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THE INFLUENCE OF TELEWORKING, WORK STRESS, AND WORKLOAD TOWARD WORK-LIFE BALANCE DURING WFH (CASE STUDY IN SOUTH JAKARTA)

Oleh:
Meytri Yuni Ekaristy[1]*; Liswandi[2]
meytri.ekaristy@student.president.ac.id[1]; liswandi@president.ac.id[2]*
School of Business, President University [1,2]
Corresponding Author

ABSTRACT

The COVID-19 outbreak has forced employees to work from home as one of the government's actions to minimize the spread of the coronavirus. However, for some employees, implementing WFH is a challenge for them. In this study, there are Teleworking, Work Stress, Workload, and Work-Life Balance as variables to be examined because researchers want to know the influence of Teleworking on Work-Life Balance, Work Stress on Work-Life Balance, and Workload on Work-Life. Balance, as well as the simultaneous influence of Teleworking, Work Stress, and Workload on Work-Life Balance. The method used in this study is quantitative and statistical analysis was carried out using SPSS 28.1. Data from 179 workers in the South Jakarta area who had or are currently working from home were obtained through questionnaires. The results show that all variables have a significant influence on work-life balance. So, it is important to maintain the work-life balance of all workers and influencing factors for the benefit of all parties.

Keywords: *teleworking, work stress, workload, work-life balance*
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INTRODUCTION

Indonesia has been fighting Covid-19 since the beginning of 2020, and many people have been affected. This raises concerns in all sectors especially in business, also during this pandemic, there have been significant changes in various fields, like in the economic field, almost all industries are changing their operations as a result of the covid-19 outbreak. (Dedi & Rahadi, 2021). The strictly enforcing all regulations and standards, including social distance, health procedures, working from home, travel bans, and self-isolation at home. (Azmi, A.N. & Genoveva, 2020). The concept of working from home became an odd thing for many people in early 2020. However, since the covid-19 pandemic, conditions have drastically changed (Yoshio, 2020). In the world, the covid-19 pandemic has forced people to not only restrict movement but also change the way they work. This pandemic has changed most of the way individuals work, from the conventional way, working in the office or at work to working from home (Liswandi, 2020).

In the "National Labor Force Survey" of the BPS in August 2020, the implementation of Work from Home in Java is mostly carried out by those who

work with employee/labor status, which is around 17.5 percent. The five areas that are most intensively implementing WFH are in Jabodetabek (Islahuddin, 2021). Especially in the South Jakarta area because based on republika.co.id (2020) Suku Dinas Tenaga Kerja Kota Administrasi survey the percentage of work from home in this area is 33.1%, also according to the statement from Mr. Sudrajat, Suku Dinas Tenaga Kerja Kota Administrasi Jakarta Selatan recorded that 530 companies implemented a work from home (WFH) system.

LITERATURE REVIEW AND HYPOTHESIS
Teleworking

Work from Home (WFH) is a type of telecommuting (working from home), which is popular in the workplace and in urban planning. This concept, on the other hand, is commonly used in normal situations, not just because of the present pandemic (Kurniawan & Huda, 2021). While working from home, employees must work independently. They even have to prepare the technology infrastructure to support the process of working effectively. Not only that, employees are required to work without physical presence in the office and minimal interaction with colleagues. In fact, some strategic activities such as brainstorming or idea penetration and problem solving often require intensive interaction and collaboration, which of course is very difficult if it has to be carried out continuously virtually. Furthermore, not a few employees end up feeling stressed because work pressure is getting higher, but ironically, stress relief cannot be done as easily as usual because employees are only allowed to stay at home and make them feel isolated.

Work-Life Balance

Legal and General conducted a survey of 1000 employees from the UK regarding work life balance. The survey results reveal that there are a variety of factors that have an impact in a person's poor level of work life balance, including working longer hours than they should,

working even on holidays, and working at night. This low level of work life balance certainly has an unfavorable impact on employees who experience it, such as no time to relax, no time for hobbies or exercise, and lack of quality sleep.

