

The Influence Of Work Motivation And Work Life Balance On Job Satisfaction Of Pdam Tirta Bukae Employees, North Luwu Utara

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Abstrak

This research aims to find out how job satisfaction at PDAM Tirta Bukae , North Luwu Utara is influenced by work motivation, and also how work life balance influences the relationship between desire to work and satisfaction with work. This research uses a quantitative research approach. The population in this study were all employees of PDAM Tirta Bukae North Luwu Utara. The sampling technique in this research used a saturated sampling technique totaling 78 employees. The results of this research indicate that work motivation has a positive effect on job satisfaction for PDAM Tirta Bukae employees, North Luwu Utara. Work motivation encourages employees to determine and achieve their goals. Meanwhile, the work life balance variable also has an influence positive impact on job satisfaction of PDAM Tirta Bukae employees North Luwu Utara. Work life balance refers to the balance between time and energy invested in employees work and personal lives. Understanding and practicing work life balance good ones can have a positive impact on job satisfaction.

Keywords: Work Motivation, Work Life Balance, Job Satisfaction

1. Introduction

Water is one of the parts closest to humans on a daily basis, it is very important for the quality and sustainability of human life, so water must be available in adequate quantity and quality. This is stated in Article 33 paragraph (3) of the 1945 Law of the Republic of Indonesia. It is very natural that the clean water sector gets top priority in handling because it is related to the lives of many people.

PDAM North Luwu is a regional company asset in Masamba, North Luwu Regency, which produces water for the people of North Luwu Regency. PDAM Tirta Bukae aims to become a drinking water management company that provides drinking water services to the community with adequate quality, continuity and affordability. To achieve this goal, the company will implement good corporate governance and be supported by integrated, capable and professional human resources[1].

PDAM Tirta Bukae in North Luwu Regency provides clean water supply services to the people of North Luwu. Especially in the Intake work area as a source of raw water, a physically inadequate clean water distribution system results in turbidity in the water entering water storage tanks in customers' homes. This is also caused by the limited quantity of water at certain points and inconsistent flow rates. When it rains, the conditions above can occur, causing the distribution system to be unable to meet the water needs of all customers. The PDAM water supply sometimes does not flow for a day, with a maximum flow time of only 3 hours. The

discharge from raw water sources is also not optimal, so it is not sufficient to meet water needs. The main causes of physical water loss are pipe leaks and reservoir tank overflows. Meanwhile, non-physical water loss is caused by several factors, including unauthorized consumption, inaccuracies in customer meters, and errors in handling data. The action needed to reduce the level of water loss is to identify how much and where the water loss occurs as well as the financial losses resulting from this water loss. The large financial value of losses due to commercial water loss is a strong reason why various efforts must be made to reduce the level of commercial water loss in PDAMs [1].

Seeing this situation, PDAM Tirta Bukae North Luwu Regency needs intensive work to continue. An important factor in increasing employee productivity and job satisfaction is work motivation, where employees will feel happy and enthusiastic in work so as to produce significant progress and growth for the organization itself and can increase their job satisfaction [2]. Apart from that, to respond to the possibilities that occur, companies are currently doing many things, including implementing work life balance. According to [3] Work-life balance is a component that can help integrate work and life. Tests regarding work-life balance and work results were carried out to mediate the relationship between the two. Fazrina's research (2018) in [4] shows that implementing work life balance is beneficial for companies and employees, with higher productivity, employee satisfaction will also increase.

This research will investigate how job satisfaction at PDAM Tirta Bukae, North Luwu Regency is influenced by work motivation and also discusses how work life balance influences the relationship between desire to work and satisfaction with work. Therefore, this research can provide a better understanding of these dynamics and help companies improve work quality and employee satisfaction levels.

2. Methodology

Location and Time of Research

This research was carried out at PDAM Tirta Bukae, North Luwu Regency. This research was carried out from November 2023 to December 2023.

Population and Sample

This research uses a quantitative research approach. Population is the totality of objects or subjects contained in an area that must meet predetermined requirements related to the research problem, then all individuals within the scope of the research [5]. The population in this study were all employees of PDAM Tirta Bukae in North Luwu Regency. The sampling technique in this research used a saturated sampling technique totaling 78 employees.

