Differences in Quality of Work Life for Cruise Ship Employees and for Hotel and Restaurant Employees: a Local Wisdom Approach

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Bali, as one of Indonesia's tourist destinations, has been recognised worldwide and has contributed to absorbing a significant workforce, especially in the hotel and restaurant sector. This study aims to determine the difference in Quality of Work Life (QWL) between employees who work in hotels and restaurants and employees who work on cruise ships. Samples were taken each of 100 respondents randomly. The data analysis technique used unpaired t-test. The results showed that there were significant differences in leadership and organisation, management, working conditions, rewards and fairness, skills and prospects, and organisation of work between hotel-restaurant employees and cruise ship employees. Meanwhile, there is no significant difference in relations between labour and nature of work between hotels and restaurants and cruise ships. The findings of this study are that the quality of work-life of employees who work on cruise ships in terms of rewards and fairness is far better compared to employees who work in hotel restaurants. Still, the social harmony of hotel-restaurant employees is relatively more conducive as reflected by local wisdom.

Keywords: *Quality of work-life, local wisdom, hotel and restaurant, cruise ship*

Introduction

At present, the change in the business environment is indicated by the development of communication technology and information technology is the main challenge faced by human resources (HR); thus HR with low potential cannot compete because, with technological developments, organisations reduce blue-collar employees and replace workers

who are able to accommodate changes and technological developments. HR involved in the organisation's managerial process is HR, who know based employees, multi-skilling employees. Technology or other resources do not entirely determine sustainable competitive advantage, but rather lies in the ability of organisations in HR management. An organisation's competitive advantage can be achieved if the organisation has a strategic and competitive HR management (Pfeffer, J., 1995).

The tourism business in the country has flourished since the last decade. In 2014, the tourism sector contributed 9% to Gross Domestic Growth (GDP). Foreign exchange gained from this sector reached Rp 120 trillion by opening employment opportunities for around 11 million residents. Although for ASEAN and world size, the contribution generated from the tourism business in Indonesia is still relatively low. For that in 2019, the Ministry of Tourism is targeting 15% and Rp 240 trillion to contribute to GDP and foreign exchange. Job opportunities are also expected to increase to 13 million until 2019 (Badan Pusat Statistik, 2015).

Interest in Indonesian Workers Bali working abroad is very large, which every day many prospective migrant workers deal with PPTKIS offices, then have tried to estimate the placement of Indonesian Workers Bali abroad that it seems that until the end of 2011 it is counted as many as 11,308 people can be placed elsewhere. Of this number, the types of work that were in high demand were working on cruise ships as many as 9,176 people (81.15%) followed by SPA-Therapist as many as 1,068 people (9.44%), and plantations as many as 520 people (4.60%); while hospitality is 284 people (2.51%) and the least desirable by tankers is only four people (0.04%) (Pelaksana Penempatan Tenaga Kerja Indonesia Swasta (PPTKIS) dan Dinas Tenaga Kerja dan Sertifikasi Kompetensi (TKSK) Kota Denpasar Bali, 2011). It can be said that the interest of Balinese migrant workers, especially young workers, to work abroad is considerable, solely based on several reasons, among others. The level of wages elsewhere is more significant than in Bali so that working for several years has been able to raise capital, want to find experience abroad, prestige increases working abroad especially the families of migrant workers, employment in Bali is increasingly narrow. It must be fought over tightly, and others.

Various studies on the quality of work-life have been carried out such as Balaji (2016) conducted in India on company employees. This aim is to see the success of an organisation highly dependent on how it attracts people who are recruited, motivated, and maintains its workforce; for that it needs to be more flexible so that they are equipped to develop their workforce and enjoy their commitments. Therefore, it is recommended to improve employee attitudes towards work and their work environment in the organisation. Islam (2012) studies that have been conducted attempt to find out the factors that have a significant impact and influence on the quality of work-life of employees in Bangladesh private limited companies.

There are seven factors found, namely: workload, family life, transportation, compensation and benefits policies, work environment, work conditions, and career growth; and these factors have a significant effect on the quality of work life. Learning concludes that the right organisational culture, compensation policies, career growth, and relative facilities can lead to the mindset of satisfied employees who ensure the overall organisation is productive.

Narehan et al. (2014)'s study was conducted at Malaysian multinational companies to find out the relationship between the quality of work-life and quality of life. The results found that there was a significant relationship between the variety of work-life programs (QWL) and quality of life (QOL). The most influential factor on QOL is the work environment followed by the work aspect; followed by emotional well-being, personal development, social inclusion, and interpersonal relationships. The Sinha study (2012) conducted in India of employees holding middle managerial positions, aimed at exploring the factors of quality work-life experience in organisations. Factor analysis of the 'quality work-life experience' component leads to the extraction of three elements from various organisations. Three factors that emerge are "relationship-fortune orientation," "futuristic and professional orientation," and "orientation of self-determination and systemic." The results show that these factors play a significant role in satisfying the needs of employees. At the middle managerial level, various aspects are valued and used to develop a unique and unmatched quality of work-life in their socio-technical system to obtain favourable employment responses.