The work-life balance concept asserts that an individual's life outside of work is as important as the individual's work life. This means that time spent by individuals working must be balanced by doing things such as spending time with family, friends, doing hobbies and so on (Yahya & Laura, 2020). Good companies must be aware of their obligations by ensuring employees do not work too hard so that it interferes with life outside of work which can have an impact on the emergence of workloads that lead to stress due to work.

Work Stress

Every employee has different abilities in an effort to harmonize his life with his work. Sometimes they mix up the two factors. Many employees who when experiencing household problems, their problems are involved in their work activities. This will have an impact on decreasing productivity and not achieving work targets, so it is not impossible if this condition lasts for a long time, it will have an impact on termination of employment. Finally, employees become more stressed than previously imagined. The existence of a factor in the inability to balance causes stress that colors their lives in the future (Jaeni, 2020).

Workload

According to Sunyoto in Maharani and Budianto (2019) a lot of workload can cause a person to become tense, resulting in stress. This can occur when the level of expertise demanded is too high, the work speed may be too fast, the work volume may be too large, and so on. If employees are given more work than they can handle, they will become overwhelmed, stressed, and their performance will suffer as a result.

The Influence of Teleworking Towards Work-Life Balance

Liu and Lo (2018) stated that working from home often causes people to blur the

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lines between work and personal life, resulting in job overload and increased stress and anxiety. It means it can bother the employee work life balance.

In research conducted by Andriyana and Supriansyah (2021), the problem when work from home is also not only a technical problem but also involves the role of the family so that work life balance can be achieved. Dua and Hyronimus (2020) in their research says work from home has an impact on work-life balance. Namely, it can make conflict between work life and family life to balance the two, it is necessary to have time management, family support to maintain the quality of work life balance.

A study from Sakitri (2020) found that in this work from home period, employees tend to work longer hours than usual. As a result, implementing work from home during the current pandemic can be challenging to reconcile with maintaining a work-life balance.

The Influence of Work Stress Towards Work-Life Balance

A study from Fauzi (2018) showed that the more the level of work-life balance owned by workers, the less the level of perceived work stress. Vice versa, the lower the level of work-life balance owned by workers, the higher the work stress felt by workers.

Based on research conducted by Bahar and Prasetio (2021) also shows that work stress that occurs in employees affects their work-life balance. Research done by Aifha and Suwarsi (2018) also found that compared to other variables, work stress is the variable that has the bigger influence on work-life balance.

The Influence of Workload Towards Work-Life Balance

Based on research conducted by Nurwahyuni (2019), the lower the workload felt by the employee, the more the work life balance felt by the employee, on the contrary, the higher the workload imposed on the employee, the lower the work life balance felt by the employee.

The study conducted by Omar et al. (2015) concluded that workload has a role in negatively predicting work-life balance

among employees. This further indicates that employers need to be aware of the segregation of workloads so as to take action to avoid increasing the workload among employees.
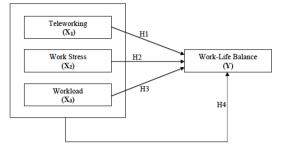

Figure 1. Theoretical Framework

METHODS

A quantitative method is used to analyze the influence of teleworking, work stress, and workload on work-life balance during covid-19 pandemic. A through understanding of each of these issues is essential to properly specify the approach and type of research, research instruments, population and sample, data collection techniques, and data analysis in a research proposal. The primary data for this study was gathered using a google form questionnaire that was sent via social media to respondents who are currently working or have previously worked with the work from home approach and work in South Jakarta area, because the percentage of work from home in this area is 33.1%, also according to the statement from Dinas Tenaga Kerja Kota Administrasi Jakarta Selatan recorded that 530 companies implemented a work from home (WFH) system.

Sampling Plan

This research is using non-probability sampling. The target population in this research are people who work at South Jakarta. In this research, researcher uses snowball sampling to spread the questionnaires. According to Sugiyono in Apolinaris (2020), snowball sampling is a method that starts with a small sample size and then asks the sample to choose its friends to be used as samples.

