

Work-Life Balance and Its Implications to the Job Satisfaction of Cikarang Family Hope Hospital Nurses

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ABSTRACT

The purpose of this study was to determine the effect of work-life balance on job satisfaction of Cikarang family hope hospital nurses. The methods used in this study are descriptive and verifiative studies, to provide an overview of a situation. Data collection techniques using questionnaires. A sample of 45 respondents using the slovin formula. To analyze the data assisted using the SPSS program version 28. The results of this study showed that the effect of work-life balance and job satisfaction affected the performance of implementing nurses at the Cikarang family hope hospital by 49.5% and the remaining 50.5% was influenced by other variables that were not studied in this study. This shows that there are expectations of psychological involvement that can increase nurses' job satisfaction.

INTRODUCTION

Humans are the most dominant resource contributing to an organization. Human power as a resource is realized to be increasingly important in the progress of the organization, because human resources are managers of all assets in the organization and perform optimal patient services. Human resources always play an active role as planners and actors in all organizational activities in order to achieve organizational goals (Wuarlima, Kojo, & Sendow, 2019). When employees of an organization cannot carry out their duties and functions correctly, the organization will find it difficult to operate, especially when the needs and workload of employees in an organization vary without regard to employee job satisfaction will certainly have a negative impact on their work results. Similarly, if it happens in a hospital, what needs to be considered is the job satisfaction of its employees, in this case nurses who work in hospitals.

Every organization is committed to achieving long-term goals, one of which is to increase employee job satisfaction. As a nurse employee will always play an active role in every activity to achieve organizational goals, but on the one hand each nurse has its own goal to meet personal needs, because basically personally nurses will carry out their professional duties to meet their life needs, then every organization must pay attention to the basic needs of its employees so that their needs can be met and increase job satisfaction.

According to Robbins (Busro, 2018) Job satisfaction is a positive feeling about his job. Job satisfaction is obtained by comparing the income earned with the expected income from the job itself. The higher the income obtained, the increased job satisfaction of nurses. Paying attention to nurses' job satisfaction is one way to save human resources in hospitals because with an increase in job satisfaction, the productivity of nurses will also increase (Busro, 2018). However, there are still many organizations that do not care about the job satisfaction of their employees and only focus on improving performance. Though increasing job satisfaction will also affect the performance of nurses, which also has an impact on organizational sustainability and improving the quality of hospital services.

Job satisfaction can be influenced by several factors, one of which is awareness of Work-Life Balance. Based on a survey conducted by Robbert Walters, employee job satisfaction can be determined by four highest factors, namely Compensation, Career Development, Organizational Culture, and Work-Life Balance (Walters, 2020)

According to Delecta (Ganaphati, 2016), Work-Life Balance is a person's ability to be able to balance fairly life at work, family responsibilities, and other non-professional lives. Nurses who don't know how to balance work and life are more likely to feel that work is a burden. The impact of this is that the meaning of life outside work and the meaning of life outside work is not felt, the realization of a good Work-Life Balance is the situation of workers who they believe are able to coordinate work and personal life (Ganaphati, 2016). Work-Life Balance is the extent to which individuals feel satisfaction in

carrying out several roles in work life and personal life and there is no conflict between these roles (Endeka, 2020).

Work-Life Balance is an individual's ability to balance all the demands of demands at work and other personal life demands outside the workplace (Hafid & Prasetyo, 2017). Individuals who pay attention to Work-Life Balance are individuals who prioritize spiritual and physical welfare needs, rather than the pursuit of material wealth alone. Currently, many organizations or hospitals implement Work-Life Balance programs to maintain the quality of their employees and are required to work by providing excellent service to patients.

The results achieved from the implementation of Work-Life Balance are increasing the morale or ethics of nurses, having a more positive outlook on work, and having loyalty and responsibility towards the organization and trying to be efficient in every work activity (Risna, Saka, & Yunawati, 2017). The increasing development of various aspects of life and the development of technological science obtained by patients and the community affects perceptions, understandings and expectations of health from patients, families and communities. If there is a discrepancy between the services provided by nurses and patient expectations, complaints of dissatisfaction with health services provided by nurses will increase, therefore nurses must provide professional nursing services and care. In order to improve the quality of nurses' work when providing health services in hospitals, a conducive work situation is needed. where the hospital pays attention to the work environment, the mental attitude of nurses, good internal cooperation relationships and the commitment of all parties, both leaders and employees, this condition is expected to have a psychological influence on nurses to be able to separate personal interests and work interests without being disturbed by the environment where the nurse works (Sudarsan, 2014).

