmaini and Tanjung (2019) said that there was an effect of job satisfaction on employee performance at the workers of Department of Public Works and Public Housing at Aceh Tamiang Regency.

The period of the COVID-19 pandemic, which is a new thing for all citizens of the world, has a broad impact, including on the economy, especially UMKM workers such as batik. The motivation and job satisfaction of the batik workers, one of which is the Papringan Batik worker, needs to be studied. This is because motivation and job satisfaction are factors that are thought to affect the performance of the Papringan batik. The study of work motivation, job satisfaction, and performance is expected to be useful for increasing the productivity and income of Batik Papringan workers in Banyumas Regency.

METHOD

Research on work motivation, job satisfaction, and performance of Batik Papringan workers, Banyumas Regency, was conducted with a cross-sectional research design. The research was conducted by taking the population, namely all Batik Papringan workers who were still productive, while the research sample was determined by inclusion criteria. The inclusion criteria consist of female batik workers in the southern region in Papringan and not being sick when the study was conducted. The respondents of this research are females in the southern region because batik workers in the northern region of Papringan were shown to be valid and reliable test respondents. The exclusion

criterion was not wishing to be research respondents. The research was conducted using a questionnaire instrument. This questionnaire is a self-developed questionnaire tested to other batik workers in the northern region of Papringan. The researcher asked several question items to the respondent. Based on the validity and reliability using Pearson correlation test, it showed that p value of the item questionnaire is <0.05 and Cronbach's alpha value is 0.80. The questionnaire consists of three types, work motivation, work satisfaction, and performance. The item of work motivation questionnaire consists of 10 questions, work satisfaction consists of nine questions, and performance consists of nine questions. Data from the variables of work motivation, work satisfaction, and performance are categorized as good if above the mean or median value, while categorized as not good if below the mean or median value. Based on the univariate test, it showed that good work motivation is >38 , bad work motivation <38 ; good work satisfaction is >35 , bad work satisfaction is <35 ; good performance >31 , bad performance is <31 . Data were analyzed using SPSS 23 software and bivariate chi-square test. Apart from the variables of work motivation, job satisfaction, and performance, the characteristics of Batik Papringan workers were also examined and which consisted of age, education, years of service, and length of work. The characteristics of each variable are described into frequency distribution and percentage. After all variables were tested bivariate, a multivariate test was carried out by including variables that had a significance value (p) <0.25 . The analysis test used on multivariate is logistic regression test. The logistic regression was used to determine the most influencing variable to the performance of Batik Papringan workers based on the odds ratio p value of each variable.

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RESULT

Table 1. Characteristics of Batik Papringan Workers

Variable	Frequency (n)	Percentage (%)
Age (Years)		
6-15	1	2.08
16-25	2	4.17
26-35	7	14.58
36-45	17	35.42
46-55	12	25.00
56-65	7	14.58
66-75	2	4.17
Total	48	100
Education		
Elementary School	36	75
Junior High School	8	17
Senior High School	4	8
Bachelor Degree	0	0
Total	48	100
Work Period (Years)		
1-10	12	25.00
11-20	17	35.42
21-30	6	12.50

Variable	Frequency (n)	Percentage (%)
31-40	9	18.75
41-50	4	8.33
Total	48	100
Work Duration in a Day		
1-4	13	27.08
5-8	34	70.83
9-12	1	2.08
Total	48	100

Based on Table 1, most of the Batik Papringan workers have a primary school education, as many as 36 workers (75%). There are no Batik Papringan workers who take the lecture bench. Besides, as many as eight workers (17%) have junior high school education and as many as four workers (8%) are a senior high school.

Table 2. Distribution of Work Duration in Batik Papringan Workers, Banyumas

Work Duration in a Day	Frequency (n)	Percentage (%)
1-4	13	27.08
5-8	34	70.83
9-12	1	2.08
Total	48	100

Based on Table 1, most of the Batik Papringan workers have a working period of 11-20 years, as many as 17 workers (35.42%). Besides, as many as 12 workers (24%) have worked for 1-10 years. Batik Papringan workers have at least a 41-50 years work period, namely four workers (8.33%). Based on the results of interviews conducted by researchers, a small proportion of Batik Papringan workers have

made batik since childhood (when they were in elementary school). Therefore, until now the elderly batik workers have a very long working period, namely between 41-50 years.

Based on Table 1, most Batik Papingan workers have a working length of 5-8 hours/day, as many as 34 workers (70.83%). Besides, 13 workers (27.08%) worked 1-4 hours/day, namely 13 workers (27.08%) and one worker (2.08%) had 9-12 hours/day of work. day.