This research tries to use the local wisdom approach in seeing the quality of work-life; it was realised that other researchers had never done it. Local wisdom itself is the ideas, values, or views of a place that has a wise and valuable nature that is followed and trusted by the people in that place and has been followed for generations. Thus, this approach is expected to be able to realise values that can be guided, such as the mindset of a virtuous society, good feelings towards the land of birth, a great desire to keep carrying on traditions that have been passed down for generations. Therefore, this research is focused on examining the quality of work-life between hotels and restaurants and cruise ships. This study aims to determine differences in the quality of work-life between employees who work in hotels and restaurants and employees who work on cruise ships.

Literature Review

Quality Work of Life (QWL). Quality of work life is a working condition as a result of interaction between the individual and his work to make workers more productive and give job satisfaction. Dessler (2003) views the quality of work-life, which is a condition where employees can meet their essential needs by working in organisations. The ability to do that depends on whether there is the fair, fair, and supportive treatment of employees, opportunities for each employee to make full use of the ability, a chance to manifest

themselves, that is to be the person they feel is able to demonstrate it, an opportunity for all employees to play an active role in making important decisions involving their employees.

Bernardin and Russel (1993) say that: Quality of Work Life (QWL) is the degree to which individuals can satisfy their most critical personal needs (e.g., need for independent) while being employed by the firm. The definition can be understood that the quality of work-life is determined by how workers feel their role in each organisation. The purpose here is defined as part of a systematic way in which employees participate in every decision making concerning attitudes related to their work, activities, and organisation so that the role is able to provide a sense of responsibility and sight of belonging to each job that arises from the agreement and joint decisions (Wheter & Davis, 1996).

Furthermore, the quality of work-life is a form of philosophy applied by management in managing organisations in general and resources in particular. As an underlying philosophy, quality of work-life is a management perspective on people, work, and organisation by sharing activities in the workplace (Filippo, 1983). The main elements in this philosophy are management's concern about the impact of work on humans, the effectiveness of organisations, and the importance of employees in problem-solving and decision making, especially concerning career development, income, and their fate in their work.

The impact of poor quality of work-life one of which is the onset of stress at work. Job stress is a general term that refers to pressures and problems experienced by everyone in their work life. The concept of stress has two meanings: positive and negative. If people can manage or manage stress well psychologically, it will foster enthusiasm and motivation to work. Conversely, if too much stress will disrupt health, both physically and non-physically (Ekowati, 2009).

Furthermore, Denvir et al. (2015) explore in the literature, which suggests that there are several dimensions to QWL and have created a complete visual representation. QWL is a multi-faceted concept and issues related to employee salaries and benefits, their relationship with managers and their colleagues, the nature of their work, how to organise, and so on for various degrees of work that have an impact on quality working life. The following indicators of each dimension are described as follows.

Leadership and the organisation. Leadership and organisational aspects of leadership are conceptualised to have an impact on QWL including trust in organisational leaders because sharing values feel that the organisation is a good employer and the values of its employees, has the pride of one of the companies and feels that the work done for the organisation can create a positive difference to the community. Some of these elements relate to aspects of the meaning that employees can attach to their work but also issues of identification with and the trust of their employer. The QWL management dimension contains aspects relating to one

immediate or line manager. Includes the nature of the employment relationship, respecting one manager and in turn, feeling that one manager is not discriminating, feeling supported, and receiving feedback and encouragement from one of the managers.

Working conditions. Aspects of working conditions and work environment are conceptualised to have a bearing on QWL, including working hours, the balance between home and work-life, job security, the nature of the work environment, and the impact on health and the importance of being bound by employers for health and safety.

Rewards and fairness. Prizes and rewards for fairness and justice include all aspects of pay and benefits relative to colleagues and other comparators and relative to expenses in the broadest sense, and so aim to capture the feeling of being sufficiently paid for the work done and consider one having paid to be sufficient for one's needs.

Skills and prospects. This dimension captures opportunities to utilise skills and abilities at work, possibilities for learning new skills, and prospects for development or promotion-relations at work. The QWL dimension includes relationships with coworkers and includes fair treatment and workplaces that are free from harassment and bullying, the quality of relationships with coworkers, and the ability to rely on colleagues at work.

Nature of work. This is a broad category trying to capture the type of work and intensity and includes elements such as the speed of work, time available to complete tasks, work pressure, the monotony of work, and a sense of accomplishment achieved. The organisation of work refers to aspects of responsibility, independence and control of the way a person works is organised, and includes feelings of involvement and influence such as scope, and involvement in, decision-making, opportunities for creativity, work-wise, and ability to control the way work tasks are done someone held.

