

THE INFLUENCE OF WORK-LIFE BALANCE ON EMPLOYEE JOB SATISFACTION AT BANGLI CLASS IIA NARCOTICS CORRECTIONAL INSTITUTION



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ABSTRACT

This research aims to analyze the influence of work-life balance on employee job satisfaction at the Lapas Narkotika Kelas IIA Bangli. Work-life balance is an important factor that can influence the level of job satisfaction, especially in the context of a work environment that has high demands and pressure. This research uses quantitative research methods with techniques of non-probability sampling with as many as 84 employees. The data collection technique was carried out using a questionnaire distributed via Google Form. There are 20 statements used as indicators in this research. The data analysis technique used was through normality tests, significance tests, and determination tests, which were processed using IBM SPSS version 27 software. The results showed that there is an influence of work-life balance on employee job satisfaction. The determination test results indicate that the work-life balance has an influence of 57.3% on the job satisfaction variable, while the remaining 42.7% is influenced by other variables not explained in this research.

Keywords : *Work Life Balance; Job Satisfaction; Employees; Correctional Institutions*



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INTRODUCTION

Organizations that focus on public services have an important role in supporting community welfare. Their main role is to provide services required by the public or society. Public service organizations strive to ensure that people's basic needs are met properly. Therefore, these organizations also have a responsibility to ensure that the services provided are effective, efficient and fair (Marnis, 2008).

To achieve good, effective and efficient public services, the quality factor is an important component and needs to be considered, namely the quality factor of human resources (HR) or employees. The role of HR is very important because it is related to the implementation of tasks so that they are carried out in accordance with procedures. In other words, organizations in the public service sector must ensure that their employees have adequate qualifications and competencies. What an organization can do is to use the human resources available in the organization optimally. This includes providing training, development and improving the skills needed to improve their skills and knowledge. To fulfill this, organizations should also consider the needs of their employees so that they can feel comfortable and happy at work. Several studies reveal that satisfied workers will have the desire to work more optimally and productively compared to dissatisfied workers (Robbin & Judge, 2015). In the practice of managing human resources in an organization, the job satisfaction factor is a very crucial and important element.

The definition of job satisfaction is an emotional response of a worker who is happy and loves his job (Hasibuan, 2017). The feeling of satisfaction that arises comes from the view and assessment of the work situation being carried out. Employees who feel satisfaction at work will tend to like workers compared to workers who experience dissatisfaction at work. Job satisfaction is also seen from positive and pleasant emotions that come from experiences while doing the job. Another opinion also states that worker job satisfaction depends on various interrelated factors, for example job demands, worker skills, expectations in the workplace, social status, communication between workers, and the situation of the work environment (Molina-Hernandez, 2021)

Correctional institutions are one of the public service organizations that have a very important role because according to their function, namely in terms of caring for prisoners, serving and coaching inmates, community guidance, and security, as well as observing inmates. This role is stated in the Republic of Indonesia Law No. 22 of 2022 concerning Corrections. In carrying out these goals, it is necessary to have adequate and qualified human resources. One of the Office in Corrections located within the Regional Office of the Ministry of Law and Human Rights of Bali Province is the Bangli Class II A Narcotics Correctional Institution

In carrying out correctional objectives, human resources or correctional employees must have broad insight and knowledge, good skills, and a positive personality. One of the supporting factors for increasing the potential of employees is in the education sector. A low level of employee education will have an impact on employee performance and workload because there will be limitations in carrying out organizational goals. It can be said that employees who have less knowledge or education will need more time and energy to complete a job (Wiryawan & Rahmawati, 2020) Apart from knowledge (quality), the number of workers (quantity) is also very influential. Referring to the results of the workload analysis, there is a significant shortage in the number of employees at Bangli Class II A Narcotics Correctional Institution, which causes a number of employees to have to take over additional tasks to cover vacancies in certain job or position qualifications. There are many employees who receive additional duties as

security assistance even though these employees have main duties as food managers, registration staff, or others, which shows that there are still many double job conditions.

