



## Bandung City Firefighters' Quality of Work Life

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### Abstract

Working as a firefighter has high risk of accidents and high responsibility in carrying out their duties. Firefighters must have a good quality of work life to be able to provide optimal service. Quality of work life is a reflection of employees' feelings towards their work, including the impact of the work on employee welfare. This study aims to describe the quality of work life of firefighters in Bandung. This study uses a quantitative approach with a descriptive method. The population in this study were firefighters in Bandung. The sampling technique used is purposive sampling with 135 samples consisting of 109 men and 26 women. The instrument used is the Work-related Quality of Work Life Scale developed by Easton and Van Laar (2018). The results of the study showed that most firefighters had a quality of work life in the high category, specifically 83 people (63.7%), in medium category with total of 36 people (28.9%), and in the low category with total of 10 people (7.6%). The results of the different test showed that there was a significant difference between men and women in the total score of the quality of work life and a significant difference between employment status on the Job and career satisfaction dimension. The high level of quality of work life of firefighters will have an impact on increasing work productivity, job satisfaction, and commitment to the organization.

**Keywords:** Quality of Work Life, Firefighter, Working Environment

### Abstrak

Petugas pemadam kebakaran memiliki tanggung jawab yang tinggi dan risiko pekerjaan yang besar. Dalam melaksanakan tugasnya pemadam kebakaran harus dalam kualitas kehidupan kerja yang baik untuk dapat memberikan pelayanan yang optimal. Kualitas kehidupan kerja adalah cerminan perasaan karyawan terhadap pekerjaannya, termasuk dampak dari pekerjaan tersebut terhadap kesejahteraan karyawan. Penelitian ini bertujuan untuk melihat gambaran kualitas kehidupan kerja petugas pemadam kebakaran di Bandung. Penelitian ini menggunakan pendekatan kuantitatif dengan jenis studi deskriptif. Populasi dalam penelitian ini adalah petugas pemadam kebakaran di Kota Bandung dengan teknik sampling *purposive sampling* dan sampel penelitian sebanyak 135 orang yang terdiri dari 109 laki-laki dan 26 perempuan. Alat ukur yang digunakan adalah *Work-related Quality of Work Life Scale* yang dikembangkan oleh Easton dan Van Laar (2018). Hasil dari penelitian menunjukkan bahwa sebagian besar petugas pemadam kebakaran memiliki kualitas kehidupan kerja pada kategori tinggi, yakni 83 orang (63,7%), kategori sedang 36 orang (28,9%), kategori rendah 10 orang (7,6%) dengan dimensi *job career satisfaction* dan *home work interface* berada di kategori tinggi dan dimensi *general well-being*, *control at work*, *working condition* dan *stress at work* termasuk dalam kategori sedang. Hasil uji beda menunjukkan terdapat perbedaan signifikan antara laki-laki dan perempuan pada skor total kualitas kehidupan kerja dan perbedaan signifikan antara status kepegawaian pada dimensi *job career satisfaction*. Tingginya tingkat kualitas kehidupan kerja petugas pemadam kebakaran akan berdampak terhadap peningkatan produktivitas kerja, kepuasan kerja, dan komitmen terhadap organisasi. Hasil penelitian ini dapat menjadi acuan dalam membuat program konseling untuk kesejahteraan karyawan.

**Kata Kunci:** Kualitas Kehidupan kerja, Pemadam Kebakaran, Lingkungan Kerja



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## INTRODUCTION

Firefighters always faced with high work demands and huge responsibilities. In addition to saving the lives and property of the victims, the officers also work under pressure and fight for their own safety. Firefighters are required to work quickly, accurately in critical and dangerous situations which can cause stress (Fitroh et al., 2019). The city of Bandung is a densely populated city that also at the risk of fire and other disasters. According to Bandung City fire data, there has been an increase in the frequency of fire and evacuation events from 2017 to 2020 (Diskar PB Kota Bandung, 2020). Based on the interviews conducted by researchers in March 2021 with three firefighters in Bandung city, all of them reported that the frequency of fires and the large number of evacuation events each month has made firefighters feel an increasingly heavy workload, physically and psychologically overwhelmed.