Local Wisdom. Local wisdom can be interpreted as a thought about life that is based on apparent reason, right reason, contains positive things and can be translated as works of reason, deep feeling, character, temperament, and suggestions for human glory (Wagiran, 2012). Local wisdom as an identity or cultural personality of a nation that causes the country can absorb and even cultivate cultures that come from outside/other nations into their character and abilities (Wibowo & Gunawan, 2015). Thus, local wisdom is a local (local) thought or idea that contains wise, creative, kindness values, which are internalised (hereditary). These values are believed to contain the truth so that it is followed by members of the community, this local wisdom that can be called the noble values (adhiluhung) of the community that serves as the foundation of a philosophy of good behaviour towards harmonisation (Kriyantoro, 2014).

In practice, it must be able to choose and sort the best. Local genius is not the same as local wisdom; because local genius to localise culture from the outside, which involves creativity and at the same time, wisdom to produce distinctive culture, among others, in the form of local wisdom. Both indeed contain wise steps, namely one in the context of localising and localising, while the other in the context of using it as a habitus product (Atmaja & Sanjoto, 2017). Furthermore, it is said that local wisdom functions as a recipe for action to create wise and wise people. Local wisdom is inherited from generation to generation and maintained, not solely because of its function as a recipe for action, but also because it is correctly seen from the perspective of skepticism so that it has use-value in the context of creating a harmonious society.

Conceptual ideas that live in the community, grow and develop continuously in public awareness can be approached from religious values, ethical values, aesthetic, intellectual or even other values such as economics, technology, and others are referred to as local wisdom (Al Munawar & Halim (2003). Local wisdom can be interpreted as wisdom in the traditional culture of ethnic groups. Each tribe has local wisdom values, both of which grow from local traditional culture, as a result of cultural adoption from outside (including the adoption of religious teachings) and as a result of cultural adaptation from outside to local traditions (Sedyawati, 2007).

Man's effort by using his intellect (cognition) to act and behave towards something, object, or event that occurs in a particular space is understood as local wisdom (Ridwan, 2007). Meanwhile, according to Geertz (1992), local wisdom is an entity that determines the dignity of human beings in their community. Local wisdom is the wisdom or habits that are built on noble traditions that were passed down from generation to generation by generations of ancestors. Therefore, local wisdom becomes something very significant in society. The Balinese people, for example, have infinite local wisdom that covers various aspects of life-related to economic, political, social, theological, philosophical, cultural, and security defence, so that local Balinese wisdom is very much in line with the Indonesian government's program.

Hinduism strongly emphasises on its people to always respect and conserve tradition or local wisdom. The Hindu holy book gives a guarantee that people who follow the good customs will be free from all disasters, as stated in the holy library Mavaava Dharmaúàstra states:

úruti småty udita dharma manutiûþhan hi mànavaá,
iha kìrtim avapnoti pretya cànuttamaý sukham.
(Mànava Dharmaúàstra II.9)

"By following the law taught by the holy library and noble customs, people will get fame in this world and get ultimate happiness in another world" (Pudja, 2004).

The above *sloka* is the basis of why Hindus respect and try to preserve customs. Although these slokas were not taught at the same time as showing the texts of the sloka, the teachings on the importance of respecting and preserving the customs were taught by Balinese ancestors orally (through word of mouth) through wayang, arja, drama, bondres art performances, etc. so that local wisdom has become an oral tradition and is very strong.