LITERATURE REVIEW

The research by Odisa, et al., (2019) examines efforts to determine the influence of work-life balance characteristics on levels of job satisfaction teacher at a public secondary school in Nairobi County, Kenya. The aim of this research is to determine the effect of supervisor support and gender on the level of teacher job satisfaction. This research is descriptive research with a survey design. The conclusion is that principals provide support to their teachers especially in terms of readiness to provide permission to meet their personal needs and training opportunities. There is no statistically significant difference regarding the level of teacher job satisfaction between male and female teachers. This study recommends that the Teacher Services Commission formulate policies specifically aimed at improving teachers' work-life balance.

Nadhiya and Umma's (2022) study findings WLB has become a top priority for workers in every workplace. And job satisfaction is the main result in every job and will be the greatest hope of employees. Employees who are satisfied with the balance of their personal and professional lives become stronger, more passionate and enthusiastic about their work. The result of a proper balance between personal and professional life will lead to job satisfaction among these academic staff. However, future researchers can replicate this research with a larger sample size by paying attention to private and state universities and other educational institutions. In addition, the recommendations from this research can help to strengthen and improve Work-Life Balance among SEUSL academic staff.

Nawarcono and Ganapathi (2021) focuses on the analysis of human resources at the British House in the Yogyakarta area, which has a crucial role in providing and present quality materials for students. Employees with optimal quality and performance are required and are also supported by a work environment that is conducive and responsive to employee needs. This Yogya British House is committed to providing the best service to its customers and maintaining business continuity amidst increasingly fierce competition. This organization also develops various special programs to meet customer needs properly and well.

Then the research Puspita (n.a) which aims to test the relationship between variables work-life balance and burn out on the level of job satisfaction among bank employees in Yogyakarta. If employees feel positive about the work they do, it is referred to as job satisfaction. When employees feel satisfied at work, it will inspire them to make optimal contributions and support the company in achieving its goals.

The conclusion of this study shows that balance between work-life and personal matters contributes positively to employee job satisfaction, while job burnout does not show a significant impact. From the analysis carried out, it was revealed that the level of job satisfaction of bank employees in Yogyakarta was very satisfactory. This can be attributed to several factors, such as providing adequate compensation, a transparent promotion system, managerial support, and a work environment that is conducive to collaboration. This high level of job satisfaction allows employees to overcome various challenges, distractions and competition within the organization. Therefore, it is important for human resource management in banks in the Special Region of Yogyakarta to maintain and maintain high levels of employee job satisfaction.

Work-life balance

It was first introduced in England around the 1970's to describe how a person achieves a balance between the elements of work they do and their personal life (Ramya, 2014). Work-life balance is important because it will support increased employee job satisfaction which is expected to increase enthusiasm and motivation at work. According to Greenhaus et al., (2003), work-life balance is the harmony between work demands and individual needs in their personal lives. This involves trying to achieve an adequate balance between time spent working in the office and time allocated to activities outside of work, such as family, recreation and self-development.

Greenhaus et al., (2003) emphasizes that work-life balance is not simply the separation between work life and non-work life, but rather about how individuals effectively manage their time and energy in order to satisfactorily fulfill responsibilities in both areas. McDonald (2005) divides work-life balance into three dimensions, including:

- a) Time Balance
- b) Involment Balance
- c) Satisfaction balance

Job satisfaction

Job satisfaction refers to a concept that reflects an individual's view of work. One of the papers that examines job satisfaction is Goal Setting Theory (Locke, 1969) which states that job satisfaction is the difference between an individual's goals at work compared to the perceived reality. Locke in his writings also stated that job satisfaction refers to an emotional condition in the form of a pleasant feeling that arises from an individual's assessment of his work as an achievement of work values or performance.

According to Balzer (1997), job satisfaction is a subjective evaluation carried out by individuals regarding various aspects of their work, such as the work environment, job responsibilities, rewards received, relationships between co-workers, and opportunities for career development. According to Balzer (1997) who states that the theory of job satisfaction is divided into 5 dimensions:

- a) Work itself
- b) Pay
- c) Supervision
- d) Promotion
- e) Co-workers

Work-life balance and Job satisfaction

Parkes and Langford (2008) states that balance between work and personal life refers to a person's ability to manage their obligations in personal and professional life, including participation in activities outside of work and other hobbies. This refers to a situation where there is equality between time spent on work and time for an employee's personal activities.