Study conducted by Bolghanabadi, et al., (2018) with firefighters in Iran showed that there is a significant relationship between stress and workload with the quality of work life of firefighters where firefighters who experience stress and high workloads have low quality of work life. Some studies also found that the reduction of the quality of work life can potentially reduce work commitment, employee productivity/performance, and reduce organizational effectiveness (Syamsudin, et al., 2020; Bora, 2015; Zin, 2004). Therefore, The welfare of firefighters also needs to be considered in order to provide optimal work performance. A good quality of work life can maintain and increase employees' motivation and produce other positive outputs such as improving employee communication, collaboration, and abilities, which will

increase employee performance and commitment. (Mazloumi, Kazemi, Saraji, & Barideh, 2014).

*Quality of work life* (QWL) is a multidimensional concept and a means of thinking about the people, the jobs and the organizations (Abbasi et al., 2017). Additionally, QWL is employee's perception of a sense of security at work, job satisfaction and the opportunity to grow and develop (Cascio, 2006). Meanwhile, according to Llyod (Moorhead & Griffin, 1995) QWL is the extent to which workers are able to meet essential personal needs through their experience in the organizations where they work. Furthermore, Quality of work life is a reflection of employees' feelings towards their work, including the impact of the work on employee welfare (Umstot, 1988). Van Laar, Edwards, & Easton (2007) also added that QWL not only related to work components (or aspects of work) such as job satisfaction, but also to non-work components (or non-work aspects), such as life satisfaction and welfare. Also Easton and Van Laar (2018) stated that QWL is an individual's evaluation of work experience consists of several dimensions: general well-being, satisfaction with work, interaction between home and work, experience of stress at work, physical environment, and level of control at work.

There are three factors that influence workers in perceiving and interpreting the quality of their work life; personal factors, organizational factors, and environmental factors (Werther & Davis, 2006). Personal factors consist of age, years of service, marriage status, and education level. Older workers generally have higher QWL than younger workers explained by the longer service time (Kundurzhiev & Prodanova, 2019).

Confirmed by Rose, et al (2006) that argued Individuals who have a relatively long working period have high level of work life quality because long period allow them to adapt to their work and work environment. Accordingly, Mishra et al., in Ahmad (2017) Kundurzhiev & Prodanova (2019) found that higher levels of education lead to higher QWLs. Family moral support is also an important factor influencing QWL (Rapoport & Rapoport, 1980). Those who are married and have children, have a higher QWL level compared to those who are still living alone (Kundurzhiev & Prodanova, 2019). Environmental factors consist of economic, social, cultural, technological conditions and competition. While organizational factors consist of organizational goals and targets, organizational management, job characteristics and organizational policies.

According to interviewed with three firefighters on March 5, 2021, the three officers overwhelmed by the workload. Work pressures include being on standby 1x24 hours during a shift, must be fast in responding to emergency situations where they must be arrived at the incident within 15 minutes after receiving the report. In addition, the officers were also overwhelmed with wide coverage area. Respondents also stated the heavy workload due to the lack of trained firefighters and it caused low teamwork and team responsiveness resulted in insufficiency when dealing with fires and other disasters. The three respondents said that the facilities provided by the Bandung City still inadequate, such as PPE, fire extinguishers, and hydrants resulted in reducing time efficiency and increasing the risk of work accidents.

In addition to the organizational factors, personal factors also affect the quality of

life of firefighters, which is marital status. The two respondents are married and having difficulty allocating time between work and life outside work. However, the families of the three respondents have accepted and supported the respondent's work and even feel proud because of the noble job. Additionally, the two respondents are contract workers and showing dissatisfaction with the compensation considering the responsibilities and risks of working as firefighters. Moreover, the majority of firefighters in the Bandung City are not civil servants. The discrepancy between compensation and the perceived workload of employees will affect their QWL (Mejbel, et al., 2013; Werther & Davis, 2006).