Problem Description

Figure 1. Research Proposed Model
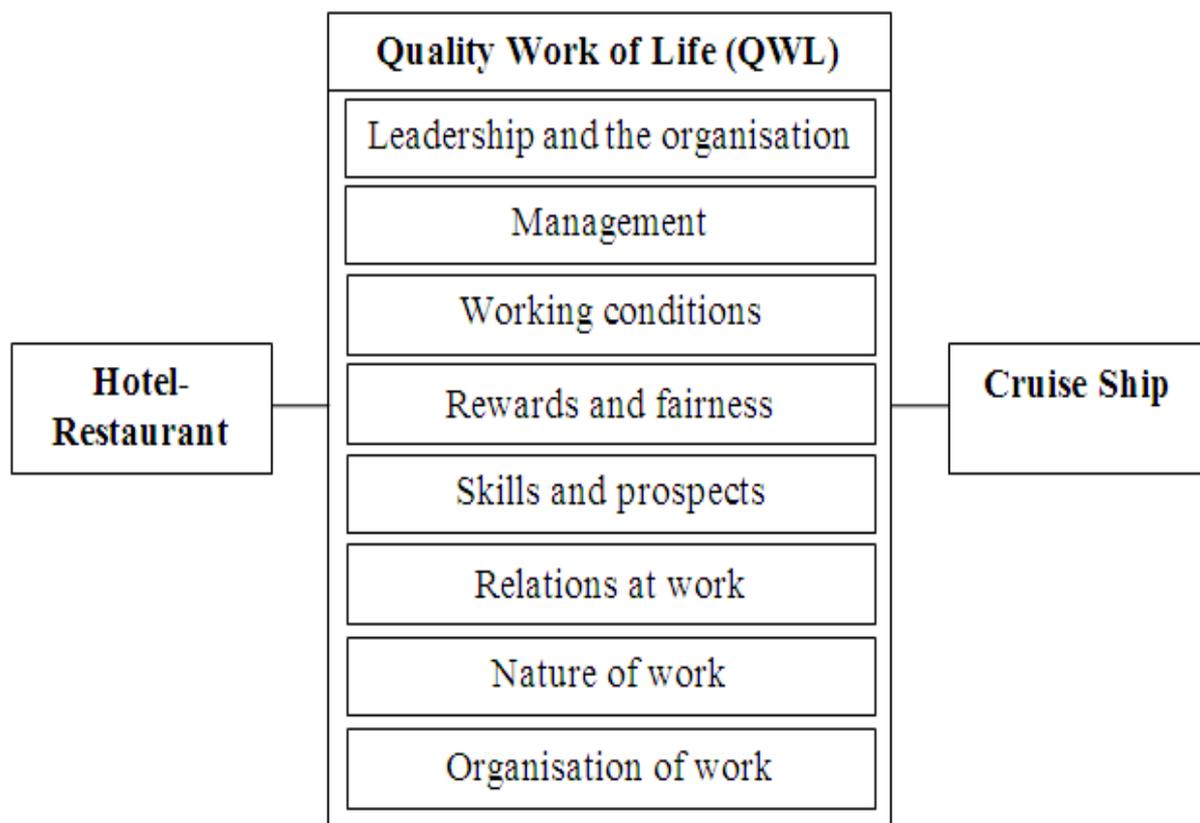
The Research Hypotheses

H1: There are differences in leadership and organisation between hotel-restaurant employees and cruise ship employees.
H2: There are management differences between hotel-restaurant employees and cruise ship employees.

H3: There are differences in working conditions between hotel-restaurant employees and cruise ship employees.

H4: There are differences in rewards and fairness between hotel-restaurant employees and cruise ship employees.

H5: There are differences in skills and prospects between hotel-restaurant employees and cruise ship employees.

H6: There are differences in relations at work between hotel-restaurant employees and cruise ship employees.

H7: There are differences in the nature of work between hotel-restaurant employees and cruise ship employees.

H8: There are differences in the organisation of work between hotel-restaurant employees and cruise ship employees.

Method Research

This research was conducted at the Head Office/Branch Implementing Placement of Private Indonesian Workers and the Office of Labor and Competency Certification of Denpasar, Bali. While the time of the study was conducted from June to November 2018, this study used a quantitative approach.

The population of this research is hotel-restaurant and cruise, ship employees. Based on the data with the progression used in this study, the value of e = 10% was taken so that the sample size of the cruise ship labour force produced 100 respondents each.

Primary data were obtained using a questionnaire distributed to respondents using a Likert scale at each hotel-restaurant and cruise ship employees. While secondary data as a complement to primary data. Hypothesis testing is done using an unpaired t-test.

Result and Discussion

Comparative results of Quality Work of Life between Hotels-Restaurants Employees and Cruise Ship Employees

Table 1: Independent t-Test Results

Indicators	Group Sample	Number of Samples	Average score	Std. Deviation	t	Sig	Information
X1 Leadership and the organisation	Hotel-restautant	100	21.92	3.68	4.788	0.000	Significantly different
	Cruisw ship	100	24.35	3.50			
X2 Management	Hotel-restaurant	100	27.35	6.50	3.116	0.002	Significantly different
	Cruise ship	100	29.81	4.48			
X3 Working conditions	Hotel-restaurant	100	60.55	8.11	2.051	0.042	Significantly different
	Cruise ship	100	57.94	9.80			
X4 Rewards and fairness	Hotel-restaurant	100	25.99	5.61	2.794	0.006	Significantly different
	Cruise ship	100	27.97	4.33			
X5 Skills and prospects	Hotel-restaurant	100	17.99	3.90	5.708	0.000	Significantly different
	Cruise ship	100	20.81	3.03			
X6 Relations at work	Hotel-restaurant	100	40.87	5.23	.136	0.892	No Significantly Different
	Cruise ship	100	40.96	4.06			
X7 Nature of work	Hotel-restaurant	100	45.18	6.54	.508	0.612	No Significantly Different
	Cruise ship	100	45.61	5.38			
X8 Organisation of work	Hotel-restaurant	100	41.62	7.26	3.550	0.000	Significantly different
	Cruise ship	100	45.09	6.55			

Source: Primary data processed (2018).

