

# **Analysis of Work Life Balance of Staff At The UPT TIK Jakarta State University**

**Karenina Naufalia Putri <sup>1</sup>, Widya Parimita <sup>1</sup>, Rizki Firdausi Rachmadania**

<sup>1</sup> Department of Digital Office Administration , Jakarta State University, Indonesia

<sup>1</sup> Department of Digital Office Administration , Jakarta State University , Indonesia

<sup>1</sup> Department of Digital Office Administration , Jakarta State University , Indonesia

## **Abstract**

Work-life balance is a concept that refers to individuals' efforts to divide their time and energy equally between work and personal life. The main goal of work-life balance is to achieve a healthy and satisfying balance between professional responsibilities and personal needs, thereby reducing stress and improving overall quality of life. In recent years, work-life balance has become an important concern for many organizations and individuals due to its significant impact on productivity, mental wellbeing and employee retention. Factors that influence work-life balance include work culture, company policies, support from superiors, and the individual's ability to manage their time and priorities. Research shows that good work-life balance can increase job satisfaction, reduce fatigue, and improve health mental and physical. Conversely, an imbalance between work and personal life can lead to burnout, decreased productivity, and serious health problems.

**Keyword :** Work Life Balance

## 1. Introduction

Development of information and communication technology (ICT) in two decades Recent developments have brought significant changes in various aspects of life man. State University Information and Communication Technology Service Center Jakarta or what is usually called UPT ICT UNJ is also one of them affected this globalization. UPT ICT UNJ is a division that work to create, manage and maintain information systems available for academic and non-academic environments at State Universities Jakarta. With the existence of UPT ICT provides an important role in providing information and services to UNJ students and lecturers so that everything information Which There is can channeled with Good. UPT ICT certainly cannot operate on its own without the role of staff the main resource that always maintains and ensures all things students' needs can be channeled well. Therefore, there must be effort so that objective Which There is can achieved. Nurwahyuni (2019) with offers a balance between work and personal life or *Work life balance*, is one way that can be done done to improve the performance of the staff working at UPT ICT. *Work life balance* is a state where a person gets balance in work and also life personal Which expected capable produce life Which harmonious (Sustainable & Rahardianto 2021).

In website which was published on March 8 2024 by Greoff Whiting state that around 60% worker global say that they own balance Which very Good between life

Work And his personal life, but the other 77% say that they have experience fatigue caused by their work so that it disturbs them life personal. According to study Siahaan & Bahri (2019) performance Employees can be influenced positively and significantly by the work environment. *Work life balance* is one of the factors that influences overall conditions physique, mental, And emotional in environment Work or Which normal called *burnout* . This is because the level of *burnout* can affect performance and impact on work quality results (Apriana, Edris, & Sutono 2021). One of The problem that often arises is the resulting decrease in performance by various factors, both internal and external to UPT ICT. Matter This one of which can be caused by not implementing *work life balance* or balance Work And life personal.

## 2. Literature Review

### 2.1 Definition of Work Life Balance

*Work life balance* by McDonald's and Bradley in Come on (2020) is the extent to which a person feels satisfied and involved in a balanced manner in their roles at work and in their personal lives. According to Shabrina (2019) *work life balance* is a time when someone is said to be have a balance between their responsibilities in personal life And work they. According to Nurhabiba et al., (2020) *Work life balance* is balance between time Which spent For Work And time spent with family, friends, or yourself. Meanwhile according to Rifadha et al in Muliawati (2020:607) *work life balance* can interpreted as capability

somebody individual What when can fulfil his job as well as demands Which There is from outside work, matter This Also will impact on happiness individual the.

## 2.2 Work Life Balance Objectives

According to (Moshinsky,2021) System *work life balance* aim For create condition balanced between commitment Work and bear it answer personal to increase individual productivity and well-being. With exists system *work life balance* can possible employee For own balance between jobs And life personal .

## 2.3 Types of Work Life Balance

According to Erdianza N (2020) The types of work life balance are as follows:

### a. Time management

Time management or time management, this dimension looks at how well someone manages or divides time between their personal life and work. One example is how well a person can balance their time at the office and time with family.

### b. Work balance involvement

Work involvement balance, the focus of this dimension is how well a person can differentiate between their involvement in personal life and their involvement in work. One example is how well a person can differentiate between their thoughts about work and their sense of responsibility.