Initial research data shows that there are several problems experienced by firefighters in the work environment such as excessive workload, work pressure felt, lack of human resources training, lack of facilities, challenges faced during work, inappropriate compensation, lack of work and family life balance. Seslina, Dharma and Lindawati (2018) argued that work environment had a positive correlation with the quality of work life where unsupportive work environment will cause low quality of the officer's work life. Thus, this preliminary study indicates a falling-off in the quality of life of firefighters in Bandung. Furthermore, Lestari and Mujiasih (2016) found that there is a positive relationship between quality of work life and job satisfaction. The more positive the quality of work life, the higher job satisfaction. However, contrary, the initial data shows that three respondents are satisfied and proud of their work as firefighters.

According to Huang, Lawler & Lei (2007) low quality of work life can

potentially reduce work commitment and employee performance leads to reduction in organizational effectiveness. The quality of work life will be reflected through the work performance (Ramawickrama, et al., 2017). The work performance of firefighters is assessed based on the SKP or Employee Work Target and work behavior value with 6 indicators; service orientation, integrity, commitment, discipline, cooperation and leadership (LKIP Diskar PB Kota Bandung, 2021). The work performance recapitulation of the firefighters in shows that there are still firefighters who have poor work performance (Wulansari, 2017).

Likewise, Quality of work life has a significant relationship with work commitment (Nafiah, 2016). Low quality of work effected in low employee's commitment to remain in the organization. In addition, the low quality of work life will also have an impact on high turnover (Chapman, et al., 1993). Study conducted by Pratama (2019) found a decrease of commitment among Bandung City firefighters Diskar. Poor work performance and a decrease in commitment to Bandung City firefighters reflect that officers have a poor quality of work life as well.

Research on work life quality of firefighters in Indonesia is limited, there are only 2 studies; research by Lestari and Mujiasih (2016) regarding the relationship between the quality of work life and job satisfaction of firefighters in Central Jakarta and the research of Seslina, Dharma and Lindawati. (2018) regarding the effect of workload and work environment on the quality of work life of employees of the Padang City Fire Department. The two previous studies focused on the relationship between quality of work life and other variables and did not discuss the variable of quality of work life in detail.

Currently, there is no research available on the quality of work life of firefighters and its dimensions in Indonesia. Whereas research on detailed description of the quality of work life allows researchers, organizations and individuals to identify the important issues that affect the overall work experience of employees. (Easton & Van Laar, 2018).

The results of this study can be used as a reference in making appropriate counseling programs for employee welfare. QWL can provide information on workers well-being and stress levels, which encourage positive adjustments in HR systems. In addition, by increasing QWL for employees, it can produce positive outputs for an organization, including reducing stress in the organization, providing appropriate human resource development programs, improving employee communication, collaboration, and abilities, which improve performance and employee commitment (Mazloui, Kazemi, Saraji, & Barideh, 2014). Based on the data described above, the researcher urges the need to comprehensively describe the quality of work life of firefighters in Bandung.

## **METHODS**

The research method used is non-experimental research with descriptive study approach. This research was conducted at the Bandung City Fire and Disaster Department Office in April – May 2021. The population in this study were firefighters at the Bandung City Fire and Disaster Department. The sample characteristics were registered firefighters at the Bandung City Fire and Disaster Department. The sampling technique used is purposive sampling where the sample is carefully selected so that it is relevant to the

research design. From total of 5 Unit of the Bandung City Fire and Disaster Management, researchers choose 1 unit, the Bandung City Center Fire and Disaster Department where 201 out of 334 firefighters work. The sample size in this study was determined by calculating using the formula by Krejcie & Morgan (1970). A total of 135 firefighters were filling out the questionnaire voluntarily. Data collection using a Work-related Quality of Life (WRQoL) Scale questionnaire from Easton & Van Laar (2018) adapted to Indonesian language by Khairunnisa (2019) distributed online via *google form*.

