

Achieving Work-Life Balance: A Case Study of Kiosmelati Employees

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ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui *work-life balance* pada karyawan di Kiosmelati Palembang. Penelitian ini melibatkan variabel yaitu *work-life balance*. Desain yang digunakan adalah kualitatif dengan metode naratif. Teknik pengumpulan data menggunakan Teknik observasi, wawancara, dan dokumentasi. Subjek dalam penelitian ini berjumlah 1 orang laki-laki berumur 24 tahun. Berdasarkan penelitian yang telah dilakukan, peneliti menemukan bahwa terdapat dua aspek dari tiga aspek *work life balance* yang dirasakan subjek yaitu *time balance*, dan *involvement balance*. Pada aspek *time balance*, subjek mampu menyesuaikan pekerjaan dan urusan pribadi walaupun seringkali subjek harus mengerjakan pekerjaan konter di rumah. Lalu pada aspek *involvement balance*, subjek merasa tidak ada masalah psikologis yang mengganggu saat bekerja di konter.

ABSTRACT

The purpose of this study was to determine the work-life balance of employees at Kiosmelati Palembang. This research involves a variable, namely work-life balance. The design used is qualitative with a narrative method. Data collection techniques using observation, interview, and documentation techniques. The subject in this study amounted to 1 male aged 24 years. Based on the research that has been conducted, researchers found that there are two aspects from three aspects of work-life balance felt by the subject, namely time balance, and involvement balance. In the time balance aspect, the subject is able to adjust work and personal matters even though the subject often has to do counter work at home. Then in the involvement balance aspect, the subject felt that there were no disturbing psychological problems while working at the counter.

Introduction

Employees are social creatures and represent the greatest wealth of any organization/company. They are the planners, executors, and managers who always play an active role and achieve company goals. They have goals, thoughts, feelings and aspirations that influence how they feel about their work. This attitude determines the work

performance, dedication and love for the job that is given to a person. This attitude can be positive or negative. Positive attitudes should be encouraged, but negative attitudes should be eliminated as soon as possible.

The important role of employees in an organization or company, it is also important to pay attention to the balance of roles well between work in the office and personal life or known as work-life balance so that employees can continue to be positive without being disturbed by their personal lives. Work-life balance is a concept, namely the realization of the balance between work and personal life that exists. (DTI et al., 2001) state that work-life balance as a balance between work and family is not only about family and work relationships, but work-life balance is a broad view of maximum performance and how to work smartly without putting aside relationships with others.

Work-life balance is a challenge to create a supportive atmosphere in the workplace where employees can focus on their work while at work (Lockwood, 2003). (Greenhaus et al., 2003) work life balance is a balance that exists in individuals in fulfilling responsibilities at work, responsibilities in the family and responsibilities in life. The concept of work-life balance is widely studied because it has a broad concept that involves setting the right priorities between work and life (leisure, family, and spiritual development). In addition, work-life balance indicates the extent to which employees feel that their work-related and non-work-related needs are met through work-life balance. According to (Lewison, 2006) the benefits that can be obtained by companies when implementing work programs that pay more attention to work life balance for their employees such as minimizing the level of employee absenteeism at work.

According to (Frame & Hartog, 2003), work-life balance means that employees are free to use working hours to balance work with other needs such as family, games, learning, and not just focus on their work. According to (Parkes & Langford, 2008) work-life balance is a condition when individuals are able to commit to two things at once, namely work and family, and take responsibility for both. (Handayani, 2013) states that work-life balance is a situation when a person is able to share roles and feels satisfaction in these roles, which is indicated by low levels of work family conflict and high levels of work family facilitation or work family enrichment. According to Greenhaus (2003), work-life balance is the extent to which individuals feel bound and satisfied with their work life and family life and are able to balance the demands of work and family (Wuryani et al., 2021).

According to Greenhaus, Collins and Shaw (2003) work-life balance is divided into three aspects, namely, time balance, involvement balance, and satisfaction balance.

(Carter et al., 2008) states that work-life balance is classified into 3 (three) dimensions, namely:

a. Time balance, which is the amount of time invested in the role that each individual employee has as an individual in working in the office and the time given by each individual employee to roles outside of work, in this case family and friends in their social environment.

b. Involvement balance, which is a balance of psychological involvement, commitment, to their respective roles in the work environment and society. Each individual gives themselves enough involvement in their environment, in this case the work, family and social environment.

c. Satisfaction balance, which is a balance of satisfaction between roles at work and roles outside of work. Satisfaction with efforts when dividing time and efforts to provide involvement in every activity and role carried out by each individual in their environment, in this case the work environment, family environment, and social environment.