### c. Satisfaction balance

Satisfaction balance or satisfaction balance, this dimension looks at the extent to which a person feels satisfied and finds balance between their work life and their family or personal life. One example is how satisfied a person is with the amount of time they spend with their family compared to the time they spend on their job.

d. Compensation and benefits

Compensation and benefits, this dimension discusses company compensation and facilities that help employees maintain a balance between work and personal life, such as flextime, annual leave, health insurance and child care facilities.

### 3. Materials and Methods

Understanding research methods proposed by Nana (2019) method study is method scientific For obtain information Which valid for finding, developing, and proving information so that it can be used to understand, solve, and predicting problem.

#### 3.1 Data Sources and Research Samples

In this qualitative study, the sample or participant selection technique uses a non-probability sampling method with a purposive sampling method. Non-probability sampling according to Sugiyono is a sampling technique that does not provide an opportunity for every member of the population to be selected as a sample (Suryani et al., 2020) . Meanwhile, purposive sampling, according to Sugiyono, is a method in which researchers determine sampling by determining special characteristics with research objectives. (Ardiyanti & Mora, 2019)

#### 3.2 Data Collection Techniques

The data collection techniques that the researcher uses to obtain clear, precise, and complete information in this study are:

1. Observation

Observation according (Wijaya et al., 2020) to is an observation or collection of data about a phenomenon carried out through research.

2. Interview

According to interview (Darmawan et al., 2021) , it is a method of communication between two or more parties that is used to collect information or data from individuals or groups through direct interaction.

3. Library Research

Literature study or literature study is a data collection technique by searching for relevant literature sources related to the problem being researched (Ulfa, 2021).

### 3.3 Data Validity Techniques

In qualitative research, the validity of data is carried out in order to obtain data and information that can be tested for correctness in a research result. The validity test of this data uses the triangulation technique according to Sugiyono in (Alfansyur & Mariyani, 2020) triangulation is a method used to test the validity or not of information obtained from a research. Here are several types of triangulation, including:

a) Triangulation of sources

Source triangulation means testing data from various sources which is carried out by checking data obtained from a research through various informants for comparison.

b) Triangulation time

Time triangulation means testing data that is carried out through checking by conducting interviews, observations, and other techniques at different times or situations.

c) Triangulation techniques

Triangulation techniques are carried out by collecting data and information through the same source with different techniques. Different data collection techniques are interviews and observations in the field.

#### 4. Results

##### Experience Employee in Maintain Work-Life Balance

Most employees feel that their work-life balance is quite good because of the flexibility of working hours. However, some employees complain about high workloads and lack of time for family.

##### Factors Affecting Work-Life Balance

Factors found to influence work-life balance include:

1. Flexibility of working hours
2. Support from superiors and colleagues

3. Company policies that support work and personal life balance.

#### The Effect of Work-Life Balance on Satisfaction Work

Employees who feel they have a good work-life balance report higher levels of job satisfaction. They feel more motivated and have a higher commitment to the company.

#### 5. Conclusions and recommendations

##### Conclusion

Work-life balance has a positive influence on employee job satisfaction at PT XYZ. Flexibility in working hours and support from superiors are key factors that help employees maintain a balance between work and personal life.

##### Suggestion

Companies should increase the flexibility of working hours and strengthen policies that support work-life balance to increase employee job satisfaction. Apart from that, there needs to be a training program for superiors to provide better support to employees.