WRQoL Scale consist of 23 items divided into 6 dimensions; (1) General Well-Being (GWB), namely the pleasure and satisfaction of the individual with the whole of his life. e.g. *"Saya merasa puas dengan kehidupan saya"*; (2) Home-work interface (HWI), i.e. the feeling of balance between home and work e.g. *"atasan saya mendukung jam kerja/pola kerja yang fleksibel"*; (3) Job and career satisfaction (JCS), individual satisfaction related to the ability to do the work given and have an understanding of achievement e.g. *"Saya puas dengan peluang karir yang tersedia di tempat saya bekerja"*; (4) Control at Work (CAW), the feeling that they can exercise what they perceive to be their level of control in the work environment e.g. *"Saya dilibatkan dalam keputusan-keputusan yang mempengaruhi saya di bidang kerja saya sendiri"*, (5) Working Conditions (WCS), the level of satisfaction of workers on basic resources, working conditions and security

necessary for the effectiveness of their work e.g. *"Kondisi kerja di tempat saya bekerja memuaskan"*, and (6) Stress at Work (SAW), workers' views of excessive pressure and job stress e.g. *"Saya sering merasa tekanan kerja yang berlebihan di tempat saya bekerja"* (Easton & Van Laar, 2018).

The items are presented in positive and negative feeling qualities, which will be approved or disapproved by the respondent. The choice of answer is based on the suitability of the statement with the respondent's perception of the perceived working environment. The scale used is a Likert scale, ranging from 1 to 5. The scores given to this measuring instrument are values with an ordinal scale, because each choice shows a different intensity so that the ranking can be distinguished.

Data scoring comes from the sum of all items and per dimensions and then interpreted using norm score by Easton & Van Laar (2018). The norm score is obtained from the total score of each item that forms the QWL dimensions which is divided into 3 levels; lower, average, and higher. In answering the research questions, descriptive statistical analysis was carried out to describe the quality of work life of firefighters in Bandung city. The data was analyzed using descriptive statistic by looking at the average and data distribution based on demographic data, the average QWL score and its dimensions. This study also used independent sample t-test and one way anova to describe the differences between demographic data on the total QWL score and dimension score.

**Table 1. Quality of Work Life (QWL) Categorization**

	GWB	HWI	JCS	CAW	WCS	SAW	Full Scale QWL
<i>Lower QWL</i>	6 – 18	3 – 9	6 – 18	3 – 9	3 – 10	2 – 5	23 – 73
<i>Average QWL</i>	19 – 23	10 – 11	19 – 22	10 – 11	11	6 – 7	74 – 84
<i>Higher QWL</i>	24 – 30	12 – 15	23 – 30	12 – 15	12 – 15	8 – 10	85 – 115

Sumber: Easton & Van Laar (2018)



The analysis begins with normality and homogeneity tests, then two different types of tests are carried out: (1) Independent Samples T Test based on gender; (2) One-Way ANOVA on demographic data which was divided into more than 2 groups based on years of service, age of firefighters

fire, marital status and education level. Data analysis carried out using the Microsoft Excel 2019 application and the Statistical Package for the Social Science (SPSS) 22.0.

## RESULTS

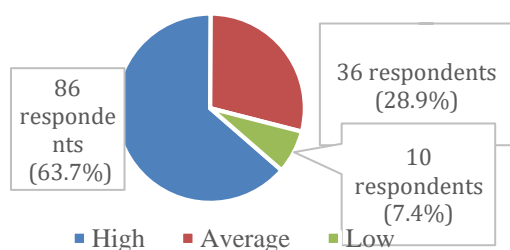
Based on the data analysis, the demographic data presented in [Table 2](#).

**Tabel 2** Demographic information about study participants

Demographic Information			Frequency (N)	%
		Mean	SD	
1	Age	36	11.765	-
2	Gender	Male	<b>109</b>	<b>80.7</b>
		Female	26	19.3
3	Employment Status	Civil Worker	44	32.6
		Contract	<b>91</b>	<b>67.4</b>
4	Years of service	8.76	7.44	-
5	Education Level	Senior High School	47	34.8
		Bachelor	4	3.0
		Undergraduate	<b>64</b>	<b>47.4</b>
		Master	20	14.8
6.	Marital status	Single	34	25.2
		Marriage	<b>101</b>	<b>74.8</b>

Note: The score in bold is the group with the largest portion

The results of quality of work life of firefighters showed in [Table 1](#). Results showed in [Figure 1](#) shows 86 respondents



(63.7%) have a high quality of work life (QWL), 39 respondents (28.9%) have a moderate quality of work life and 10 others (7.4%) have a low quality of work life. This shows that the majority of Bandung City firefighters have a good quality of work life.