Scale and Measurement

Research has a core part that can have an impact on research results, namely scale and measurement items. In collecting data, this research used an online questionnaire which was distributed to respondents via social media. The 15 items related to the questionnaire, the influence of work motivation and Work Life Balance on Job Satisfaction of PDAM Tirta Bukae Employees, North Luwu Regency, use a Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree).

Data analysis method

The data analysis used in this research is:

Descriptive statistical analysis test, validity test, reliability test, normality test, multiple linear regression test, coefficient of determination (R²) t test and F test.

3. Result and Discussion

3.1 Result

Descriptive Statistical Analysis Test

Of the 78 questionnaires distributed, up to the data collection limit, 78 questionnaires (100%) were collected. The high ratio of returned questionnaires was due to researchers trying to meet respondents personally and guide them in filling them out if respondents found it difficult. Descriptive analysis was carried out to explain respondents' answers and responses regarding each variable in the questionnaire. The following is a descriptive statistical table on several variable results calculated using the Spss 26 program.

Table 1. Descriptive Statistical Analysis Test

	Descriptive Statistics				
	N	Minimum	Maximum	Mean	Std. Deviation
Work motivation	78	19.00	30.00	26.6538	2.20876
Work Life Balance	78	14.00	20.00	17.6795	1.56665
Job satisfaction	78	15.00	25.00	21.8846	2.13189
Valid N (listwise)	78				

Based on table 1, 3 general descriptions of research results can be drawn as follows. First, Work Motivation data (X1) has a minimum score of 19.00 and a maximum score of 30.00. The average score is 26.6538 with a standard deviation of 2.20876. A fairly large standard deviation indicates that there is a large variation between the lowest and highest values for variable X1. Second, Work Life Balance (X2) data has a minimum score of 14.00 and a maximum score of 20.00. The average score is 17.6795 with a standard deviation of 1.56665. A fairly large standard deviation indicates that there is a large variable between the lowest and highest values for variable X2. And third, Job Satisfaction data has a minimum score of 15.00 and a maximum score of 25.00. The average score is 21.8846 with a standard deviation of 2.13189. A fairly large standard deviation indicates that there is a large variation between the lowest and highest values for variable Y.

Validity test

Validity Test is a tool used to measure whether a questionnaire is valid/valid. Validity testing is carried out by testing the correlation between item scores and the total score of each variable, using Pearson correlation. A statement item is said to be valid if the significance level is below 0.05.

Table 2 Validity Test Results

Variable	Items	N	Significant	r-count	r-table	Information
Work Motivation (X1)	X1.1	78	0,000	0.552	0.2199	Valid
	X1.2	78	0,000	0.738	0.2199	Valid

	X1.3	78	0,000	0.525	0.2199	Valid
	X1.4	78	0,000	0.562	0.2199	Valid
	X1.5	78	0,000	0.653	0.2199	Valid
	X1.6	78	0,000	0.695	0.2199	Valid
	X2.1	78	0,000	0.701	0.2199	Valid
<i>Work Life Balance(X2)</i>	X2.2	78	0,000	0.759	0.2199	Valid
	X2.3	78	0,000	0.625	0.2199	Valid
	X2.4	78	0,000	0.619	0.2199	Valid
	Y.1	78	0,000	0.735	0.2199	Valid
	Y.2	78	0,000	0.610	0.2199	Valid
<i>Job Satisfaction (Y)</i>	Y.3	78	0,000	0.732	0.2199	Valid
	Y.4	78	0,000	0.710	0.2199	Valid
	Y.5	78	0,000	0.632	0.2199	Valid

Based on table 2, it shows that all the indicators used for the Work Motivation, Work Life Balance and Job Satisfaction variables used in this research show a significant level of smaller than 0.05 or 5% and Cronbach's alpha is greater than the r-table with the number 0, 2199. This means that all indicators and statements for each variable in this research are said to be valid, so that reliability tests can be carried out for further tests.

Reliability Test

The tool for measuring a questionnaire that functions as an indicator of a variable or construct is a reliability test. This reliability test was carried out using the Cronbach's Alpha statistical method. If $\alpha > 0.90$ then reliability is perfect. If alpha is between 0.70 – 0.90 then reliability is high. If alpha is 0.05 – 0.70 then reliability is moderate. If $\alpha < 0.50$ then reliability is low. If alpha is low, it is likely that one or more items are unreliable.

