

The Effect Of Work-Life Balance And Work Stress On Employee Job Satisfaction (Study On Women Employees Of The Inspectorate, Youth Office, Sports And Tourism, And Education And Culture Office)

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Abstract

This study aims to determine the effect of work-life balance and work stress on the job satisfaction of female civil servants in the Joint Office of the North Luwu Regency Office, especially the Inspectorate, the Youth Office, Sports and Tourism, and the Education and Culture Office. This study used a quantitative approach by distributing questionnaires to all female civil servants in the Inspectorate, the Youth Office, Sports and Tourism, and the Education and Culture Office totaling 55 respondents. To test the hypothesis, researchers used multiple linear regression with the help of IBM SPSS Statistic version 29.0.1.0. The results showed that there was a positive and significant influence between work-life balance on the job satisfaction of female employees in the Joint Office of the North Luwu District Office, especially the Inspectorate, the Youth Office, Sports and Tourism, and the Education and Culture Office. Work stress has no effect on the job satisfaction of female employees in the Joint Office of the North Luwu District Office, especially the Inspectorate, the Youth Office, Sports and Tourism, and the Education and Culture Office.

Keywords : Work Life Balance; Work Stress; Job Satisfaction

1. Introduction

Work-life balance outside of work is crucial, especially when one has multiple responsibilities to face simultaneously. For a worker, daily life is divided between two different activities and in two different locations. Imbalances in managing work life also have a negative impact on the level of satisfaction felt by employees with their work (Wuarlima, Kojo, and Greis M 2019). Based on this explanation, it can be concluded that work-life balance is the extent to which the balance is maintained between work and one's life, with the level of employee satisfaction measured based on the extent of their role in their lives and work [1].

Working women have contributed significantly to economic and social development. Economic conditions and social demands encourage women to compete in Working women have contributed significantly to economic and social development. Economic conditions and social demands encourage women to compete in the world of work. Women have a greater opportunity to acquire knowledge and higher education, which allows them to have skills in the world of work. Women can achieve success in their careers thanks to education. Women workers have the same opportunity to participate in the workforce as men because knowledge has turned into a necessary skill in the modern era. However, the many home and office responsibilities that women have to do make it difficult. [2] world of work. Women have a greater opportunity to acquire knowledge and higher education, which allows them to have skills in the world of work. Women can achieve success in their careers thanks to education. Women workers have the same opportunity to participate in the workforce as men because

knowledge has turned into a necessary skill in the modern era. However, the many home and office responsibilities that women have to do make it difficult [2]. Women in careers face conflicts more often regarding their dual roles as mothers and workers, when compared to men. Although they are tired after working all day, career women still have to run household chores when they return home. Therefore, it can be concluded that career women are very likely to experience an imbalance between family life and work [3].

Based on research [4], the role of women today has changed a lot. Along with the implementation of the nine-year basic policy by the government, women's self-actualization can increase rapidly. This is due to the awareness of the importance of education. Along with increasing women's education levels, comes the realization that women have the potential to advance. Women's confidence in work will increase if they have support from family, co-workers, and leaders. This will maintain the nature and responsibilities of their families [5]. Women who work professionally should be able to balance their personal and work lives. Work-life balance is a term used to describe work-life balance. It's also important to achieve satisfaction on the job and develop innovative methods of coping with stress both at work and at home. According to Fisher [3], maintaining a balance between work and time spent on other activities outside of work is known as work-life balance.

Work stress is usually an internal or external process that pushes the worker's physical and mental limits or goes beyond what the worker can handle. This can lead to depression or distress. Reducing the level of stress experienced by employees, one of the other benefits of work-life balance. This stress can come from the work pressure that exists in their workplace. Employees in the field of toll road service delivery often experience high levels of stress due to the high complexity of the work. If not managed properly, high stress levels will definitely have a negative impact [6]. In an ever-changing world, everyone is affected by stress regardless of age, gender, profession, social or economic status. As a result, stress and stress-related illnesses have become the most common psychological problems in recent years [7].

Basically, job satisfaction is subjective because everyone has different levels of job satisfaction depending on their desires and value system [8]. Employees with low levels of job satisfaction will have poor job performance and even behave negatively towards their jobs, such as laziness and indiscipline. The relationship of job stress to employee job satisfaction. So, to maintain the survival of the company, the organization or company must pay attention to the problem of job satisfaction. Internal and external satisfaction must exist [9].