The following are the results of the data normality test using Kolmogorov Smirnov:

Table 3. Data Normality Test Results with the Kolmogorov-Smirnov Test

Variable	Signification (p)
Work motivation	0.263
Work satisfaction	0.175
Performance	0.297

The results of the data normality test indicate that the data are normally distributed; therefore the data categorization of the variables is based on the mean value. Age, education level, work period, work duration, work motivation, work satisfaction, and performance are categorized as good or above the mean and not good if they are below the mean. The relationship between age, education level, work period, work duration, work motivation, and work satisfaction with performance was measured by the bivariate test using the chi-square test. Based on the univariate test, it showed that good work motivation is >38, bad work motivation <38; good work satisfaction is >35, bad work satisfaction is <35; good performance >31, bad performance is <31. This value is obtained from the value of mean of each variable.

The variables are categorized into groups consisting of: age (not productive yet, productive, and less productive, education level (elementary school, junior high school, senior high school, and bachelor degree), work period (long and short), work duration (\geq 8 hours a day and

<8 hours a day), work motivation (high and low), and work satisfaction (high and low).

The univariate analysis is conducted to know the frequency and percentage of each variable to work satisfaction. The univariate analysis showed that majority the workers are still productive (42 workers). But in the majority, all of them have good enough performance at their job. Only one worker is not productive yet and two workers are less productive. In the majority, the education level of the workers is elementary school. The workers who have elementary school are 36 workers with good enough performance are 31 workers. The work motivation and satisfaction majority is high.

Table 4. The Frequency Distribution of Age, Education, Work Period, Work Duration, Work Motivation, and Work Satisfaction to Performance of Batik Papingan Workers, Banyumas

Variable	Performance				Significance
	Good		Good Enough		
	f	%	f	%	
a. Age					
Not productive yet (<15 years old)	1	100	0	0	0.023
Productive (15-64 years old)	6	14	37	86	
Less Productive (>64 years old)	2	50	2	50	
Total	9	18.8	39	81.2	
b. Education Level					

Variable	Performance				Significance
	Good		Good Enough		
	f	%	f	%	
Elementary School	5	13.9	31	86.1	0.285
Junior High School	3	37.5	5	62.5	
Senior High School	1	25	3	75	
Bachelor Degree	0	0	0	0	
Total	9	18.8	39	81.2	
c. Work Period					
Short (<3 years)	5	29.4	12	70.6	0.161
Long (>3 years)	4	12.9	27	87.1	
Total	9	18.8	39	81.2	
d. Work Duration					
≥ 8 hours a day	1	29.4	8	70.6	0.515
< 8 hours a day	8	12.9	31	87.1	
Total	9	18.8	39	81.2	
e. Work Motivation					
High	4	16	21	84	0.073
Low	5	21.7	18	78.3	
Total	9	18.8	39	81.2	
f. Work Satisfaction					
High	6	14.3	36	85.7	0.036
Low	3	50	3	50	
Total	9	18.8	39	81.2	

Variables that had a p-value <0.25 were entered for the multivariate test with

logistic regression. The variables that have a p-value <0.25 are age, work motivation, and job satisfaction. The results of the logistic regression multivariate test showed that the variable most related to performance was job satisfaction. The following are the results of the logistic regression multivariate test of age, work motivation, and job satisfaction with performance:

Table 5. Multivariate Logistic Regression Test Results of Age, Work Motivation and Job Satisfaction with Performance on Papringan Batik Workers, Banyumas Regency

Variable	Significance (p)	Odds Ratio (OR)
Age	0.325	0.001
Work Motivation	0.608	0.615
Work Satisfaction	0.049	8.644

The results of the logistic regression multivariate test showed that job satisfaction was the variable most related to the performance of Batik Papringan workers in Banyumas Regency with a significance value (p) of 0.049 and OR 8.644. This showed that employees of Batik Papringan, Banyumas Regency, who have good job satisfaction have a performance of 8,644 times better than workers who have less good job satisfaction. This is means that the more the work satisfaction of the Batik Papringan workers, the more the performance also of the Batik Papringan workers.