Table 3. Reliability Test Results

Variable	Cronbach Alpha	Information
Work motivation	0.684	Reliable
Work Life Balance	0.604	Reliable
Job satisfaction	0.713	Reliable

Table 3 shows that the variables work motivation, work life balance, and job satisfaction have Cronbach's alpha values between 0.50 – 0.70, which means moderate reliability, which shows the reliability of the measurement results. This shows the validity of the statement items used in this research. to ensure that each statement item used can produce consistent data and that if the statement is asked again, a response is obtained that is largely similar to the previous response.

Normality test

The normality test aims to test whether in the regression model, the confounding or residual variables have a normal distribution or not. The normality test in this study used the Kolmogorov Smirnov test processed with SPSS version 26. Conclusions from the results of the normality test can be seen, namely, if the significance value is > 0.05 , then the data is declared

to be normally distributed and if the significance value is < 0.05 , then the data is declared to be distributed. abnormal.

Table 4 Normality Test Results

Unstandardized Residuals		
N		78
Normal Parameters, b	Mean	.0000000
	Std. Deviation	1.32317021
Most Extreme Differences	Absolute	,084
	Positive	,074
	Negative	-.084
Statistical Tests		,084
Asymp. Sig. (2-tailed)		,200c,d

Based on table 4, it shows that the significance value of 0.200 is greater than 0.05, so it can be concluded that the data for the three variables tested are declared to be normally distributed.

Multiple Linear Regression Test

This analysis is used to test the influence of the independent variables work motivation (X1), work life balance (X2) on the dependent variable, namely job satisfaction (Y).

Table 5 Regression Analysis Results

Model	Coefficients ^a	
	B	Std. Error
(Constant)	,047	2,013
Work motivation	,391	,085
Work Life Balance	,645	,120

a. Dependent Variable: Job Satisfaction

From this table, a multiple linear regression equation can be prepared as follows:
 $Y = 0.047 + 0.391X_1 + 0.645X_2 + e$

Based on the multiple linear regression equation above, it can be described as follows:

- The constant value (a) of 0.047 means that if work motivation (X1) and work life balance (X2) both remain at zero, then the resulting employee job satisfaction (Y) is 0.047.
- The regression coefficient for the work motivation variable is positive, namely 0.391. This shows that if Work Motivation (X1) increases, then Job Satisfaction (Y) will increase by 0.391 assuming the other independent variables are constant.
- The regression coefficient for the Work Life Balance variable (X2) is positive, namely 0.645. This shows that if Work Life Balance (X2) increases, then Job Satisfaction (Y) will increase by 0.645 assuming the other independent variables are constant.

Coefficient of Determination Test (R²)

After testing whether the data is suitable for use or not, the test results say the data is suitable for use, the next test is hypothesis testing. Hypothesis testing aims to predict how big the influence of the independent variables (the influence of internal audit and understanding of

accounting) is. How to test the hypothesis by carrying out the coefficient of determination test (R²), t test, and F test. From calculations and data processing using SPSS 26, we get.

Table Determination Coefficient Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.784a	.615	.605	1.34070

a. Predictors: (Constant), Work Life Balance, Work Motivation
 b. Dependent Variable: Job Satisfaction

Table 6 shows that the Adjusted R Square value is 0.605 or 60.5%. This means that the independent variable influences the dependent variable by 60.5% while the remaining 39.5% is influenced by other variables not included in this research.

t test

The next stage is partial testing (t-test) which aims to determine the effect of each independent variable on the dependent variable. The test criteria used are if the value is <0.05 then H_a is accepted and if the value is >0.05 then H₀ is rejected. The t test results can be seen in table 7.

Table 7 Partial Test Results (t Test)

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	Q	Sig.
(Constant)	.047	2,013		.023	.981
Work motivation	.391	.085	.405	4,581	.000
<i>Work Life Balance</i>	.645	.120	.474	5,357	.000

a. Dependent Variable: Job Satisfaction

Work Motivation (X1)

Based on the table above, the results of processing the Work Motivation variable (X1) obtained a calculated t value of 4.581 with a probability of 0.000. With t count 4.581 > from t table 0.025 (75) 1.99210 or probability 0.000 < 0.05; then H₀ is rejected, which means that the Work Motivation variable (X1) partially or individually has a significant positive effect on Job Satisfaction among PDAM Tirta Bukae employees in North Luwu Regency.