Based on the results of research [10] in a study entitled "Measuring Work-Life Balance, Work Stress and Role Conflict on Job Satisfaction in Working Women" it can be seen that Work-life balance partially has a positive and significant effect on job satisfaction in working women who go to college. Partial job stress has a negative and significant effect on job satisfaction in working women who go to college. While in the research conducted (Na and Hypertensionva, n.d.) entitled "The Effect of Work-Life Balance and Work Stress on Employee Job Satisfaction in the Sales and Marketing Retail Division at Pt Indonesia Comnets Plus Sbu Regional West Java" it can be seen that work-life balance has a partial influence with positive and significant results on job satisfaction. Job stress has a partial effect with negative outcomes on job satisfaction.

From the results of previous research above, researchers found similarities or relationships between research and this ongoing study, namely the Effect of Work-Life Balance and Work Stress on Employee Job Satisfaction, but this study has a novelty research place, namely at the Joint Office of the North Luwu Regency Government, especially at the Inspectorate, Youth Office, Sports and Tourism, and Education and Culture Office which targets female civil servants. The purpose of this study was to determine the effect of work-life balance and work stress on the job satisfaction of female employees in the Inspectorate, the Youth Office, Sports and Tourism, and the Education and Culture Office.

A well-designed introduction should be able to provide answers to several essential questions, such as the statement of the problem to be solved, the state of the art of previous efforts to address the issue, identification of aspects overlooked by previous researchers or unexplored potential, presentation of the proposed conceptual framework to fill gaps or address aspects overlooked by previous researchers, and explanation of the main objectives of the research. The introduction should be concise but informative. In the first paragraph, objectively discuss current issues. Connect by outlining the actions taken by previous researchers in addressing the same problem, focusing on their methods and results. Identify aspects that have not been explored or overlooked by previous research and provide scholarly criticism of previous studies.

Next, explain the proposed conceptual framework to contribute to solving the identified problem. There is no need to explicitly state novelty, but scholarly criticism of the state of the art is enough to demonstrate innovativeness. Lastly, elaborate on the scientific value of the proposed concept/idea.

Conclude the introduction with a paragraph detailing the objectives of the work and providing a brief introduction to the methodology. Avoid excessive length to keep the reader's attention.

Hypothesis

Hypothesis 1 (H1): The effect of work-life balance on employee job satisfaction

It is suspected that work-life balance has a positive and significant effect on employee job satisfaction in the Inspectorate, the Youth Office, Sports and Tourism, and the Education and Culture Office. So it can be interpreted that if work-life balance can be managed properly, it will have a positive impact on the job satisfaction of working employees. Based on research conducted [11] entitled "The Effect of Work-Life Balance on Employee Job Satisfaction at PT. Daya Kobelco Construction Machinery Indonesia Pekanbaru Branch" that work-life balance has a positive and significant effect on employee job satisfaction of PT. Daya Construction Machinery Indonesia, Pekanbaru Branch. Which shows that creating work-life balance can increase job satisfaction.

Hypothesis 2 (H2): The effect of job stress on employee job satisfaction

It is suspected that work stress negatively affects employee job satisfaction at the North Luwu Regency Joint Office office, it can be interpreted that if work stress can be managed properly at work, it means that work stress that decreases will have a positive impact on job satisfaction of working employees. Based on the results of a study [12] entitled "The Effect of

Work Stress on Job Satisfaction in Employees of the Cooperatives and Small Business Office of West Java Province" which stated the results that work stress negatively affects job satisfaction in the Cooperatives and Small Business Office of West Java Province.

2. Methodology

Types of Research

The approach to this study uses a quantitative approach. Quantitative research is a type of research whose characteristic is a systematic approach, planned in a structured manner, and the research design has been clearly designed from the beginning [13].

Place and Time of Research

The location of the research is at the office in the Joint Office of North Luwu Regency, especially at the Inspectorate, the Youth, Sports and Tourism Office, and the Education and Culture Office. This research was conducted from December 2023 to January 2024.

Population and Sample

The population of this study is all female civil servants at the North Luwu Regency Joint Office especially the Inspectorate, the Youth, Sports and Tourism Office, and the Education and Culture Office. The total number of female civil servants when added up from the three agencies is 55 employees, of which 16 are employees from the Inspectorate, 15 employees from the Youth, Sports and Tourism Office, and 24 employees from the Education and Culture Office.

The sample size in this study uses the saturated sampling technique [14] which suggests that all members of the population are sampled in determining sampel. Sempel in this study were all female employees in the Inspectorate, the Youth Office, Sports and Tourism, and the Education and Culture Office totaling 55 samples.