Harapan Keluarga Cikarang Hospital is a labor-intensive, capital-intensive and multidisciplinary health service institution. The duties and functions of nurses are adjusted to the field of service in nursing, including emergency care units, critical medical surgery, children, obstetrics etc. The duties and functions of nurses are different from other professions, the duties carried out can be said to be tasks fulfilled with risks and dangers both physical, psychosocial, chemical and biological hazards due to infectious diseases and at risk of lawsuits. Anticipating the risks that can occur, nurses are required to have good work skills and display *Caring behavior*.

Caring is a wholehearted attitude or behavior given by nurses to patients with a sense of care, attention and attention to the patient's emotions to create a therapeutic relationship so that (Kusnanto, 2019) and will occur when job satisfaction has been experienced by the nurse so that there will be feelings of pleasure towards work and They try to control themselves by controlling appearance, physical condition and actual behavior (Harefa, Fitrianti, & Ferdi, 2018) The nurses at RS Harapan Keluarga Cikarang in providing services and nursing care also contribute to improving the quality and satisfaction of patients. Nurses involved in providing nursing care for 24 hours interacting with patients, of course, the potential for complaints or complaints can occur

continuously at any time can not be stopped, but must be minimized the frequency of patient complaints.

Based on pre-research interviews conducted with 4 people on December 27, 2022, data related to barriers to job satisfaction were obtained such as; which will be described in table 1.1. There is a concurrent job, increased workload, fatigue, not focused so that mistakes often occur, uncertain rest periods and uneven distribution of tasks. And various obstacles are very likely to occur and be experienced by other nurses. This happens because of limited manpower, while the normal ratio of nurses and patients is 1: 5 to 7 (PMK 17 of 2023) but currently what happens is 1: 12 while the cause of many new nurses not understanding their duties and functions is often mistakes, low commitment of superiors to work situations. The age of nurses in the age range of 20 to 40 years can be said to be productive age, very little to spend time with family because of the many demands of work. This obstacle can be minimized by applying Work-Life Balance in the lives of nurses in order to achieve job satisfaction for nurses at RS Harapan Keluarga Cikarang.

As a result of the interviews conducted, several resource persons admitted that their Work-Life Balance was not good enough in all three aspects of Work-Life Balance, namely *time balance*, *involvement balance* and *satisfaction balance*. therefore there needs to be an effort from hospitals to maintain the quality of their human resources by implementing Work-Life Balance to achieve nurse job satisfaction. The results of previous research on the same variable, if Work-Life Balance has a positive influence on job satisfaction, this means that the higher the application of Work-Life Balance in organizations, the more nurses feel job satisfaction. A good state of Work-Life Balance allows employees to fulfill their main tasks from work to lifestyle. Tasks outside work, such as family, friends and family, will affect respondents' work lives (Wuarlima et al., 2019).

According to research (Qodrizana & Musadieg, 2018) entitled "The Effect of Work-Life Balance on Job Satisfaction, a case study of Women Employees of Yayasan Intan Permata Tunggal wulung" concluded that bahwa *time balance* has a positive influence on employee work, with the conclusion that if every *time balance* is more satisfied with their work. In the aspect of *involvement balance* (balance of involvement) also shows a significant influence on job satisfaction. Finally, the satisfaction balance aspect will also have a positive impact on job satisfaction. The study confirms that simultaneously all three aspects of Work-Life Balance have a positive impact on job satisfaction

LITERATURE REVIEW

According to research (Qodrizana & Musadieg, 2018) entitled "The Effect of Work-Life Balance on Job Satisfaction, a case study of Women Employees of Yayasan Intan Permata Tunggal wulung" concluded that bahwa *time balance* has a positive influence on employee work, with the conclusion that if every *time balance* is more satisfied with their work. In the aspect of *involvement balance* (balance of involvement) also shows a significant influence on job satisfaction. Finally, the satisfaction balance aspect will also have a

positive impact on job satisfaction. The study confirms that simultaneously all three aspects of Work-Life Balance have a positive impact on job satisfaction.