**Figure 1.** Categorization of the total QWL skor score

According to [Table 3](#), the results showed the average total score QWL of firefaighthers in Bandung are in the high category. In addition, the average score of two QWL dimensions, JCS and HWI is in the high category as well. While the average score of the other 4 dimensions, GWB, CAW, WCS, SAW is in the average category. Based on independent sample t-test, there were significant differences in the total QWL score between men and women, and significant differences between sex categories on the dimensions of stress at work. The average total QWL score and the score on the SAW dimension were higher for men than women. In addition, there are also significant differences between the categories of employment status on the dimensions of

JCS between civil worker and contract worker. The average JCS dimension score

for civil status officers is higher than contract status officers.

**Table 3** Average QWL total score and its dimensions

Dimensi	Mean	SD	Kategori
<i>Overall Quality of Working Life</i>	<b>89.71</b>	10.29	High
<i>General Well-Being (GWB)</i>	22.48	3.07	Average
<i>Home-Work Interface (HWI)</i>	12.24	1.92	High
<i>Job and career satisfaction (JCS)</i>	<b>24.82</b>	3.39	High
<i>Control at Work (CAW)</i>	11.48	1.80	Average
<i>Working Codition (WCS)</i>	11.47	2.05	Average
<i>Stress at Work (SAW)</i>	7.19	1.95	Average

**Table 4** QWL Dimensions Frequency

Dimensions	High		Average		Low	
	N	%	N	%	N	%
<i>Overall Quality of Working Life</i>	<b>86</b>	63.7	39	28.9	10	7.4
<i>General Well-Being (GWB)</i>	<b>60</b>	44.4	56	41.5	19	14.1
<i>Home-Work Interface (HWI)</i>	<b>86</b>	63.7	42	31.1	7	5.2
<i>Job and career satisfaction (JCS)</i>	<b>102</b>	75.6	29	21.5	4	3
<i>Control at Work (CAW)</i>	<b>67</b>	49.6	<b>51</b>	37.8	17	12.6
<i>Working Codition (WCS)</i>	<b>65</b>	48.1	30	22.2	<b>40</b>	29.6
<i>Stress at Work (SAW)</i>	<b>71</b>	52.6	39	28.9	25	18.5

Note: The score in bold is the group with the largest portion

## DISCUSSIONS

Based on the results of the study, the majority of Bandung firefighters had a high quality of work life. This means that the majority of Bandung City firefighters perceive their work as a firefighter and their work environment positively. The firefighters consider that working as a firefighter is a good for their welfare and can improve their potential. In addition, the high quality of work life indicates the firefighters perceived the Bandung City Fire and Disaster Department as an organization that has fulfilled their needs and expectations in order to work optimally. Current study results confirmed findings by Lestari and Mujiasih (2016) that found the majority of the quality of work life of firefighters in central Jakarta were also in the high category. Accordingly, this research is also confirmed results findings by Seslina, Dharma and Lindawati (2018) that discovered

that work environment has a positive effect on the quality of life of firefighters.

Harter, Schimidt, and Keyes (2003) also argued that that employees' positive perception of the work environment will bring prosperity in the workplace. Thus, work environment is one aspect that contributes to quality if work life of employees, a positive workplace has a significant impact on the employee welfare. Employees expect a work environment that fulfill the needs and expectations of employees for them to work effectively and grow.

According to research by Leita, Pereira, & Goncalves (2019) high quality of work life can be experienced by individuals when individual is optimist about his work, the job has future prospects and there is balance between work life and personal life in accordance with his personal values and standards. Optimism, good job prospects

and work balance motivate individuals to continue their work and perform well. Research by Nafiah (2016) shows that the quality of work life is significantly correlated to employee commitment. High commitment indicates that workers have a psychological attachment with the organization.