Data Collection Methods

The data collection technique used in is questionnaires. The advantage of using the questionnaire method, which is that it can be used for large classes, and requires a relatively short time. The questionnaire used in this study is a closed research questionnaire because respondents do not have the freedom to express their personal experiences and feelings in answering questions because the questionnaire has provided varied answer choices, ranging from high to low levels of satisfaction, or from the level of agreement to disagree [15]. Data collected by using Likert Scale models. In the process of data analysis, the technique used is multiple linear regression and uses IBM SPSS Statistic application version 29.0.1.0.

Data Analysis Techniques

The data analysis technique used is a multiple linear regression equation model that explains the relationship of one non-free variable/response (Y) with two or more independent variables (X1, X2,... Xn) (Yuliara 2016).

Multiple linear regression equations are mathematically expressed by:

$$Y = a + b_1X_1 + b_2X_2 + e$$

which:

Y = non-free variable (value of variable to be predicted)

a = constant

b₁, b₂, ..., b_n = Regression coefficient value

X₁, X₂, ..., X_n = Free variable

E = error term

3. Result and Discussion

3.1. Result

Multiple Linear Regression Results

Multiple linear regression equation model that describes the relationship of one non-free/response variable (Y) with two or more independent variables (X₁, X₂, ... X_n) (Yuliana 2016). Here is a table of multiple regression analysis results.

Multiple Linear Regression Results

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	5,733	4,336		1,322	,192
Work life balance	,834	,143	,621	5,818	,000
Work stress	-,161	,144	-,120	-1,123	,267

a. Dependent Variable: Job Satisfaction

Source: IBM SPSS Statistic version 29.0.1.0 , 2024

It is known that the value of Constant (a) is 5.733, while the value of work-life balance (X₁) (b / regression coefficient) is 0.834, and work stress (X₂) (b / regression coefficient) is -0.161 so that the regression equation can be written:

$$Y = 5,733 + 0,834X_1 - 0,161X_2 + e$$

The above equation means that:

Regression coefficient X₁ (Work-life balance) = 0.834. The value of the X₁ regression coefficient of 0.834 states that if work-life balance increases by 1%, while work stress is assumed to remain, job satisfaction will increase by 0.834% and the regression coefficient is positive so that it can be said that the direction of influence of the work-life balance variable (X₁) on job satisfaction (Y) is Positive. Based on the value of the significance from the coefficients table, a significance value of 0.000 < 0.05 is obtained so that it can be concluded that the work-life balance variable (X₁) has a significant effect on the job satisfaction variable (Y).

Regression coefficient X2 (work stress) = -0.161. The value of the X2 regression coefficient of -0.161 states that if work stress increases by 1%, while work-life balance is assumed to be fixed, job satisfaction will decrease by 0.161% while the regression coefficient is negative so that it can be said that the direction of the influence of the work stress variable (X2) on job satisfaction (Y) is negative. Based on the value of significance from the coefficients table, a value of $0.267 > 0.05$ was obtained so that it can be concluded that the variable of work stress (X2) has no effect on the variable of job satisfaction (Y).

Simultaneous Test (Test F)

Simultaneous Test Results (F)

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	141,849	2	70,924	19,074	,000 ^b
Residual	193,351	52	3,718		
Total	335,200	54			

Source: IBM SPSS Statistic version 29.0.1.0, 2024

Based on the table above, it is known that the significance value for the effect of X1 and X2 simultaneously on Y is $0.000 < 0.05$ and the calculated F value is $19.074 > F$ table 3.18, so it can be concluded that work-life balance (X1) and work stress (X2) together affect job satisfaction (Y) in women in the Inspectorate, Youth Office, Sports and Tourism, and Education and Culture Office.

Partial Test (T Test)

The T test is used to understand the individual impact of each independent variable on the dependent variable (Widjarjono 2010; Alsa 2001). Here is a table of partial test results (T test).

Partial Test Results (T)

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	5,733	4,336		1,322	,192
Work life balance	,834	,143	,621	5,818	,000

Work Stress	-	,144	-,120	-	,26
	,161			1,123	7

Source: IBM SPSS Statistic version 29.0.1.0 , 2024

Work-Life Balance

The results of the analysis showed that the work-life balance variable (X_1) had a significant value of $0.000 < 0.05$ and partially had a positive and significant effect on job satisfaction (Y) in women working at the North Luwu Regency Joint Office Office, especially at the Inspectorate, Youth Office, Sports and Tourism, and Education and Culture Office, so that H1 was accepted.