H1. Leadership and the organisation. Based on the output table, the average leadership and the organisation score on cruise ship employees looks higher (24.35) compared to the average score on hotel-restaurant employees (21.92). The hypotheses tested are:

$H_0 : \mu_{hr} = \mu_{cs}$: there is no difference in leadership and organisation between hotel-restaurant employees and cruise ship employees.

$H_a : \mu_{hr} \neq \mu_{cs}$: there are differences in leadership and organisation between hotel-restaurant employees and cruise ship employees.

Obtained sig value for the homogeneity test for variance (Levene's Test for Equality of Variances) of $0.814 > 0.05$ so that the variance of both groups of comparable data is thus the t-test value used is in the top row. T count value of 4.788 and significance value of 0.000. Due to the sig value < 0.05, the results of leadership and organisation testing between hotel-restaurant employees and cruise ship employees are significantly different.

One of the essential elements in organising an organisation is that the role of the leader is crucial in the effort to achieve the goals set. Therefore the authorities must have a high leadership spirit in the sense that they must be able to influence their subordinates to achieve their goals without ignoring the expectations of their subordinates.

Leadership is not an isolated phenomenon but is a product of an interaction between people in a group. A leader must be able to understand the attitudes and qualities of its members. According to Ralph (1974), argues that each situation demands a different quality of leadership. A leader who is successful in certain situations does not guarantee that he will succeed in other situations. Likewise, Gouldner (2007) assumes that leadership theory must cover both the qualities or characteristics of leaders and situations. People who can understand and master the situation are those who have these characteristics most likely to become successful leaders. At the same time, the organisation itself is an association of people to achieve specific goals that are carried out together in composition or form of activities or energy on each person who has been coordinated.

In this case, the hotel-restaurant and cruise ship in terms of leadership and organisation are well-formed; therefore offering different quality of work between the two places. Cruises get better quality of work-life compared to hotel-restaurants; it was realised that the destination and image of the cruise ship had a more tourist and relaxed perception. Thus, employees despite their status as workers but they still set aside themselves as if enjoying themselves as tourists. Because of the nature of the leader of the cruise ship, he had understood the employee he was leading. This research is supported by Balaji's research (2016), which concludes his research results that the quality of work-life has been well considered for employees and organisations that can create job satisfaction. This means that the quality of work-life on cruise ships also reflects the need for better employees so that they get job satisfaction according to their wishes.

H2. Management. Based on the output table, the average management score on cruise ship employees looks higher (29.81) compared to the average score on hotel employees (27.35). The hypotheses tested are:

$H_0:\mu_{hr} = \mu_{cs}$:   there is no management difference between hotel-restaurant employees and cruise ship employees.

$H_a: \mu_{hr} \neq \mu_{cs}$: there are management differences between hotel-restaurant employees and cruise ship employees.

Obtained sig value for the test of homogeneity of variance (Levene's Test for Equality of Variances) of 0,000 < 0.05 so that the variance of the two data groups is not homogeneous, so the t-test value used is in the row below (second). T value of 3.116 and a significance value of 0.002. Because the sig value < 0.05, the results of management testing between hotel-restaurant employees and cruise ship employees are significantly different.

Management is the control and utilisation of all resources in accordance with the plans made that are used for the purposes or completion of a particular work goal. Basu and Irawan (2003) defines that: "Management is the same as management, namely the mobilisation, organisation and direction of human effort to effectively utilise materials and facilities to achieve a goal." Therefore all elements are tasked with controlling so that all resources and sources of funds are owned by an organisation can be utilised as a useful and effective tool that is directed to achieve company goals.

The hotel-restaurant and cruise ship companies certainly have good management in running their businesses. All employees who join the company can carry out their duties and responsibilities following their respective fields of work. In getting the quality of work-life in both fields has significant differences; Cruise ship employees can enjoy a better quality of work-life compared to employees who work in hotel offices. It is understood that proper and practical management allows employees to carry out their duties smoothly. Employee convenience is certainly part of being able to enjoy the quality of work-life in terms of practicality of tasks to get maximum work productivity. Good quality of work-life will create a good work engagement as well as the results of Kanten and Sadullah's research (2012) that there is a positive influence on the quality of work-life with work engagement. This study is also supported by Balaji's research (2016) which concludes the results of his research that the quality of work-life has been well considered for employees and organisations that can create work productivity. This means that the quality of work-life on cruise ships also reflects the need for better employees so that they get job satisfaction on the one hand and work productivity on the other hand for the success of the company.