- Aisyah, C., Suryaningsih, A., & Putri, D. A. (2023). The Effect of Work Life Balance on Employee Performance in Manufacture Companies (Case Study at PT. Gemilang Mitra Sejahtera). *Journal of Contemporary Administration and Management (ADMAN)*, 1(1). <https://doi.org/10.61100/adman.v1i1.19>
- Althammer, S. E., Reis, D., van der Beek, S., Beck, L., & Michel, A. (2021). A mindfulness intervention promoting work–life balance: How segmentation preference affects changes in detachment, well-being, and work–life balance. *Journal of Occupational and Organizational Psychology*, 94(2), 282–308. <https://doi.org/10.1111/joop.12346>
- Badrianto, Y., & Ekhsan, M. (2021). Pengaruh Work-life Balance terhadap Kinerja Karyawan yang di Mediasi Komitmen Organisasi. *Jesya (Jurnal Ekonomi & Ekonomi Syariah)*, 4(2), 951–962. <https://doi.org/10.36778/jesya.v4i2.460>
- Bataineh, K. adnan. (2019). Impact of Work-Life Balance, Happiness at Work, on Employee Performance. *International Business Research*, 12(2), 99. <https://doi.org/10.5539/ibr.v12n2p99>
- Bencsik, A., & Juhasz, T. (2023). Impact Of Technostress On Work-Life Balance. *HumanTechnology*, 19(1), 41–61. <https://doi.org/10.14254/1795-6889.2023.19-1.4>
- Bouwmeester, O., Atkinson, R., Noury, L., & Ruotsalainen, R. (2021). Work-life balance policies in high performance organisations: A comparative interview study with millennials in Dutch consultancies. *German Journal of Human Resource Management*, 35(1), 6–32. <https://doi.org/10.1177/2397002220952738>
- Duan, S., Deng, H., & Wibowo, S. (n.d.). Exploring the impact of digital work on work-life balance and job performance: A technology affordance perspective. <https://doi.org/10.1108/ITP-01-2021-0013/full/html>
- Erdianza, N. (n.d.). *International Journal of Management and Humanities (IJMH)*. <https://doi.org/10.35940/ijmh.G0683.034720>
- Herlina, E., Tukiran, M., Yusnita, N., Tito Andrianto, M., & Pakuan, U. (n.d.). Peran Pengembangan Sumber Daya Manusia Sebagai Agen Perubahan.
- Ischevell, O. :, Saina, V., Johnly, R., & Rumawas, P. W. (n.d.). Pengaruh Work Life Balance dan Kompensasi Terhadap Kinerja Karyawan Pada PT PLN (PERSERO) Wilayah Suluttenggo Area Manado.
- Jessica, N., Afifah, N., Daud, I., Sulistiowati, ., & Pebrianti, W. (2023). The Effect of Work Environment and Work-life Balance on Job Satisfaction: Work Stress as a Mediator. *Journal of Economics, Management and Trade*, 54–65. <https://doi.org/10.9734/jemt/2023/v29i11074>
- Lestari, D. (n.d.). Work Life Balance And Job Satisfaction Of Lecturer In Faculty

Of Economics And Business Unjani. International Journal Of Science.  
<http://ijstm.inarah.co.id>

- Lorentzon, J. I., Fotoh, L. E., & Mugwira, T. (2024). Remote auditing and its impacts on auditors' work and work-life balance: auditors' perceptions and implications. *Accounting Research Journal*, 37(1), 1–18.  
<https://doi.org/10.1108/ARJ-06-2023-0158>
- Mantler, J., Campbell, B., & Dupré, K. E. (2022). Jobs, Careers, and Callings: Exploring Work Orientation at Mid-Career. *Journal of Career Development*, 49(5), 1152–1167.<https://doi.org/10.1177/08948453211022845>
- Meli Noviani, D. (2021). Pengaruh Work Life Balance dan Disiplin Kerja Terhadap Kinerja Karyawan Dimasa Work From Home pada Kantor Kementerian Agama Kabupaten Indramayu. *Jurnal Syntax Admiration*, 2(11), 2036–2050. <https://doi.org/10.46799/jsa.v2i11.341>
- Palumbo, R. (2020). Improving health professionals' involvement whilst sustaining work–life balance: evidence from an empirical analysis. *Sustainability (Switzerland)*, 12(21), 1–21.<https://doi.org/10.3390/su12219291>
- Rahayu, S., & Sumarni, N. (n.d.). Sosialisasi Mengenai Pentingnya Motivasi Kerja pada Pelaku UMKM di Desa Pasirawi. 2(1).
- Rahmawati, D., & Savitri Pusparini, E. (2023). Pengaruh Flexible Working Arrangements dan Perceived Supervisor Support terhadap WorkEngagement dan Employee Performance: Studi Empiris pada Organisasi  
Development, 49(5), 1152–1167.<https://doi.org/10.1177/08948453211022845>
- Meli Noviani, D. (2021). Pengaruh Work Life Balance dan Disiplin Kerja Terhadap Kinerja Karyawan Dimasa Work From Home pada Kantor Kementerian Agama Kabupaten Indramayu. *Jurnal Syntax Admiration*, 2(11), 2036–2050. <https://doi.org/10.46799/jsa.v2i11.341>
- Palumbo, R. (2020). Improving health professionals' involvement whilst sustaining work–life balance: evidence from an empirical analysis. *Sustainability (Switzerland)*, 12(21), 1–21.<https://doi.org/10.3390/su12219291>
- Rahmawati, D., & Savitri Pusparini, E. (2023). Pengaruh Flexible Working Arrangements dan Perceived Supervisor Support terhadap WorkEngagement dan Employee Performance: Studi Empiris pada Organisasi Keuangan Pemerintah di Indonesia. *Jurnal Manajemen Dan Organisasi*, 14(4), 322–342.  
<https://doi.org/10.29244/jmo.v14i4.47409>
- Rehder, K. J., Adair, K. C., Hadley, A., McKittrick, K., Frankel, A., Leonard, M., Frankel, T. C., & Sexton, J. B. (2020a). Associations Between a New Disruptive Behaviors Scale and Teamwork, Patient Safety, Work-Life Balance, Burnout, and Depression. *Joint Commission Journal on Quality*