DISCUSSION

The results showed that there was a relationship between the age of the workers and the performance of the Batik Papringan workers, Banyumas Regency. This is in line with the results in which Handayani et al. (2018) state that there is a significant relationship between age and performance

of health workers at inpatient department of Batusangkar Hospital. Productive ages have higher productivity and performance compared to workers of an old age. Workers who are still of productive age have better physical and health than workers who are not yet or less productive Aprilyanti (2017). The results showed that most of the Batik Papringan workers, Banyumas Regency were productive (15-64 years), as many as 43 workers (89.58%). This is reinforced by Notoadmodjo (2009) who states that workers aged 45-60 years will start to pursue and improve the quality of their work. Workers aged 25-44 years will establish themselves in the job they choose and are not interested in choosing another job if they are not pressed.

The results of the bivariate test using the chi-square show that there is a relationship between job satisfaction and the performance of Batik Papringan workers, Banyumas Regency, with a significance value (p) = 0.036 < 0.05. This is in line with Bakotić (2016) who states that there is a relationship between job satisfaction and performance in workers in Croatian companies. Employers should take initiatives to motivate employees by improving their work environment. As employees are motivated, their job performance will increase, and they will achieve the desired outcomes and goals of the job. Thus, increasing the employers' satisfaction (Al-Omari and Okasheh, 2017). The results of research by Kusuma and Said (2017) showed that there is a significant relationship between job satisfaction and performance in vocational school teachers in Batu City, Malang. The results of the analysis show that of the 185 SMK teachers who were respondents, 117 teachers stated that they had high job satisfaction and performance. The higher the job satisfaction, the higher the resulting performance in a workplace or organization.

Workers who are not satisfied with their work will show poor performance and become a barrier for workers to achieve

success (Shmailan, 2016). However, the results of the bivariate analysis of job satisfaction and performance of Batik Papringan workers, Banyumas Regency, show that workers who have high job satisfaction have poor performance. This is thought to be due to the workers' abilities in completing a job that is not good enough. Batik Papringan workers, Banyumas Regency, during the COVID-19 pandemic experienced a decline in demand, causing a decrease in income. The decrease in income caused workers to do batik work not as their main livelihood or in other words as a side job. This caused workers not to spend all their abilities to make batik as much as possible because of decreased income. Ability that is not optimal causes a decrease in the performance of batik makers. This is in line with Kumala et al. (2018) who said that a person will perform well if he has two things, ability and motivation. Competence affects the performance of vocational school teachers in Batu City, Malang. Yaşar et al. (2013) stated that competence is related to the performance of workers in various industries in Turkey including banking, cargo, communications, food and catering, finance, publications, retail, technology, and tourism. Competence is the workability of each individual including knowledge, skills, and attitudes by existing standards.

Kartika and Sugiarto (2016) stated that there is a relationship between competence and the performance of office administration employees at Satya Wacana Christian University (SWCU) Salatiga. Apart from the ability (competence), workers who have high-performance satisfaction but underperformance are thought to be caused by batik infrastructure and inadequate environmental conditions. The results of observations made by researchers indicate that the infrastructure and work environment of the batik is still far from standard. This can be seen from the batik makers who do not use comfortable (ergonomic) chairs when making batik, poor lighting in the batik production area,

the place for batik making that does not apply the 5Rs (compact, neat, clean, care, diligent), the workplace is narrow, the work attitude is bent and static for a long time, and do not use Personal Protective Equipment (PPE) when making batik. This unsafe behavior and unsafe work environment make the performance of the batik not optimal even though the batik already has high job satisfaction. The lack of knowledge and attitudes of batik makers about Occupational Health and Safety makes workers feel that the behavior and conditions of their current work environment are up to standard and comfortable to use. This is in line with Singh and Ahuja (2014) who state that implementing housekeeping can increase worker motivation, worker productivity, prompt delivery of goods, safety, reduce machine breakdowns, customer complaints, and worker absenteeism among workers in the Toyota production system in India. Besides, Bayuaji et al. (2017) said that sufficient lighting will improve individual performance. Insufficient lighting will increase fatigue, thereby reducing visual abilities and affect the performance of Universitas Islam Indonesia (UII) students. Furthermore, Makhbul et al. (2013) stated that there is a correlation between an ergonomic workplace and work stress on electronic goods operator workers of the Malaysian International Trade and Industry Agency.