METHODOLOGY

In this study, descriptive and verifiative types of studies are used, to provide an overview of a situation. This research is explanatory with the aim of testing a theory or hypothesis to strengthen or even refute an existing theory or hypothesis on the basis of the results of previous research (Sugiyono, 2018).

The sources and types of data that researchers use to obtain research data are as follows: according to Sekaran and Bougie (2016), data obtained from original sources through interviews, surveys, or observations are primary data. In this study, primary data was obtained by distributing questionnaires to samples who were part of the population in the object of study, namely nurses at RS Harapan Cikarang family totaling 45 respondents.

The data analysis tool used is SPSS (*Statistical Program for Social Science*) version 28.0. The stage of data analysis techniques used in this study is such as testing the quality of data by conducting validity tests designed to measure the quality of research instruments. Reliability tests that certify questionnaire items are declared reliable or unreliable. unreliable. In the classical assumption test, this study uses the normality test and heteroscedasticity test to determine the significant value. In the hypothesis test, researchers use a partial significance test (t test) and a determinant coefficient test (R²), as well as a simple regression analysis test. If the correlation value is close to 1 then it means that the independent variable is almost necessary to predict all changes in the dependent variable.

RESEARCH RESULT

The object taken by this study was the nurse of RS Harapan Cikarang family.

Table 1. Descriptive Analysis of Work-Life Balance Variables (x)

No.	Item	Mean
1	<u>I work according to the working hours set by the organization</u>	4,03
2	<u>I used the rest hours well</u>	4,17
3	<u>I set aside time outside of work for family and friends</u>	4,30
4	<u>I set aside time outside of work for other activities</u>	4,20
5	<u>I have a sense of responsibility towards my work</u>	4,23
6	<u>I can divide the responsibilities between family and work</u>	4,33
7	<u>I am loyal to the organization I work for</u>	4,40
8	<u>I think commitment to family is important</u>	4,27
9	<u>I feel satisfied with what I have gained so far in my work</u>	4,23
10	<u>My work contribution is well appreciated by the</u>	4,33

	<u>organization</u>	
11	<u>I feel the need to contribute to colleagues</u>	4,17
12	<u>My family has always supported my career and work</u>	4,10

The highest value result on the Work-Life Balance variable was in the seventh statement item which pertains to "I am loyal / loyal to the organization where I work", this is known from the recapitulation of respondents' answers has a mean of 4.40. This indicates that nurses are committed and responsible to the organization, this fact means that nurses master and perform their responsibilities as a form of nurse loyalty to the organization. While the lowest value is in the first statement item "I work according to the working hours determined by the organization" with a mean of 4.03. This indicates that the nurse is not satisfied with the allotted time. However, the number 4.03 is still considered good on a scale of five.

Table 2. Descriptive Analysis of Job Satisfaction Variables (y)

No	Item	Mean
1	<u>The work I do matches my interests</u>	4,50
2	<u>I feel at ease with my work environment</u>	4,23
3	<u>I'm passionate about the work I do</u>	4,30
4	<u>My talents can be channeled well through my work</u>	4,17
5	<u>My job requires Specific skills</u>	4,03
6	<u>I have a good relationship with colleagues</u>	4,13
7	<u>I have a good relationship with the boss</u>	4,20
8	<u>The work facilities provided are quite adequate</u>	4,17
9	<u>The condition of the workspace provides a sense of comfort</u>	4,10
10	<u>My current job suits my physical condition</u>	4,23
11	<u>My current job suits my physical condition</u>	4,07
12	<u>The salary I receive is in accordance with the demands of the job charged to me</u>	4,17
13	<u>The social security and benefits provided provided my needs</u>	4,27
14	<u>The promotion system is open and fair to anyone who has the potential</u>	4,20

The average result of respondents' answers on the job satisfaction variable has a score value of 4.20, this is in accordance with the scale of good category research so that it can be assumed that job satisfaction in nurses at Cikarang family Harapan Hospital is good. The highest score result on the job satisfaction variable The highest value is in statement number 1 regarding "The work I do is in accordance with my interests", with a mean value of 4.50 which

is on the scale agreeing this can be analyzed that this work is in accordance with the interests and aspirations of the respondents. The lowest value from the results of the recapitulation of respondents' answers is in statement number 5 regarding "My job requires special skills" with a mean value of 4.03. Based on these values, it can be seen that respondents agree with the assumption that they feel their work requires special skills. But the number 4.03 is still considered good on a scale of five.

