

Employees' Work-Life Balance Reviewed From Work From Home Aspect During COVID-19 Pandemic

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ABSTRACT

The COVID-19 pandemic suddenly made the company inevitably has to run its operational activities in a way of work from home. The sudden change in the operational activity system can have an impact on the work-life balance of employees. In this study, the researchers wanted to know the work-life balance of the employees during the COVID-19 pandemic in terms of work from home. The research method used is a survey method with descriptive verification research type. The data used are primary data obtained from distributing the questionnaire. The results showed that work from home respectively has a positive and significant effect on the work-life balance on the employees. There are dimensions and indicators that are the highest and lowest in constructing each variable and the results of this study are expected to be used by the company to minimize and anticipate the occurrence of negative effects on work-life balance in terms of the aspects of work from home.

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1. INTRODUCTION

Entering 2020, the world was shocked by the emergence of a new virus that has spread throughout the world including in Indonesia, this virus is called COVID-19 or commonly known as the Coronavirus. According to WHO data (2020), this virus can spread very easily and the vaccine has not been found, so it will be very difficult to stop this outbreak if there are no precautions for virus transmission. This has had a major impact on various sectors, including the Indonesian economy due to obstacles in the economic pace.

Many outlets or companies have to close temporarily or because of bankruptcy due to fewer customers coming or even no customers coming at all, this is because people are afraid to leave the house and also order from the government that urges people to stay at home so that reduce the spread of the COVID-19 virus infection. Some stores whose trading activities have direct contact with consumers have temporarily closed their shops and are more focused on online trading activities. Employees serve consumers by work from home, this will directly or indirectly have an impact on the work-life balance of employees because of changes in activities that were previously stable.

Work-life balance is a broad concept that involves setting proper priorities between work (career and ambition) on the one hand and life (happiness, leisure, family, and spiritual development) on the other [1]. So, a company that sets a work-life balance in its employee work system is a company that can help employees achieve a level of balance between work and personal life outside of work, in an effort for employees to achieve self-motivation and welfare that allows them to perform various roles. effectively and efficiently at work and at home [2].

Work-life balance can be achieved by working time duration for approximately 6 hours a day. It is intended that an employee can spend 6 hours working plus 1 hour of rest, 10 hours spent outside work activities, and 8 hours sleeping [3]. Likewise, what is in the Law of the Republic of Indonesia No.13 of 2003 article 77 paragraph 1, that every entrepreneur is obliged to implement the stipulation of working hours, namely 40 hours a week. A person with a working duration of more than 48 hours per week will experience an imbalance in his work-life balance [4]. There are 3 aspects act as dimensions that can measure work-life balance, namely: time balance, involvement balance. satisfaction balance [5].

Work from home is a generic term for a wide variety of working practices that involve information communication technologies (ICTs) and a work location other than a main office [6]. Work from home can have a positive or negative impact on work-life balance for every employee. This can have different results because work-life balance has a unique benchmark, namely a return to one's life values and priorities [7]. For example, for some people, work from home can improve the quality of their relationships with their families [8]. On the other hand, work from home can increase the blurring of boundaries between work and family, making the effort to separate time for work and time for family more difficult. Apart from these examples and many other positive and negative impacts that can be felt by every employee [8]. There are 4 aspects that act as dimensions in measuring work from home, namely: work location, information and communication technology (ICT), time, relationships with co-workers [9].

From the explanation above, the researcher is interested in knowing the effect of work from home on work-life balance of employees. The research is done at Gramedia Branch of TSM Bandung, West Java.

2. RESEARCH METHOD

The research method used is a survey method with descriptive analysis and verification analysis. The data used are primary data obtained from distributing questionnaires to about 30 employees of the Gramedia TSM and compare the score results of each statement in the questionnaire with the ideal score. After all respondents' statements are collected, the data is processed again using the SPSS.15 application to obtain the results of the verification analysis.

Below is the framework of research paradigm related to the effect of work from home on work-life balance as shown in Figure 1:

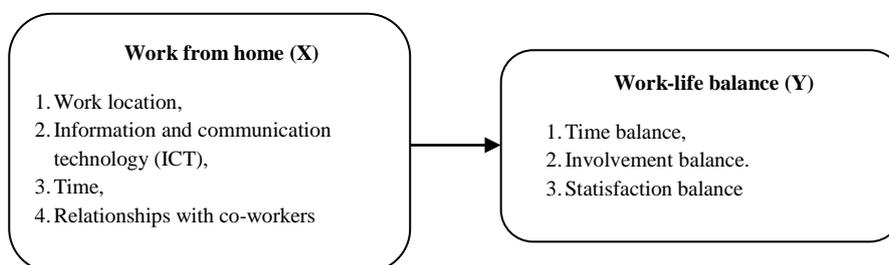


Figure 1. Framework of work from home on work-life balance relation

3. RESULTS AND ANALYSIS

3.1. Descriptive Analysis

The data below is the ideal score in classifying the results of the questionnaire responses [10]:

Tabel 1. Criteria for the Percentage of Respondents' Responses to the Ideal Score

| No | Score (%) | Criteria |
|----|-----------------|------------------|
| 1 | 20.00% - 36.00% | Very Low (VL) |
| 2 | 36.01% - 52.00% | Low (L) |
| 3 | 52.01% - 68.00% | Good Enough (GE) |
| 4 | 68.01% - 84.00% | Good (G) |
| 5 | 84.01% - 100% | Very Good (VG) |

The following is the data obtained from the distribution of questionnaires :