The results of the analysis using the bivariate chi-square test showed that there was no relationship between the level of education and performance of Batik Papringan workers, Banyumas Regency. According to Mahmudi (2005), performance is influenced by several factors, including personal factors (knowledge, skills, abilities, self-confidence, motivation, and commitment), leadership factors (encouragement, enthusiasm, direction, and support from superiors), team factors (enthusiasm and support from colleagues), system factors (work systems, work facilities,

organizational culture), and situational factors (pressure and changes in the external and internal environment). The absence of a relationship between the level of education and the performance of Batik Papringan workers, Banyumas Regency, is thought to be due to the lack of skills and infrastructure, and the majority of respondents who have elementary school education (SD). Education level is often defined as the level of knowledge. Sutrisno et al. (2017) state that knowledge as a component of competence often fails to predict human resource performance. Knowledge scores for certain fields accompanied by an increase in education level are not successful in measuring the knowledge and skills that should be carried out on the job. This is in line with Sayekti and Nugraha (2014) who state that the performance of foreman tapping at PT Perkebunan Nusantara VII is influenced by abilities which include not only knowledge but also skills at work. Besides, the research results also show that there is a relationship between compensation and motivation in which motivation is also measured by workplace condition. The unsupportive work environment for the batik makers in Papringan, Banyumas Regency, has resulted in decreased skills and performance.

The results of the analysis using the bivariate chi-square test showed that there was no relationship between tenure and performance. The absence of a relationship between tenure and performance at batik makers in Papringan, Banyumas Regency, is thought to be due to decreased income during the COVID-19 pandemic. This is in line with the research of Azimah et al. (2020) which states that there is a link between the COVID-19 pandemic and a decrease in turnover and income for market traders in Klaten and Wonogiri cities. Indayani and Hartono (2020) said that, during the COVID-19 pandemic, Indonesian society experienced a decline in growth. This has an impact on decreasing

income and increasing the number of unemployed.

The results of the bivariate test using the chi-square show that there is no relationship between the length of work and performance of batik makers in Papringan, Banyumas Regency. The absence of a relationship between the length of work and performance is thought to be caused by the batik making taking up less use of their daily working hours because they often do other activities while making batik. The multitasking between the roles of the batik and the housewife makes the batik workers less focused and maximal in making batik. The role of being a housewife, taking care of children and families makes women who work as batik workers expend more energy when compared to women who do not play multiple roles. This is in line with Iswari and Pradhanawati (2018) who state that there is a strong and positive correlation between multiple roles and the performance of female employees at PT Phapros Tbk. Multiple roles affect employee performance results as much as 13.6%. Moreover, Japlani (2020) also stated that there is a positive correlation between dual role conflicts in nurses and the performance of nurses at Metro City Hospital. Family and work demands can reduce a woman's physical and psychological strength.

The results of the analysis using the bivariate chi-square test showed that there was no relationship between work motivation and performance of Batik Papringan workers, Banyumas Regency. The absence of a relationship between work motivation and performance is thought to be caused by the COVID-19 pandemic, which made the demand for batik products decrease, causing the income of batik makers to also decline. The COVID-19 pandemic has an impact on various sectors including the people's economy. This is in line with Rosita (2020) who states that there is a decrease in income at MSMEs engaged in food and beverages, wood and rattan handicraft business units, wholesale and retail tourism, motorcycle repair, and

transportation. Nasruddin and Haq (2020) stated that the existence of large-scale restrictions on physical activity caused economic losses. People who work in the informal sector feel confused about fulfilling their daily needs. Large scale social restrictions have caused offices and industries to experience restrictions on operations and production, causing losses. Since this instruction, the transportation sector lost passengers and food order customers have also decreased, so that they have difficulty fulfilling their daily needs.

The government also has to think of a solution to this condition. The decision and rule must include two aspects, health and economic. The rule has to have impact in increasing the health and economic level. People have to be healthy and also have income to survive. Health protocol must be conducted under the strict supervision and cooperation among many stakeholders, both government and society. This cooperation is expected to be the solution of COVID-19 pandemic in the world. The strength of this research is that there is still little research on performance of informal sector workers, especially batik workers. This also can give benefits to batik workers on how to increase performance in order to increase income each month. The weakness of this research is only a few variables were measured. Next time, researchers can measure others variables related to performance such as incentive and workload.

CONCLUSION

There are several factors related to the performance of Batik Papringan workers, Banyumas Regency, namely age and job satisfaction. The factor most related to the performance of the batik is job satisfaction. Most of the batik makers have high job satisfaction with poor performance. This is because the batik makers are satisfied even though they do not spend all their abilities and skills due to insufficient demand and income during the COVID-19 pandemic.

Therefore, even though the batik worker is not giving their s best performance, the batik worker is already satisfied with the performance that has been produced. The period of the COVID-19 pandemic had an impact on the economy and finances of Papingan batik makers, Banyumas Regency. Therefore, we need strategies and tricks on how to do marketing that can attract consumers to buy their products.

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