Classical Assumption Test Normality Test

Table 3. Normality Test Results

<i>One-Sample Kolmogorov-Smirnov Test</i>		
		<i>Unstandardized Residual</i>
N		30
<i>Normal Parameters^{a,b}</i>	<i>Mean</i>	.0000000
	<i>Std. Deviation</i>	6.05001225
<i>Most Extreme Differences</i>	<i>Absolute</i>	.117
	<i>Positive</i>	.102
	<i>Negative</i>	-.117
Test Statistic		.117
Asymp. Sig. (2-tailed)		.200 ^{c,d}

Source: processed data spss 28 (2022)

Based on Table 3 it is shown that the magnitude of the Kolmogorov-Smirnov value is 0.200. This indicates that the residual data are normally distributed because the significance value > 0.05 . It can be concluded that the results of the normality test are normally distributed so that it is suitable to be used as a regression model and because the normality assumption is fulfilled, it can proceed to the next step.

Heteroscedasticity Test

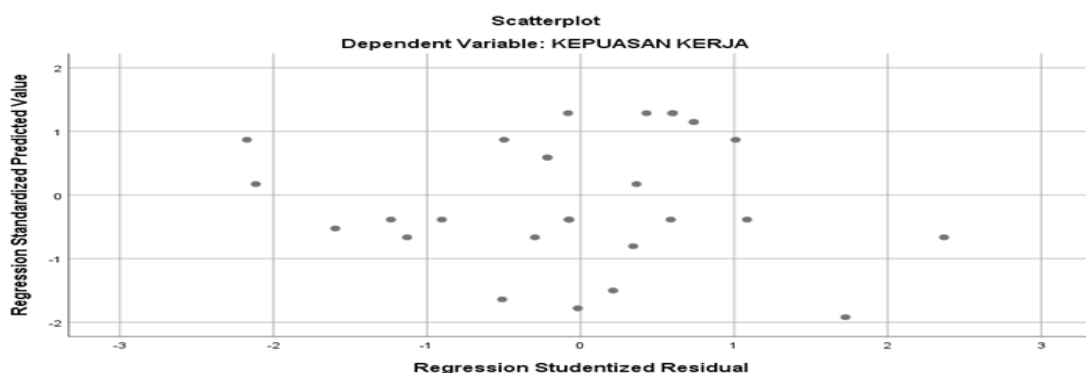


Figure 1. Heteroscedasticity Test Results

Table 4. Coefficients

<u>Coefficients^a</u>						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		<u>B</u>	Std. Error	Beta		
1	<u>(Constant)</u>	<u>16.363</u>	8.166		2.004	.055
	<u>Work-Life Balance</u>	<u>.835</u>	.159	.704	5.242	.000
a. Dependent Variable: <u>Job Satisfaction</u>						

Source: processed data SPSS 28 (2022)

In figure 1 it can be seen that the sprinkling of points is above and below the 0 line on the Y axis. So the results of this study show that there is no heteroscedasticity in the data and can be used for research.

Simple Linear Analysis

Table 5. Results of Simple Linear Regression Analysis

<u>Coefficients^a</u>						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		<u>B</u>	Std. Error	Beta		
1	<u>(Constant)</u>	16.363	8.166		2.004	.055
	<u>Work-Life Balance</u>	.835	.159	.704	5.242	.000
a. Dependent Variable: <u>Job Satisfaction</u>						

Source : processed data spss 28 (2022)

The regression equation based on the table above is as follows:

$$Y = 16.363 + 0.835X + e$$

The regression equation above can be explained as follows:

1. The constant or fixed value is positive, which means that if there is no value of the *Work-Life Balance* variable, then the job satisfaction value is 16,363.
2. The regression coefficient for the *Work-Life Balance* variable is 0.853 with a positive sign. This indicates that for every addition of 1 unit of the *Work-Life Balance* variable, the job satisfaction variable will increase by 0.835. work.