3. Working conditions. Based on the output table, the average working conditions score of hotel-restaurant employees is higher (60.55) compared to the average score of cruise ship employees (57.94). The hypotheses tested are:

$H_0: \mu_{hr} = \mu_{cs}$: there is no difference in working conditions between hotel-restaurant employees and cruise ship employees.

$H_a: \mu_{hr} \neq \mu_{cs}$: there are differences in working conditions between hotel-restaurant employees and cruise ship employees.

Obtained sig value for the homogeneity test for variance (Levene's Test for Equality of Variances) of $0.002 < 0.05$ so that the variance of the two data groups is not homogeneous, so the t-test value used is in the row below (second). T value of 2.051 and a significance value of 0.042. Due to the sig value < 0.05, the results of working conditions testing between hotel-restaurant employees and cruise ship employees are significantly different.

Every employee needs a comfortable and safe work environment. Schultz and Schultz (2006) states that the work environment is a condition which is related to the characteristics of the place of work for the behaviours and attitudes given by employees. It is related to the process of psychological changes that are caused by things that are experienced in his work or in certain conditions. That must receive more attention by organisations that can provide boredom in work, work that is always monotonous and also fatigue of work.

Therefore working conditions consisting of factors such as physical conditions, psychological conditions and so on must be considered so that workers can feel comfortable at work so as to increase work productivity. Many factors determine the quality of work-life, one of which, according to Reddy and Reddy (2010), is the work environment. QWK consists of opportunities for active involvement in group work arrangements or problem-solving that is mutually beneficial to employees or employers based on workforce management cooperation. Good working conditions have a positive effect on job satisfaction (Bakotie & Babie, 2013).

The hotel-restaurant and cruise ship companies certainly have adequate working conditions according to the standards required as a tourist accommodation facility. All employees who have joined the two companies certainly feel the quality of work-life while on duty; where the results of different test studies show that cruise ship employees get better quality of work-life compared to hotel-restaurant employees. The results of this study were supported by Reddy and Reddy (2010); one dimension of job security has a balance between work and life. This means that if security has been created in the company, the lives of employees will also be more quality.

H4. Rewards and fairness. Based on the output table, the average rewards and fairness scores on cruise ship employees appear to be higher (27.97) compared to the average rewards and fairness scores on hotel-restaurant employees (25.99). The hypotheses tested are:

$H_0: \mu_{hr} = \mu_{cs}$: there is no difference in rewards and fairness between hotel-restaurant employees and cruise ship employees.

$H_a: \mu_{hr} \neq \mu_{cs}$: there are differences in rewards and fairness between hotel-restaurant employees and cruise ship employees.

Obtained sig value for the test of homogeneity of variance (Levene's Test for Equality of Variances) of 0.003 < 0.05 so that the variance of the two data groups is not homogeneous thus the t-test value used is in the row below (second). Tcount value of 2.794 and significance value of 0.006. Because the Sig value <0.05, the rewards and fairness test results between hotel-restaurant employees and cruise ship employees are significantly different.

The term rewards are often equated with compensation. Employees sincerely hope to get fair and appropriate compensation; fair according to the workload it faces in a company and reasonable according to the cost of living spent in the area where the company is located. An organisation is said to attract and retain its employees with only one goal, namely to achieve organisational goals through the work performance of these employees. Therefore the compensation system must be designed to respect employee behaviour that contributes to the achievement of organisational goals.

On the other hand, internal justice is a criterion of fairness from the compensation received by employees from work associated with the internal value of each job. Internal justice also identifies that the preferred position or employees with higher qualifications in the company must be given higher compensation (Smith, 1990). This internal justice requires attention, both employees and employers. Internal justice is related to "Equal Pay for equal Work" or Comparable Pay for Comparable Work called Comparable Worth. From this concept, it is hoped that a leader will provide the same compensation for work of the same value. In addition, Comparable Worth is also applied to eliminate the historical gap between the compensation received by male and female employees, where women are traditionally often given lower compensation (The Economist, 1993).

Hotel-restaurant and yacht companies certainly have received adequate rewards according to employee standards and expectations. All employees who have joined the two companies certainly feel the quality of work-life while on duty; where the results of different test studies show that cruise ship employees get better quality of work-life compared to hotel-restaurant employees. Sukma et al. (2016) and Kumar (2018) concluded that the quality of work-life has a positive effect on employee performance. However, the results of this study are not supported by the study of Çetinkanat and Kösterelioğlu (2016). The study concluded that teachers show negative perceptions of salaries and additional benefits as well as involvement and responsibility in sub-work on the scale of quality of work-life, while they have positive perceptions in sub other dimensions. The meaning of worker's perception of alienation shows that the teacher feels alienated from school followed by feelings of helplessness, insignificance and isolation. In general, a negative and significant relationship was detected between all sub-dimensions of job quality and work alienation dimensions. Likewise, Sojka's study (2014) found that until now, only a few efforts were devoted to the problem of quality

of work-life in the academic field. This means that employees who work in the hotel-restaurant and cruise ship sectors certainly get better material rewards. However, when viewed from the difference in rewards, employees who work on cruise ships can enjoy better rewards so that the quality of work-life is more reflected.