There is also according to (McDonald, Paula K. and Brown, Kerry and Bradley, 2005) work-life balance can be seen from several indications, namely, time balance, mental balance, commitment balance, and satisfaction balance. There are four dimensions of work-life balance according to (Fisher et al., 2009), namely, WIPL (Work Interference with Personal Life) how work burdens personal life, PLIW (Personal Life Interference with Work) how work life burdens work, WEPL (Work Enhancement of Personal Life) how work supports personal life, and PLEW (Personal Life Enhancement of Work) how personal life supports work.

Meanwhile, (Lyons & Ontario, 2003) in their study indicated that work-life balance can be disrupted due to the following factors: role overload, work to family interference & family-to-work-interference, and caregiver's strain. Based on previous research (Anindita et al., 2019) the ways that companies can achieve work-life balance for employees are by implementing rational working hours, flexible work arrangements, developing employee competence and potential, implementing a clear reward and punishment system, and creating a supportive work environment.

Based on previous research (Arditya Afrizal Mahardika et al., 2024) regarding work life balance in generation z employees, it shows that the tendency of low work-life balance is found in gender factors, residence, working hours, activities outside working hours, and income. The largest effective contribution to work-life balance is given by aspects of Personal Life Interference with Work (43.9%) and aspects of Work Interference of Personal Life (36.8%).

Based on the results of research conducted by (Pandita et al., 2017) the balance of life and work or work life balance of employees is related to the sense of employee attachment to the company. The better the employee's attachment, the better the work life balance or the balance between the employee's family life work.

Based on this, the purpose of writing this research is to find out the form of Work Life Balance in employees at Kiosmelati Palembang. The results of this study are expected to be a reference for employees at Kiosmelati Palembang in developing strategies to achieve Work Life Balanced both for family life, work, and personal life.

Method

In this study, the type of research used is qualitative research with a narrative method. The variable in this study is work-life balance. The population in this study were employees who worked part-time at Kiosmelati Palembang. The sample in this study amounted to 1 person. The sample is a 24-year-old male who is working part-time at Kiosmelati Palembang. Data collection techniques using interviews, observation, and documentation techniques. The approach in this research uses a narrative approach.

Results and Discussion

Based on the data obtained from the subjects in this study, it is known that the subject is able to apply work life balance in the aspects of time balance and involvement balance. However, the subject does not feel work life balance in the aspect of satisfaction balance. Data collection was carried out using qualitative research methods with a narrative approach by conducting interviews and observations to the subjects. This subject stated that he often brings counter tasks home, because they can be done via cellphone online. In addition, for this subject, his job is only as a retail online store admin and cashier so that it does not burden too much in terms of time and quantity of work.

The work-life balance felt by this subject is the emergence of a time balance balance to complete work in accordance with the role of working time while in the office. A supportive work environment with a culture of helping each other is also a supporting factor for the emergence of this balance in terms of time. The subject is also an employee who is used as a reference for other colleagues if they experience difficulties. For him, there is an application that makes it easier for the subject to monitor the use of the counter budget spent. Among his colleagues, he also proved that his work could be carried out in a timely manner. It is not surprising that the subject can have free time for his personal matters such as dating his girlfriend. However, when the counter and family affairs collide, the subject will take permission because he has business

The second work-life balance felt by this subject is the emergence of involvement balance. There is a balance of psychological involvement of the subject in meeting the demands of roles in work and family. The subject reported that there were no problems or stress levels that were felt to be disturbing when working but once in a while he felt stressed because of a lot of customers, but the subject could deal with it one by one patiently. This is because there are additional personnel who can help this subject in the shift system so that services can still be carried out properly and effectively without reducing the work-life balance of employees. Broadly speaking, the subject reported that he felt happy and comfortable when working in his current field. Despite having a relatively busier work intensity compared to his other coworkers, the subject is used to and can adjust to the work patterns he has been living with.

However, this subject did not show work life balance in the aspect of satisfaction balance. The subject mentioned that he was not satisfied with his role in work and family. In

his role at work, the subject feels unsatisfied and wants to learn more, this is due to the subject's desire to create an independent business. In his role in the family, the subject feels unsatisfied because the subject has not been able to become a leader in his family.

Conclusion

Work life balance will appear when it is felt that there is a balance between roles at work, roles in the family and if there are other roles that are carried out simultaneously by individuals. In this study, researchers saw that there were two aspects of work life balance felt by the subject, namely time balance and involvement balance. In the time balance aspect, the subject is able to adjust work and personal matters even though the subject often has to do counter work at home. Then in the aspect of involvement balance, the subject feels that there are no psychological problems that interfere when working at the counter. In this case, the researcher feels less in terms of the quantity of subjects studied, so the suggestion for future researchers is to be able to increase the number of subjects studied in order to produce more accurate results.

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