Test the Hypothesis

Table 6. Partial Test (Test t)

<i>Coefficients^a</i>						
Model		<i>Unstandardized Coefficients</i>		<i>Standardized Coefficients</i>	T	Sig.
		<i>B</i>	<i>Std. Error</i>	<i>Beta</i>		
1	<i>(Constant)</i>	16.363	8.166		2.004	.055
	<i>Work-Life Balance</i>	.835	.159	.704	5.242	.000

a. *Dependent Variable: Job Satisfaction*

Table 7 shows that the calculated t value of the Work-Life Balance variable is greater than the t-value of the Table with the form $5.242 > 2.048$, significance value (Sig.) $0.000 < 0.05$ this can be interpreted that H_0 is rejected and H_a is accepted so it is concluded that the Work-Life Balance variable has a significant effect on job satisfaction. The calculated t value is positive so that it can be interpreted that if the value of Work-Life Balance increases, job satisfaction will also increase.

Coefficient of Determination Test (R²)

Table 7. Coefficient of Determination Test

<i>Model Summary^b</i>				
<u>Model</u>	<u>R</u>	<u>R Square</u>	<u>Adjusted R Square</u>	<u>Std. Error of the Estimate</u>
<u>1</u>	<u>.704^a</u>	<u>.495</u>	<u>.477</u>	<u>6.15710</u>

a. *Predictors: (Constant) Work-Life Balance*
 b. *Dependent Variable: Job Satisfaction*

Based on Table 7, the results of testing the coefficient of determination for all variables obtained an R Square value of 0.495, which shows that job satisfaction is influenced by the Work Life Balance variable by 49.5% and the remaining 50.5% is influenced by other variables not studied.

DISCUSSION

The Effect of Work-Life Balance on Nurses' Job Satisfaction at Cikarang Family Hope Hospital

Based on the results of this study, the results obtained showed that the independent variable, namely *Work-Life Balance*, was able to affect the dependent variable, namely job satisfaction as much as 49.5% and the remaining 50.5% was explained by other variables that were not studied in this study. This can be seen in the t count of 5.242 when compared to t table of 2.048 or $14.530 > 2.014$. with its significance result of 0.000 by using significant value of 0.05 or $0.000 < 0.05$, which means that there is a significant influence between *Work-Life Balance* on job satisfaction of nurses at Cikarang Family Hope Hospital. The relationship that occurs between *Work-Life Balance* and job

satisfaction in nurses at Cikarang Family Hope Hospital from the results of the regression analysis test is positive with the formula:

$$Y = 16,363 + 0,835X + e$$

Judging from the variable slope value X of +0.835 X which means every increase of 1% at the X value, job satisfaction will increase by 0.835 which means that if *Work Life Balance* is achieved, nurse Job Satisfaction will also be fulfilled.

Based on the results of the questionnaire answers, the tendency of respondents' answers was to agree, indicating that the nurses of RS Harapan Cikarang family have a *work-life balance* at work. It can be concluded on the *time balance* if the working hours of police nurses have been determined by the hospital and are carried out properly. Not only that, nurses get proper rest time and can be used properly. Not only time with family, working hours in the organization also do not limit nurses to carry out other activities outside of work. Balancing the satisfaction felt by nurses in the hospital makes every nurse feel job satisfaction as a result of meeting expectations, so that there is no excessive gap between the expectations and expectations of each nurse

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the results of the discussion conducted in the previous chapter, this chapter concludes that some statistical tests that have been carried out in this study do not cause problems in the study. In the classical assumption test carried out that the data in this study were normally distributed and there was no heteroscedasticity. All statistical tests in the study were declared valid and reliable. This study produced an answer to the formulation of the problem, namely *Work-Life Balance* has a significant effect on job satisfaction of Nurses at RS Harapan Cikarang family.

Suggestion

1. In this study, *Work-Life Balance* has a positive influence on job satisfaction in Cikarang family Hope Hospital nurses, but for the time balance indicator has the lowest assessment, as for advice that can be given to nurses to be able to manage time for work and rest well by considering several priorities and roles that are owned so that the *balance* of time at work and time outside hours Work can be achieved.
2. The next researcher who wants to make research related to job satisfaction is expected to add other variables related to increasing job satisfaction outside the variables of *Work-Life Balance* such as Compensation, Work Environment, Leadership and so on in order to conclude Job Satisfaction with an even greater value of coefficient of determination, because in this study there are 50.5% of other variables that can affect job satisfaction. Suggestions are prepared based on the research findings that have been discussed. Suggestions may refer to practical action, development of new theories, and/or further research.

ADVANCED RESEARCH

There is limited time in this research process, so in the future researchers suggest that it can be done by referring to practical actions, developing new theories, and / or conducting further research.

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