Sample Size

In this study, the researcher uses the sample calculation formula according to Hair et al. (2010), namely if the number of research samples is not known, the exact population is at least five times the analyzed variables or indicators.

N = Number of questions × 5-10

N = 35 × 5

N = 175

In this research, there are 35 questions, so 35 × 5 = 175. Results from the calculations shows it can be obtained the minimum number of samples are 175 respondents, and the maximum number of samples are 350 respondents.

Variable Operationalization

Table 1. Operational Variables

Variable	Indicators	Scale
Teleworking is a way of working that involves workers changing part of their working hours to work away from the office (usually working from home) using technology to interact with other people as needed to do work assignments (Allen et al., 2015).	1. Self-Discipline 2. Effective communications 3. Employee learning skills	1-5
Work Stress is a response to a person's environment that is felt to be disturbing and threatening to him and affects a person's thought processes, emotions and physical condition (Allen et al., 2015)	1. Work time 2. Workload 3. Responsibility	1-5
Workload is the amount of work that must be carried out by a position/ organizational unit and is the product of the work volume and time norms (Permendagri no. 12/2008).	1. Working Hour 2. Educational Background 3. Type of work Given	1-5
Work-Life Balance is a condition when a person is able to share roles and feel satisfaction in these roles as indicated by a low level of work family conflict and a high level of work family facilitation or work family enrichment (Beehr & Newman, 1978)	1. Time balance 2. Involvement balance 3. Satisfaction balance	1-5

Analysis Method

In this study, the data collection method uses primary data and secondary data. The primary data was obtained in the form of a questionnaire which was distributed online through social media to respondents who are currently working or have worked with the work from home method, with their office location in South Jakarta. Questions are available in Indonesian and English for easy understanding. For secondary data obtained through previous research in the form of journals, books, articles, and websites.

Also, in this study researcher in analyzing the data using validity and reliability test, classical assumption test, multiple linear regression, and hypothesis test.

RESULT AND DISCUSSION
Result
Validity and Reliability Test of Teleworking (X1), Work Stress (X2), Workload (X3), and Work-Life Balance (Y)

Validity test was conducted to see whether the questionnaire had a valid statement or not, and in this validity and reliability test the researcher used SPSS. The statement is said to be valid if R count > R table. A pre-test that consists of 35 statements shared with 30 respondents. All of those 35 statements are valid, because the R value number are greater than the R-table (0.361). Also, for the reliability, those variables are reliable because it has a Cronbach Alpha value more than 0.60.

Normality Test

The value of Asymp. Sig. (2-tailed) 0.200 > 0.05 was calculated from table 2. As a result of the findings of this normality test, it may be inferred that the data obtained is normally distributed.

Table 2. Normality Test Result

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		179
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	3.42981752
Most Extreme Differences	Absolute	.060
	Positive	.055
	Negative	-.060
Test Statistic		.060
Asymp. Sig. (2-tailed)[c]		.200[d]

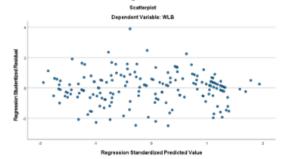***Heteroscedasticity Test***

Figure 2. Result of Heteroscedasticity Test

Based on the scatterplots output in figure 2, it is known that the spread points do not accumulate at one point, such as only above or only below, so that the data that has been processed by the researcher does not have heteroscedasticity problems, until the good and ideal regression model can be met.

Multicollinearity Test

Table 3. Result of Multicollinearity Test

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	TE	.480	2.085
	WS	.402	2.485
	WL	.521	1.919

In determining whether there is multicollinearity or not, it can be seen from the tolerance and VIF values. In table above it can be seen that the teleworking tolerance value is 0.480, work stress is 0.402, and workload is 0.521. Because all tolerance results are between 0.01 and 1, there is no multicollinearity. Also, the VIF value of the work stress is 2.085, work stress is 2.485, and work load is 1.919. The VIF value is greater than 0.1 but not greater than 10. As a result, there is no high correlation between the independent variables.