According to Frame and Hartog quoted in Mariati (2013), implementing a work-life balance program allows employees to have flexibility in managing the balance between work and other aspects of their lives, such as family, hobbies, art, holidays, education, and other things, not just fixated on work tasks. This suggests that achieving a balance between work life and personal life can promote healthy and fulfilling activities for workers.

Research also shows that there is a positive correlation between work-life balance

and job satisfaction, where job satisfaction can be realized when the organization provides support in creating this balance (Kanwar et al., 2019). In other words, the more balanced the time spent working with the time spent on social life, the higher the level of job satisfaction that the employee can achieve.

METHOD

This research uses quantitative research methods with techniques non-probability sampling as many as 84 employees. The data collection technique was carried out using a questionnaire distributed via Google Form. There are 20 statements used as indicators in this research. The data analysis technique used was through normality tests, simple linear regression tests, significance tests and determination tests which were processed using IBM SPSS version 27 software.

RESULTS AND DISCUSSION

Validity Test

An instrument is said to be valid if it can measure what should be measured and is able to measure what is desired. The results of the validity of the validity instrument in question. The validity test can be carried out by looking at the results of the Pearson correlation coefficient. To find out whether a question is valid or not, it can be seen through the significance value compared with the total (0.05), if the significance value is < 0.05 then the question is declared valid, conversely if the significance value is > 0.05 then the question is invalid. The results of validity testing on variable (Work-life balance) are:

Table 1
Validity Test of Work-life balance

Item	Sig.X		Total	Remarks
X_1	0,001	<	0,005	Valid
X_2	0,001	<	0,005	Valid
X_3	0,000	<	0,005	Valid
X_4	0,000	<	0,005	Valid
X_5	0,001	<	0,005	Valid
X_6	0,001	<	0,005	Valid

Source: Data processed, 2024

Based on the table 1, it is found that all statement items have a significance value $<$ total, so that all statement items are VALID. Then the results of validity testing on variable Y (Job Satisfaction) are:

Table 2
Validity Test of Job Satisfaction

Item	Sig.Y		Total	Remarks
Y_1	0,001	<	0,005	Valid
Y_2	0,001	<	0,005	Valid
Y_3	0,000	<	0,005	Valid
Y_4	0,000	<	0,005	Valid
Y_5	0,001	<	0,005	Valid
Y_6	0,001	<	0,005	Valid
Y_7	0,001	<	0,005	Valid
Y_8	0,001	<	0,005	Valid
Y_9	0,001	<	0,005	Valid
Y_10	0,001	<	0,005	Valid
Y_11	0,000	<	0,005	Valid
Y_12	0,000	<	0,005	Valid
Y_13	0,001	<	0,005	Valid
Y_14	0,000	<	0,005	Valid

Source: Data processed, 2024

Based on the table 2, it is found that all statement items have a significance value < total, so that all statement items are VALID.

Reliability Test

Based on the SPSS output table of reliability test results, if the reliability coefficient value $\alpha > 0.6$ (greater than 0.6), then the measurement instrument indicates satisfactory internal consistency reliability or the measurement instrument is reliable or suitable for use because it has good reliability. The results of the reliability test for Variable X (work-life balance) are:

Table 3
Reliability Test of Work-life balance

Cronbach'sAlpha	N of Items
0,770	6

Source: Data processed, 2024

Mark Cronbach's Alpha of variable X (work-life balance) with 6 statement items is 0.770. This indicates that the measuring instrument has good reliability HIGH to be a measuring tool in this research. The results of the reliability test for Variable Y (job satisfaction) are:

Table 4
Reliability Test of Job Satisfaction

Cronbach'sAlpha	N of Items
0,733	14

Source: Data processed, 2024

The Cronbach's Alpha value of variable Y (job satisfaction) with 14 statement items is 0.733. This indicates that the measuring instrument has good reliability HIGH to be a measuring tool in this research.

Normality Test

The normality test is used to determine whether the samples used in research are normally distributed or not. To continue research into regression testing, normally distributed data is needed. Can be seen by testing "One Sample Kolmogorov-Smirnov Test" existing in data processing applications IBM SPSS version 27.