Furthermore, research by Rose, et al (2006) found that work duration also had a positive impact on the quality of working life which confirmed current study findings that the average working period of firefighters is 8 years, which is quite a long working period and might explain the high quality of work score found in this study. The long working period of the firefighters makes the firefighters able to adapt well to the Fire Service and its environment.

Results found that there is a significant difference between the total QWL scores of men and women, with the male QWL scores being higher than the female QWL scores indicating male firefighters have a better perception of the quality of their work life than female firefighters. Research by Subha & Dhivya (2014) also confirmed this finding that men are has higher QWL than women. In Bandung City Fire and Disaster Department there are differences in duties between male and female firefighters, where male officers are work in the field and handling emergency calls. Meanwhile, female officers mostly responsible for administrative matters and doing the fieldwork when needed.

Firefighters who went to the field felt a sense of inner satisfaction after successfully complete the job whether extinguish the fire or saving lives/property (Lestari & Mujiasih, 2016). Firefighters sense psychological significance, the feeling of getting return from the investment of physical, cognitive, and emotional energy when performing the job (Aryansyah & Kusumaputri, 2013). This makes the firefighter is meaningful job (Lestari &

Mujiasih, 2016). This satisfaction is often obtained by male firefighters because they often go directly to the field compared to female officers.

QWL consist of several dimensions. The average score for the dimensions of JCS and HWI is in high category, while the dimensions of GWB, SAW, CAW, and WCS in the average category. GWB is a dimension that discusses how firefighters perceive their current condition. The results of this study indicate the majority of firefighters consider their condition is generally good. However, there are small number of officers who feel that their condition is generally not good and it related to the job as firefighter that dangerous because of the physical, chemical and biological hazards and at risk of experiencing psychological disorders, such as Post-Traumatic Stress Disorder. (Malek, Mearns & Flin, 2010).

SAW play a role in influencing perceptions of the quality of work life. Study by Bolghanabadi, et al., (2018) showed that there was a significant relationship between stress and workload on the quality of work life of firefighters where firefighters who experienced stress and high workload had low quality of work life. In this current study, the majority of firefighters in Bandung are high ini SAW dimension which means that the majority of firefighters consider that their work is not burdensome. Accordingly, research by Seslina, Dharma and Lindawati (2018) found that workload had no significant effect on the quality of employees' work life.

Furthermore, the CAW score of firefighters in Bandung are average. This dimension relates to the relationship between individuals and co-workers, the willingness of superiors to provide opportunities for firefighters to speak and



be heard. Based on the results of this study, firefighters are categorized as average for this dimension which means they are quite satisfied with the opportunity given to express themselves during discussions and team working.

The HWI dimension measures how firefighters perceive the balance between their work life and personal life. The dimensions of the HWI are found high in this study. Most of the firefighters in Bandung City perceive that they are able to balance their work and personal life according to their needs and expectations. According to study by Brough and Pears (2005) The quality of work life is influenced by work-life balance. This life balance can be achieved through the role of supervisors or leaders in supporting and motivating employees, support from co-workers (colleagues), as well as the role of family and life partners in providing emotional and physical support (Kinnunen, et al., 2006). The results of this study are in accordance with the research of Rapoport and Rapoport (1980) that revealed family moral support is an important factor influencing QWL. Social support from the family is negatively related to the stress experienced by the firefighters, when family social support is high then stress will be low and vice versa (Fitroh, et al., 2019).

The results showed that the majority of the Bandung City firefighters had high score on JCS dimensions, which means most of the Bandung City firefighters perceive the organization provide the opportunity for them to use and develop the skills and knowledge and its corresponding with their current expectations and needs. These results are corresponded with study by Wulansari's research (2017) that showed that in general the level of job satisfaction of firefighters in Bandung city is in the high category (satisfied), specifically on the motivation indicators given by superiors and the lowest indicator is

satisfaction with allowances or bonuses. Furthermore, research by Lestari & Mujiasih (2016) revealed that the pride in the profession brought a feeling of satisfaction with the work.