Work Life Balance (X2)

Based on the table above, the results of Work Life Balance (X2) management show a calculated t value of 5.357 with a probability of 0.000. With t count 5.357 > from t table 0.025 (75) 1.99210 or probability 0.000 < 0.05; then H₀ is rejected, which means that the Work Life Balance variable (X2) partially or individually has a significant positive effect on Job Satisfaction among PDAM Tirta Bukae employees in North Luwu Regency (Y).

Simultaneous Test (F-Test)

The next stage is a simultaneous test (F-Test) carried out to see how much influence all the independent variables (Work Motivation and Work Life Balance) have on the dependent variable (Job Satisfaction).

Table 8 F Test

Model	Sum of Squares	ANOVAa			
		Df	Mean Square	F	Sig.
Regression	215.152	2	107,576	59,849	,000b
Residual	134,810	75	1,797		
Total	349,962	77			

Dependent Variable: Job Satisfaction
 Predictors: (Constant), Work Life Balance, Work Motivation

Table 8 shows that the calculated F-value is 59.849 and the significant F-table value is 0.000 with the formula namely $F\text{-table} = F(k;nk) = F(2;78-2) = F(2;76)$ so that F- table to 3.12. The results obtained were $F\text{-count} > F\text{-table}$ ($59.849 > 3.12$) with a significance of $0.000 < 0.05$. So that the variables Work Motivation and Work Life Balance have a significant influence on Job Satisfaction among PDAM Tirta Bukae employees in North Luwu Regency (Y).

3.2 Discussion

The Influence of Work Motivation on Job Satisfaction among PDAM Tirta Bukae employees in North Luwu Regency

Work motivation has a positive effect on job satisfaction among PDAM Tirta Bukae employees in North Luwu Regency. This means that the higher the work motivation, the better the job satisfaction of PDAM Tirta Bukae employees. Work motivation has a significant impact on employee job satisfaction. Work motivation encourages employees to set and achieve their goals. When someone successfully achieves work goals, this can increase job satisfaction because they feel they have contributed positively and achieved the desired level of achievement. Employees who feel recognized and appreciated for their efforts and contributions tend to be more satisfied with their jobs.

Good work motivation can lead to recognition from superiors, coworkers, or the organization as a whole, which in turn can increase job satisfaction. Motivated employees tend to seek opportunities for professional development. The opportunity to learn, develop and improve skills can provide satisfaction. Organizations that support employee growth and development can increase job satisfaction. Work motivation can also affect the balance between work and personal life. If someone feels fulfilled and motivated at work, they may be more likely to create a healthy balance between work life and personal life, which in turn can increase overall satisfaction. Job satisfaction is often related to interpersonal relationships at work. High work motivation can help build positive relationships with colleagues, superiors and teams. This good relationship can create a positive work environment and increase job satisfaction. A sense of control and autonomy in work can provide satisfaction. Intrinsic motivation, where individuals feel driven by internal satisfaction, can provide greater control over their work, which can contribute to job satisfaction.

Thus, high work motivation can create a positive work environment, increase goal achievement, provide recognition, support professional development, create work-life balance, strengthen interpersonal relationships, and provide a sense of control. All of these factors together contribute to a higher level of job satisfaction for PDAM Tirta Bukae employees in North Luwu Regency. This is in line with research Juniari et al, 2015 [6], Tarigan, 2017 [7], Mubaroghah, 2017 [8] which says that there is a significant influence between Work Motivation

and Job Satisfaction. However, the results of this study contradict research conducted by Puspitawati et al, 2023 [9] which says that work motivation has no effect on employee job satisfaction.

The Influence of Work Life Balance on Job Satisfaction among PDAM Tirta Bukae employees in North Luwu Regency

Work life balance has a positive effect on job satisfaction among PDAM Tirta Bukae employees in North Luwu Regency. This means that the higher the work life balance, the better the job satisfaction of PDAM Tirta Bukae employees. Work life balance refers to the balance between the time and energy invested in an employee's work and personal life. Understanding and practicing good work life balance can have a positive impact on job satisfaction. Balance between work and personal life helps individuals feel healthier physically and mentally. Workers who can create space for rest, recreation, and other personal activities tend to feel happier and more fulfilled. If a person constantly feels overwhelmed by work demands without enough time to rest and recover, it can lead to high stress levels.