Table 5
Normality Test

<i>One-Sample Kolmogorov-Smirnov Test</i>			
N			84
Normal Parameters ^{a,b}	Mean		.0000000
	Std. Deviation		2.15611523
Most Extreme Differences	Absolute		.154
	Positive		.100
	Negative		-.154
Test Statistic			.154
Asymp. Sig. (2-tailed) ^c			.120
Monte Carlo Sig. (2-tailed) ^d	Sig.		.001
	99% Confidence Interval	Lower Bound	.000
		Upper Bound	.000

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

Based on the Sstatesutput table, the results of the normality test using the non-parametric Kolmogorov-Smirnov (K-S) statistic in the One-Sample Kolmogorov-Smirnov table state that the asymptotic significance (2-tailed) is 0.120 or exceeds 0.05. This situation shows that the data has been distributed normally and data from this research can be used in further analysis.

Significance Test

The significance test is a test to find out whether the independent variable (X) has an influence on the dependent variable (Y). The significance test in this research has the condition that the significance value used is 5% or 0.05. The requirement for a significance test is that the significance value is <0.05. These conditions indicate that H₀ is rejected, and H_a is accepted.

Table 6
Significance Test

<i>ANOVA^a</i>					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	517.290	1	517.290	109.932	.001 ^b
Residual	385.853	82	4.706		
Total	903.143	83			

a. Dependent Variable : job satisfaction

b. Predictors : (Constant), work-life balance

Source: Data processed, 2024

Based on the table 6, the results of the significant test were obtained between the Work Life Balance variable and the employee Job Satisfaction variable at the Bangli Class IIA Narcotics Correctional Institution. The table data shows that the significance or probability level is 0.001. The significance test has the condition that if the significance value is less than 0.05 then H0 rejected, and Ha accepted which indicates the existence of a simultaneous influence between the independent variable and the dependent variable. Meanwhile H0 accepted and Ha rejected if the significance value is more than 0.05 or which indicates there is no simultaneous influence between the independent variable and the dependent variable. The results of the significant test show that the significance value is $0.001 < 0.05$, which means that there is an influence of Work Life Balance on employee job satisfaction at the Bangli Class IIA Narcotics Correctional Institution

Determination Test

The determination test is carried out to find out how much influence the independent variable has on the dependent variable in the research. Researchers conducted a determination test to find out how much influence the independent variable, namely Work-Life Balance, has on the dependent variable, namely Job Satisfaction. The results of the determination test carried out by researchers are shown in this table:

Table 7
Determination Test

<i>Model Summary^b</i>				
Model	R	R~Square	Adjusted R~Square	Std. Error of the Estimate
1	.757 ^a	.573	.568	2.169

a. Predictors: (Constant), X

b. Dependent Variable: Y

Source: Data processed, 2024

Based on the table of determination test results above, the R value as a correlation coefficient is 0.757. This indicates that there is a strong positive correlation between the independent variable (X) work-life balance and the dependent variable (Y) Job Satisfaction. The table of determination test results above also shows that the R value square (r^2) of 0.573, which shows how much influence the work-life balance variable can influence the ups and downs of the job satisfaction variable. Based on R value square This

shows that the percentage of influence of work-life balance on employee job satisfaction at the Bangli Class IIA Narcotics Correctional Institution is 57.3%. Meanwhile, the remaining 42.7% were influenced by other variables not explained in this research. This indicates that there are still other variables that have an influence on employee job satisfaction at the Bangli Class IIA Narcotics Correctional Institution apart from work-life balance.

CONCLUSION

Based on the significance value is $0.001 < 0.05$, it means that H_0 is rejected and H_a is accepted. This shows that there is an influence of work-life balance on job satisfaction of Class IIA Bangli Narcotics Correctional Institution employees. Based on the value $R = 0.757$, it indicates that there is a strong positive relationship between work-life balance and job satisfaction of employees at the Bangli Class IIA Narcotics Correctional Institution. Then it can also be seen that the magnitude of the influence is 57.3%, of which the remaining 42.7% is influenced by other variables not explained in this study. This positive influence can be seen from the greater the balance between the employee's work life and social life, the more the employee's job satisfaction will increase.

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