Current study results also revealed a significant difference in JCS between civil worker and contract worker. Firefighters with civil worker status have a higher quality of work life than contract worker status. Firefighters with civil worker status have a clearer career path, which is in accordance with the career path of civil servants. Accordingly, study by Leitao, Pereira, and Goncalves (2019) revealed that Individuals can experience and enjoy high QWL if they are optimistic about their work and future prospects. Meanwhile, firefighters with contract status do not have a specific career path. They have to renew the contract once a year which causes concerns about contract termination.

Moreover, The salary and benefits received by contract worker are different. Research by Muskat and Reitsamer (2019) shows that there is a positive correlation between salary and career prospects of employees on job satisfaction. An employee should receive fair compensation corresponding to the workload. A person who receives low wages compared to the severity of the work, will have a lower QWL (Mejbel, et al., 2013; Werther & Davis, 2006; Imanullah, 2017).

WCS dimension is a dimension that discusses the work environment including physical work conditions, basic tools that assist in carrying out tasks and safe working conditions (Easton & Van Laar, 2018). This dimension measures employees' perceptions of the organization's ability to fulfill their basic needs. The average WCS of firefighters in Bandung are in the average category. Even so, almost 30% of firefighters

have low WCS dimension scores. Most of the Bandung City firefighters perceive that their working environment is not yet meet the needs and expectations. The firefighters considered that the facilities provided by government is not qualified in terms of quality and quantity, such as resting facilities, cleaning facilities, fire trucks and hydrants. (Renstra Diskar PB, 2019). Basic facilities in dealing with fires are also inadequate, such as the lack of personal protective equipment (PPE), fire extinguishers that are almost out of date and water sources that are not evenly distributed throughout the city of Bandung.

Thus, The condition of the work environment that is not yet ideal affect the quality of an individual's work life (Danna & Griffin, 1999) which affect work productivity (Srivastava & Kampur, 2014). According to Hasibuan (2005), to maintain employees, the company delivers indirect compensation in the form of providing facilities and services with the hope of satisfying employee needs and creating peace, morale, discipline, loyalty, and dedication to the organization. Thus, employees will be supported if the facilities provided by the organization are safe and according to standards. The provision of fire fighting equipment and supplies should be the main concern of the Bandung City Fire and Disaster department as it will improve the quality of the work of firefighters. (Rastegari, 2010; Omega, 2015). Research conducted by Nanjundeswaraswamy and Swamy (2013) also shows that there is a relationship between the conditions of work facilities and work performance, where the conditions of good work facilities can improve work performance. Therefore it is necessary to provide fire fighting equipment and materials, as well as a more adequate resting place.

Conclusively, the dimensions of GWB, CAW, SAW and WCS are in average levels, it means that firefighters perceive their condition

as not very satisfactory physically or psychologically. However, with the high level of other dimensions such as JCS and HWI, the level of quality of life of firefighters remains high. The support from family and the people, opportunity in developing their potential, freedom in expressing opinions, supporting facilities, fair compensation and psychological significance felt by officers after each rescue are important parts in perceiving the quality of work life of firefighters.

Additionally, current study has limitations in its implementation. First, using a purposive sampling technique and selecting the Bandung City Center Fire and Disaster Department since there are still other Unit of Bandung City Fire and Disaster Department that have not been studied because It is possible that they have a different quality of work life compare to the respondents in this study. Future research suggested to implement other techniques and broaden the scope for the results to be more representative.

## **CONCLUSIONS**

This study aims to describe the quality of work life of firefighters in Bandung City. It was found that the majority of firefighters in Bandung City had high quality of work life, specifically 83 people (63.7%), average category 36 people (28.9%), low category 10 people (7.6%) which signify most firefighters perceive positively their work and work environment as firefighters, especially on the dimensions of job satisfaction (job career satisfaction) and balance between work and personal life (home work interface). Meanwhile, for the dimensions of general well-being, control at work, working conditions and stress at work are in the medium category. In addition, there is a

significant difference between the quality of work life between male and female firefighters where the quality of work life of male firefighters is higher than that of female firefighters. Firefighters with civil worker status have higher job and career satisfaction scores than employees with contract status.

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