H5. Skills and prospects. Based on the output table, the average skills and prospects score of cruise ship employees is higher (20.81) compared to the average skills and prospects score of hotel-restaurant employees (17.99). The hypotheses tested are:

$H_0 : \mu_{hr} = \mu_{cs}$: there is no difference in skills and prospects between hotel-restaurant employees and cruise ship employees.

$H_a : \mu_{hr} \neq \mu_{cs}$: there are differences in skills and prospects between hotel-restaurant employees and cruise ship employees.

Obtained sig value for the test of homogeneity of variance (Levene's Test for Equality of Variances) of 0.046 < 0.05 so that the variance of the two groups of data is not homogeneous thus the t-test value used is in the row below (second). Tcount value of 5.708 and a significance value of 0.000. Because the Sig value < 0.05, the results of testing skills and prospects between hotel-restaurant employees and cruise ship employees are significantly different.

Relevant skills are very useful for job seekers, even for employees who are working for career advancement. As a profession or job, someone who increases skills and abilities will be highly valued and become one of the conditions for many companies. According to Nadler in Widiastuti and Muktiani (2010) said that the skill (skill) is the ability to operate the work easily and carefully. Therefore, as an individual human being must be someone dynamic, continues to develop, and adapt to the growth of the field through certain skills.

Hotel-restaurant and cruise-ship companies certainly have sufficient skills according to employees' standards and expectations. All employees who have joined the two companies certainly feel the quality of work-life while on duty; where the results of different test studies show that cruise ship employees get better quality of work-life compared to hotel-restaurant employees. The results of this study are supported by Hidayanto's research (2002) in the conclusion of his study that states that learning skills are accommodated by various abilities, including learning skills that are in line with the provision of multi-life-skilled. Life skilled based education is a discourse that can be raised into government policy as a breakthrough to produce skilled workers. However, in its implementation, it must remain within the framework of universal education that results in continuous learning skills. Thus this research supports that skills have good prospects in developing employees.

H6. Relations at work. Based on the 4.23 output table above, the average relations at work score on cruise ship employees look higher (40.96) compared to the average relations at work score on hotel-restaurant employees (40.87). The hypotheses tested are:

$H_0:\mu_{hr} = \mu_{cs}$:   there is no difference in relations at work between hotel-restaurant employees and cruise ship employees.

$H_a:\mu_{hr} \neq \mu_{cs}$:   there are differences in relations at work between hotel-restaurant employees and cruise ship employees.

Sig value is obtained for the homogeneity of variance test (Levene's Test for Equality of Variances) of 0.136 > 0.05 so that the variance of both groups of homogeneous data is thus the t-test value used is in the top row. T value of 0.136 and a significance value of 0.892. Because the Sig value > 0.05; Relations at work testing results between hotel-restaurant employees and cruise ship employees are not significantly different.

As social beings, humans cannot be separated from interaction; both in the work environment and outside the work environment. As a newcomer, for example, some may have difficulty being able to start mingling with other colleagues. Some people need more time to be able to adapt to the new environment and atmosphere. To simplify relationships at work can be done by respecting others, thinking positively, smiling, trying to be "present", making eye contact, memorising and calling the name of the other person, talking less listening, keeping good communication, do not discuss topics sensitive, give a good initial impression, show good ethics.

Work relationship is a cooperative relationship between all parties who are in the production process of a company. The application of employment relations is an extension of recognition of the rights and involvement of work as employers' partners who guarantee the continuity and success of the company. All parties are good entrepreneurs; management, and the government basically has an interest in the success and sustainability of the company (Rivai & Sagala, 2010). In this case, it can be said that a working relationship is a form of interaction between the employee and fellow employees, the employee with the boss, or the relationship between all employees with one another in a company to interact.

The hotel-restaurant and cruise ship companies certainly have a good relationship at work as a condition in a condition to be able to harmonious fellow employees. All employees who have joined the two companies certainly feel the quality of work-life while on duty; where the results of different test studies show that cruise ship employees get a lower quality of work-life compared to hotel-restaurant employees. It is important to realise that employees who work in hotels and restaurants are more homogeneous in terms of cultural background so that they are better able to preserve harmonious relations among themselves. The results of

this study are not supported by Ambarini's research (2010). This study concludes that the employment relationship variable has a significant influence on the performance of Karanganyar Regional Civil Service Agency employees. This is evidenced by the magnitude of the probability value of 0,000 <0.05. In this case, the work relations of both employees in hotels-restaurants and on cruise ships in principle have the same behavior in carrying out their duties as an employee; thus there is no difference between the two places.