Work life balance A good one can help reduce stress levels, which in turn contributes to job satisfaction. Workers who have a good balance between work and personal life tend to be more productive. They can focus and deliver better performance while at work because they have adequate time to recover and recharge outside of work hours. Work life balance can strengthen personal relationships, including with family, friends and life partners. Positive relationships in personal life can create emotional support, which can help employees overcome workplace challenges and increase job satisfaction. Maintaining a balance between work and personal life gives employees the opportunity to develop themselves outside the context of work. This could include developing a hobby, participating in community activities, or developing personal skills. This personal growth can increase overall life satisfaction. PDAM Tirta Bukae in North Luwu Regency supports work life balance so it tends to have more satisfied and loyal employees. Employees who feel valued as individuals with their personal life needs tend to have a strong sense of attachment to the company.

Thus, work life balance can be considered a key factor in increasing job satisfaction because it creates conditions that support well-being and a balanced personal life for PDAM Tirta Bukae employees in North Luwu Regency. This is in line with research IS Sukur & Ade, 2022 [11] [12] which says that work life balance has a positive and significant effect on employee job satisfaction. However, the results of this study contradict research conducted by [13] who said that work-life balance does not have a significant effect on employee job satisfaction.

The Influence of Work Motivation and Work Life Balance on Job Satisfaction among PDAM Tirta Bukae employees in North Luwu Regency

Based on the results of hypothesis testing, it is known that the F-count value is 59.849 and the significant F-table value is 0.000, while the F-table is 3.12 with a significance of 0.05. Thus, F-count > F-table (59.849 > 3.12), meaning that H_0 is rejected so it can be concluded that there is a joint significant influence between work motivation and work life balance on the job satisfaction of PDAM Tirta Bukae employees. And it can also be seen in the coefficient of determination test which shows the Adjusted R Square value is 0.605 or 60.5%, this means that

the independent variable, namely work motivation, work life balance, influences the dependent variable, job satisfaction, by 60.5%.

The influence of work motivation and work-life balance on employee job satisfaction can be very significant in determining employee productivity, welfare and retention at PDAM Tirta Bukae. Employees who have high work motivation tend to be more dedicated, productive and take the initiative in completing their tasks. Strong work motivation can increase job satisfaction because employees feel called and personally connected to the company's goals and values. Employees who can achieve a good work-life balance tend to be happier, healthier, and more productive at work. Good work-life balance can reduce employee stress and fatigue levels, which in turn can increase job satisfaction.

Work motivation and work-life balance can contribute positively to the job satisfaction of PDAM Tirta Bukae employees. Employees who feel motivated and have a balance between their work and personal lives tend to be more satisfied with their jobs, which in turn can improve their performance at work. In order to increase employee job satisfaction, PDAM Tirta Bukae North Luwu pays attention to both work motivation and work-life balance which is carried out through a holistic approach, including providing recognition for employee achievements, creating a supportive work environment, offering work flexibility, and providing comprehensive welfare programs. comprehensive. This is in line with research[14]who said that work motivation and work life balance influence employee job satisfaction. Meanwhile, according to Intentions (2022)work-life balance and work motivation have a direct effect on job satisfaction. And work-life balance has a positive and significant effect on employee job satisfaction with work motivation as an intervening variable, meaning that to increase job satisfaction can be through increasing work motivation with its forming indicators, the company is expected to also pay attention to improving other aspects that can increase employee job satisfaction[16].

4. Conclusion

Based on the results of research that has been conducted regarding the Influence of Work Motivation and Work Life Balance on Job Satisfaction of PDAM Tirta Bukae Employees in North Luwu Regency, the results obtained show that the work motivation variable has a positive effect on job satisfaction for PDAM Tirta Bukae employees in North Luwu Regency. Work motivation encourages employees to set and achieve their goals. When someone successfully achieves work goals, this can increase job satisfaction because they feel they have contributed positively and achieved the desired level of achievement. Meanwhile, the work life balance variable also has a positive effect on job satisfaction for PDAM Tirta Bukae employees in North Luwu Regency. Work life balance refers to the balance between the time and energy invested in an employee's work and personal life. Understanding and practicing good work life balance can have a positive impact on job satisfaction. Work motivation and work-life balance can contribute positively to the job satisfaction of PDAM Tirta Bukae employees. Employees who feel motivated and have a balance between their work and personal lives tend to be more satisfied with their jobs, which in turn can improve their performance at work.

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