Autocorrelation Test

In a regression model, the autocorrelation test is used to see if there is a link between the confounding error in period t and the error in period t-1. To find out whether the residual value of a regression analysis contains autocorrelation, the Durbin Watson test is carried out. If the results of the Durbin Watson test meet the requirements of du < d4 – du, then the regression is free from autocorrelation. The result the evaluation of the autocorrelation assumption using the Durbin-Watson method is the DW value is 1.972, which is between the value of du (1.789) and the value of 4 – du (2.211), indicating that autocorrelation does not occur in this regression model.

Multiple Regression

Table 4. Multiple Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-2.126	2.162		-.983	.327
	TE	.162	.080	.120	2.015	.045
	WS	.355	.056	.413	6.327	.001
	WL	.630	.089	.404	7.051	.001

Source: primary data, processed with SPSS v. 28.0.1.0 (2022)

Based on table 4, a regression equation formulated to determine the effect of teleworking, work stress, and workload on work-life balance.

A regression equation was developed based on the data above to estimate the influence of teleworking, work stress, and workload on work-life balance: $Y = -2.126 + 0.162X_1 + 0.355X_2 + 0.630X_3 + \epsilon$ that can be explained the constant value is -2.126, it means that if the teleworking, work stress, and workload (the X1, X2, and X3 are 0) do not change, the work-life balance is -2.126. X1 shows coefficient of teleworking with value 0.162 which means there is an influence of teleworking on work-life balance by 16.2%, X2 shows coefficient of work stress with value 0.355 which means there is an influence of work stress on work-life balance by 35.5%, and X3 shows coefficient of workload with value 0.630 which means there is an influence of workload on work-life balance by 63%.

T-Test

The T-test is used to see how the independent variable partially has an effect on the dependent variable. The following conclusions can be drawn from table 4's findings: 1) Based on calculations, it was found that T-result 2.015 is greater than T-table 1.974 with T-test significant value of 0.045 less than 0.05 and the multiple regression value is 0.162, which indicates that the teleworking has an influence to employee work-life balance in South Jakarta during the Work from Home due to covid-19 pandemic.

2) Based on calculations, it was found that T-result 6.327 is greater than T-table 1.974 with T-test significant value of 0.001 less than 0.05 and the multiple regression value is 0.355, which indicates that the work stress has an influence to employee work-life balance in South Jakarta during WFH due to covid-19 pandemic. In this case, the demands of work, co-workers, time off are triggers for work stress that can affect the work-life balance of workers.

3) Based on calculations, it was found that T-result 7.051 is greater than T-table 1.974 with T-test significant value of 0.001 less than 0.05 and the multiple regression value is 0.630, which indicates that the workload has an influence to employee work-life balance is South Jakarta during WFH due to covid-19 pandemic. In this case, responsibilities, working period, and form of work become a workload that can affect the work-life balance of workers.

F-Test

Table 5. F-Test

ANOVAᵃ						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4890.931	3	1630.310	136.253	0.001ᵇ
	Residual	2093.929	175	11.965		
	Total	6984.860	178			

Based on the computations, 136.253 is the F value with a significance of 0.001. The F value (136.253) greater than F table (2.656) and Sig F (0.001) is smaller than 5% (0.05), means there is a simultaneous significant influence of teleworking, work stress, and workload toward employee work-life balance in South Jakarta during WFH due to COVID-19 pandemic.

Coefficient of Determination (R2)

Table 6. Coefficient of Determination (R2)

Model Summaryᵇ					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.837ᵃ	.700	.695	3.45909	1.972

According to table 7, the R value is 0.837, indicating a connection between the independent variables and work-life balance, and the adjusted R2 value is 0.695, indicating that the three independent variables, teleworking, work stress, and workload, can explain 69.5% of the variation in work-life balance variables, with the rest (100% - 69.5%= 30.5%) explained by other factors.