H7. Nature of work. Based on the output table, the average nature of work score on cruise ship employees looks higher (45.61) compared to the average nature of work score on hotel-restaurant employees (45.18). The hypotheses tested are:

$H_0: \mu_{hr} = \mu_{cs}$:   there is no difference in the nature of work between hotel-restaurant employees and cruise ship employees.
$H_a: \mu_{hr} \neq \mu_{cs}$: there are differences in the nature of work between hotel-restaurant employees and cruise ship employees.

Sig value is obtained for the homogeneity of variance test (Levene's Test for Equality of Variances) of $0.009 < 0.05$ so that the variance of the two data groups is not homogeneous, so the t-test value used is in the bottom (second) row. Tcount value of 0.508 and a significance value of 0.612. Due to the Sig value > 0.05, the results of testing nature of work between hotel-restaurant employees and cruise ship employees are not significantly different.

In carrying out the standard operating procedures the procedure has certainly been held, but sometimes burdened with high workloads, and overwhelmed with tasks outside of the job description contained in the work agreement. Initially, this is a form of company trust in the ability, but because it happens continuously then feels that the power is being utilised. Some reasons that make it often used in the workplace include no opinion, hard to say no, lack of confidence.

Regarding the understanding of employment agreements, according to Subekti (1977), an employment agreement is an agreement between a worker and the employer, which is marked by the characteristics of a certain salary or salary promised and the existence of a relationship on the limit (Dutch "diververhanding ") Namely a relationship based on which one party (employer) has the right to give instructions that must be obeyed by the other party (labour).

Hotel-restaurant and yacht companies certainly know the nature of their work so that it is easier to carry out their duties. All employees who have joined the two companies certainly feel the quality of work-life while on duty; where the results of different test studies show that cruise ship employees get a lower quality of work-life compared to hotel-restaurant employees. The results of this study are not supported by Rachmawati's research (2014)

concluding the results of his research that there is a significant effect of job characteristics on employee job satisfaction at Selogiri Wonogiri Muhammadiyah Hospital in 2013. This is evident from the calculation results obtained rcount > rtable (0.451 > 0.288). In this case, the nature of the work contained in hotel-restaurants and cruise ships is the same or no different considering that the occupations worked so far are identical between the two places so there is no difference; thus the quality of work life is also considered to be the same.

H8. Organisation of work. Based on the output table, the average score of organisation of work on cruise ship employees looks higher (45.09) compared to the average score of organisation of work in hotel-restaurant work (41.62). The hypotheses tested are:

$H_0:\mu_{hr} = \mu_{cs}$:   there is no difference in organisation of work between hotel-restaurant employees and cruise ship employees.

$H_a:\mu_{hr} \neq \mu_{cs}$: there are differences in organisation of work between hotel-restaurant employees and cruise ship employees.

Obtained sig value for the homogeneity test for variance (Levene's Test for Equality of Variances) of 0.142 > 0.05 so that the variance of the two groups of homogeneous data is thus the t-test value used is in the top row. Tcount value of 3,550 and a significance value of 0,000. Because the Sig value < 0.05; Organisational testing results between hotel-restaurant employees and cruise ship employees are significantly different.

Work organisations mainly concern working time; time off; daily/piece work system; work music and incentives can affect productivity, both directly and indirectly. The Central Statistics Agency (2010) states that the number of hours worked has an impact on the health and welfare of workers as well as the level of productivity and labour costs incurred by the company. That is, when the number of working hours of the relevant workforce is high and exceeds the normal limits that have been set, then the working hours have entered into the count of overtime hours which of course also must be paid with overtime wages.

The hotel-restaurant and cruise ship companies certainly have adequate work organisations according to the standards required as tourist accommodation facilities. All employees who have joined the two companies certainly feel the quality of work-life while on duty; where the results of different test studies show that cruise ship employees get better quality of work-life compared to hotel-restaurant employees. The results of this study are supported by Balaji's (2016) research that the success of a person in an organisation depends very much on how he attracts people who are recruited, motivated, and retains his workforce. Today's organisations need to be more flexible so that they are equipped to develop their workforce and enjoy their commitments.

Conclusion and Future Works

There are significant differences in leadership and organisation, management, working conditions, rewards and fairness, skills and prospects, and organisation of work between hotel-restaurant employees and cruise ship employees. Meanwhile, there is no significant difference in relations at work and the nature of work between hotel-restaurant employees and cruise ship employees.

Various issues that can be examined need to pay attention to further researchers to see the field of work other than cruise ships; but hope that the quality of work-life is maintained, keeping in mind the harmonisation of rewards with the social balance that should be created for employees.

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