- and Patient Safety, 46(1), 18–26. <https://doi.org/10.1016/j.jcjq.2019.09.004>
- Rehder, K. J., Adair, K. C., Hadley, A., McKittrick, K., Frankel, A., Leonard, M., Frankel, T. C., & Sexton, J. B. (2020b). Associations Between a New Disruptive Behaviors Scale and Teamwork, Patient Safety, Work-Life Balance, Burnout, and Depression. *Joint Commission Journal on Quality and Patient Safety*, 46(1), 18–26. <https://doi.org/10.1016/j.jcjq.2019.09.004>
- Siahaan, S., & Bahri, S. (2019). Pengaruh Penempatan, Motivasi, Dan Lingkungan Kerja Terhadap Kinerja Pegawai. *Maneggio: Jurnal Ilmiah Magister Manajemen*, 2(1), 16–30. <https://doi.org/10.30596/maneggio.v2i1.3402>
- Stanley, S., & Sebastine, A. J. (2023). Work-life balance, social support, and burnout: A quantitative study of social workers. *Journal of Social Work*, 23(6), 1155. <https://doi.org/10.1177/14680173231197930>
- Sucaga, S. N., Amri, U., & Zanariah, M. (2018). Pengaruh Deskripsi Kerja (Job Deskripsi Description), Work Life Balance dan Budaya Kerja Terhadap Kepuasan Kerja Pegawai Perpustakaan Daerah Provinsi Sumatra Selatan. In *Jurnal Kompetitif Universitas Tridianti Palembang* (Vol. 92, Issue 1).
- Tully, P., Moshinsky, J., Spanger, M., Koshy, A. N., Yii, M., & Weinberg, L. (2021). A spontaneous retroperitoneal haemorrhage resulting in abdominal compartment syndrome requiring laparotomy: A case report and proposed management algorithm. *International Journal of Surgery Case Reports*, 84. <https://doi.org/10.1016/j.ijscr.2021.106101>
- Warren, T. (2021). Work–life balance and gig work: ‘Where are we now’ and ‘where to next’ with the work–life balance agenda? *Journal of Industrial Relations*, 63(4), 522–545. <https://doi.org/10.1177/00221856211007161>
- Waworuntu, E. C., Kainde, S. J. R., & Mandagi, D. W. (2022). Work- Life Balance, Job Satisfaction and Performance Among Millennial and Gen Z Employees: A Systematic Review. *Society*, 10(2), 384–398. <https://doi.org/10.33019/society.v10i2.464>
- Wayan Agus Apriana, I., Edris, M., Studi Magister Manajemen, P., & Muria Kudus, U. (n.d.). Pengaruh Beban Kerja Dan Burnout Terhadap Kinerja Pegawai Dengan Kepuasan Kerja Sebagai Variabel Intervening (Studi Kasus Pada Pegawai Dinas Pemberdayaan Masyarakat dan Desa Kabupaten Rembang). In *Jurnal Studi Manajemen Bisnis* (Vol. 01).
- Wicaksana, S. A., Pia Asrunputri, A., Psikologi, F., Pancasila Jl Srengseng Sawah, U., & -Jakarta Selatan, J. (2020). Identifikasi Dimensi- Dimensi Work-Life Balance pada Karyawan Generasi Milenial di Sektor Perbankan. *Jurnal Sekretari Dan Manajemen*, 4(2). <http://ejournal.bsi.ac.id/ejurnal/index.php/widyacipta>