Discussion

Teleworking toward Work-Life Balance

In this case, employees expect hours or work patterns to match their expectations and superiors can provide adequate facilities and flexibility for workers to adapt their work to their lives in the home environment. Employees also feel that good communication and solid teamwork make it easier for them during teleworking because they use technology to connect with each other. The research is also supported by previous researcher like Khotimah (2021) that Work From Home has a positive and significant effect on work-life balance. Research from Sugiyono (2015) "Influence of Telecommuting on Work-Life Balance and Employee Empirical Study of Sri Lankan Employees" who found out that there is a significant positive relationship between telecommuting (teleworking) with employee work-life balance in Sri Lankan. Also added by research from Khairudin & Aziz (2020) "The Correlation Between Telecommuting and Work-Life Balance in Oil and Gas Industry" that found there is a significant correlation between teleworking and work-life balance related to teleworking acceptance among the oil and gas industry in the East Coast Region, Malaysia.

Work Stress toward Work-Life Balance

In this case, the demands of work, co-workers, time off are the triggers for work stress can affect the work-life balance of workers. The research is also supported by previous research like Miranda (2021) found that the lower the work life balance, the higher the work stress will be. Also according to Aifha and Suwarsi (2018) in their research "The Influence of Work Environment and Work Stress on Work Life Balance of PT Pos Indonesia (Persero) Bandung" state that work stress has influence on work-life balance in PT Pos Indonesia Bandung. Satriansyah (2019) also found out high or low levels of work-life balance owned by employees will affect work stress, and Nurendra and Saraswati (2017) also support the statement that in order for employees to get a work-life balance, work stress must be reduced. Also added by the results from Khatri (2019) "A Study on Relationship between Work Life Balance and Job Stress: A Case Study of College Teachers in Rajasthan (India)" states that Work stress is reduced in people who have a good work-life balance, proving that having a good work balance minimizes work stress.

Workload toward Work-Life Balance

In this case, responsibilities, working period, and form of work become a workload that can affect the work-life balance of workers. The research is also supported by previous researcher like from Nurwahyuni (2019) found that the workload has a significant negative effect on the work life balance, which means that the lower the workload felt by the employee, the higher the work life balance felt by the employee. Makhmut (2020) found out that the high workload will reduce the work life balance of the employees of Jember Tax Service Office, and Reynaldi et al. (2021) in their research found that 68.9% of the work-life balance variable is controlled by workload contribution, and the remaining 31.1% is impacted by other factors not analyzed in their research. Also added with the results of the research that has been done by Berlianasari (2021) found that there is a significant negative relationship between perceived workload and work life balance in workers working from home. This means that the higher the perceived workload value, the lower the work life balance or cannot be achieved

CONCLUSION
Conclusion

To create a good quality work-life balance for workers while working from home, it is necessary to pay attention to the things that cause an imbalance in the personal life and work life of the workers. This study shows that teleworking, work stress, and workload affect the work-life balance of workers. More than half of the respondents in this study are millennials and Generation Z, where they have

characteristics that are of course different from the previous generation in the world of work. It would be great if the company's internals could pay attention to this to create comfortable working conditions with a balance of personal and work life because in the future the company will be filled by millennials, Z, and so on. Also working too long can cause physical and mental fatigue which will make employees less focused and make mistakes in their work.

Recommendation

After this research, the researcher hopes that employers can really pay attention to the work-life balance of their workers because it is their right, but also cannot be separated from the right rules from company so that the continuity of the company runs well and smoothly. For further researchers who may also be researching work-life balance, this research only focuses on South Jakarta, so it is hoped that further research will focus on a larger area. The researcher also hope that more respondents can be taken than those in this study and in the future, it is hoped that further researchers will be able to find different variables, because along with the development of the times, of course, new things will appear so that they can explain what cannot be explained in this research. And it is also hoped that future researchers will find more by reviewing more recent literature.

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