Work Stress

The results of the analysis showed that the Work Stress Variable (X_2) had a significant value of $0.267 > 0.05$ and partially negatively affected job satisfaction (Y) in women working at the North Luwu Regency Joint Office Office, especially in the Inspectorate, Youth Office, Sports and Tourism, and Education and Culture Office, so that H2 was accepted.

Coefficient of Determination (R^2)

The coefficient of determination (R^2) is used to measure the best level of accuracy in regression analysis by showing how much variability described by the regression model, ranging between 0 (zero) and 1 (one). When the value of the coefficient of determination (R^2) is zero, the independent variable has no effect at all on the dependent variable. The closer the value of one is, it indicates that the independent variable has a significant influence on the dependent variable (Alsa 2001).

Determination Test Results

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,651 ^a	,423	,401	1,928

a. Predictors: (Constant), Work Stress, Work life balance

Source: IBM SPSS Statistic version 29.0.1.0 , 2024

The table above explains the magnitude of the correlation value (R) which is 0.651. While the coefficient of determination (Adjusted R Square) is obtained at 0.401. Which means that the effect of the independent variables of work-life balance (X_1) and work stress (X_2) on the dependent variable job satisfaction (Y) was 40.1%, the remaining 59.9% was explained by other variables or other factors that were not included in this study model.

3.2. Discussion

The Effect of Work-Life Balance on Job Satisfaction

The hypothesis test (H1) proves that there is a positive and significant influence between work-life balance and job satisfaction. It is known that the calculated t value is $5.818 > t$ table is 1.674 and the sig value. As much as $0.000 < 0.05$ so that H1 is accepted. This test statistically shows that work-life balance affects the variable of job satisfaction, so it can be said that the more work-life balance increases, the more job satisfaction increases in women

who work in the Joint Office The North Luwu District Office, especially the Inspectorate, the Youth Office, Sports and Tourism, and the Education and Culture Office. The results of this study are in line with research (Guarango 2022) entitled "Work life-balance on Employee Job Satisfaction of PT. Daya Kobelco Contruction Machinery Indonesia Pekanbaru Branch" which suggests that work-life balance has a positive and significant effect on job satisfaction of PT. Daya Kobelco Contruction Machinery Indonesia, Pekanbaru Branch. This suggests that the creation of work-life balance can increase employee job satisfaction.

The Effect of Work Stress on Job Satisfaction

The hypothesis test (H2) proves that there is no effect between work stress and job satisfaction. It is known that the calculated t value is $-1.123 < t \text{ table } 1.674$ and the sig value. It is $0.267 > 0.05$ so that H2 is accepted. This test statistically shows that work stress has no effect on job satisfaction variables, so it can be said that the more work stress increases, the more job satisfaction decreases in women who work in the North Luwu Regency Joint Office Office, especially in the Inspectorate, Youth Office, Sports and Tourism, and Education and Culture Office. The results of this study are in line with research (Pinakisti 2020) entitled "The Effect of Work Stress on Job Satisfaction in Employees of the Cooperatives and Small Business Office of West Java Province" which stated the results that work stress negatively affects job satisfaction in the Cooperatives and Small Business Office of West Java Province. This shows that employees who have low levels of work stress will create employee job satisfaction.

The Effect of Work-Life Balance and Work Stress on Job Satisfaction

The results of the study found work-life balance and work stress and together affect job satisfaction This means that there is a relationship between work-life balance and work stress on job satisfaction. to women working at the North Luwu District Joint Office, especially at the Inspectorate, the Youth, Sports and Tourism Office, and the Education and Culture Office. The results of this study are in line with research (Retnowati, Hadianitini, and Damayanty 2018) entitled "The Effect of Work-Life Balance and Work Stress on Employee Job Satisfaction at PT Jasa Marga (Persero) Tbk Branch" which states that there is simultaneously an influence between Work-Life Balance and Work Stress on Job Satisfaction at PT Jasa Marga (Persero) Tbk. Purbaleunyi Branch.

4. Conclusion

In accordance with the analysis and discussion of the results of hypothesis testing, the conclusion in this study, namely work-life balance has a positive and significant effect on the job satisfaction of women working in the North Luwu Regency Joint Office, especially in the Inspectorate, Youth Office, Sports and Tourism, and Education and Culture Office. Meanwhile, work stress has no effect on the job satisfaction of women working in the North Luwu Regency Joint Office, especially at the Inspectorate, Youth Office, Sports and Tourism, and Education and Culture Office.

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