Table 2. Recapitulation of Respondents' Responses Regarding Work From Home (X)

| No | Statement | Distribution of Respondents' Answers | | | | | Actual Score | Ideal Score | Actual Score (%) | Criteria |
|-------|--|--------------------------------------|---|----|-----|----|--------------|-------------|------------------|-----------|
| | | SD | D | NS | G | VG | | | | |
| 1 | My location for doing office work is at home. | - | - | 7 | 17 | 6 | 119 | 150 | 79% | Good |
| 2 | I use information and communication technology tools in doing my work at home. | - | - | 4 | 18 | 8 | 124 | 150 | 83% | Good |
| 3 | Information and communication technology tools really help me in doing my job. | - | - | 5 | 10 | 15 | 130 | 150 | 87% | Very Good |
| 4 | Information and communication technology tools allow me to do my chores at home. | - | - | 6 | 15 | 9 | 123 | 150 | 82% | Good |
| 5 | I can easily get or access the data I need related to using ICT. | 1 | 1 | 8 | 11 | 9 | 116 | 150 | 77% | Good |
| 6 | The duration I work at home is the same as the duration I work in the office. | - | 1 | 8 | 14 | 7 | 117 | 150 | 78% | Good |
| 7 | I can easily communicate about work with my co-workers. | - | 1 | 9 | 14 | 6 | 115 | 150 | 76% | Good |
| 8 | The company can monitor the results of my work easily. | - | - | 8 | 16 | 6 | 118 | 150 | 79% | Good |
| Total | | 1 | 3 | 55 | 115 | 66 | 962 | 1200 | 80% | Good |

Overall respondents' responses to the work from home variable have 1 piece of strongly disagree, 3 disagree, 55 not sure, agree 115 and strongly agree 66. The percentage of the total actual score of the work from home variable is 80% so it is included in the good category.

Table 3. Recapitulation of Respondents' Responses Regarding Work-Life Balance (Y)

| No | Statement | Distribution of Respondents' Answers | | | | | Actual Score | Ideal Score | Actual Score (%) | Criteria |
|-------|--|--------------------------------------|---|----|-----|----|--------------|-------------|------------------|----------|
| | | SD | D | NS | G | VG | | | | |
| 1 | Working time does not take up my time in carrying out my personal or family life. | - | 1 | 6 | 17 | 6 | 118 | 150 | 78% | Good |
| 2 | I work from home according to the time set by the company. | - | 1 | 4 | 15 | 10 | 124 | 150 | 82% | Good |
| 3 | I still have time to do hobbies and other activities outside of work activities. | - | - | 8 | 18 | 4 | 116 | 150 | 77% | Good |
| 4 | I can carry out my role well both in work and in family. | - | - | 6 | 18 | 6 | 120 | 150 | 80% | Good |
| 5 | My involvement in family activities and work activities is done in a balanced way. | - | - | 6 | 21 | 3 | 117 | 150 | 78% | Good |
| 6 | I do not feel depressed either in doing work or when doing activities outside of work. | - | - | 8 | 19 | 3 | 116 | 150 | 76% | Good |
| 7 | I feel happy and comfortable with my work and family life | - | - | 4 | 17 | 9 | 125 | 150 | 83% | Good |
| 8 | I feel satisfied with a balanced life between work activities and activities outside of work | - | - | 6 | 20 | 4 | 118 | 150 | 78% | Good |
| Total | | 0 | 2 | 48 | 145 | 45 | 947 | 1200 | 79% | Good |

Overall respondents' responses to the work-life balance variable have 2 disagree answers, 48 not sure, 145 agree and 45 strongly agree. The percentage of the actual score of all work-life balance variables is 79% so it is included in the good category.

3.2. Verification Analysis

The following are the results of a simple linear regression test using SPSS.15 application, which examines the effect of work from home on work-life balance

Table 4. The Results of the Simple Linear Regression Test

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 13.361 | 4.094 | | 3.264 | .003 |
| | WFH | .573 | .127 | .650 | 4.523 | .000 |

Based on table 4, the resulting linear regression equation is as follows:

$$Y = 13,361 + 0,573X_1$$

The regression equation shows that the constant value is 13.361, the work from home (X) coefficient value is 0.573 with a positive sign, meaning that work from home has a direct relationship with work-life balance. So from this equation it can be concluded that every time you do work from home, the work-life balance variable will increase by 0.573.

The t count value of the work from home (X) variable is greater than the t table value. By calculating the t table using a significance limit of 0.05 and an error level of 5%. the results obtained are as follows:

$$t \text{ table} = (\alpha / 2; n-k-1)$$

$$t \text{ table} = (0.05 / 2; 30-2-1)$$

$$t \text{ table} = (0.025; 27)$$

Information:

k = number of independent variables

n = number of samples

The df = (27) value generated based on these calculations is then seen in the t distribution table. Thus, the t-table value is 2.043. Thus tcount is greater than ttable (4.523 > 2.043) and a significance level of 0.003 < 0.05. So it can be concluded that work from home has a significant effect on work-life balance.

4. CONCLUSION

The results showed that work from home had a positive and significant effect on work-life balance with t count > t table (4.523 > 2.043) and a significance level of 0.003 < 0.05. This is in line with research conducted by which states that work from home has a positive effect on work-life balance. So, the higher the application of work from home, the higher the work-life balance of an employee [11]. To improve employee performance [12].

But on the other hand, work from home can also have a negative impact on an employee's work-life balance if it is not done properly. In this case, we need to pay attention to the lowest results obtained from distributing questionnaires and make it an evaluation in carrying out work from home in the future in order to minimize the negative impact of implementing work from home on work-life balance.

The lowest result in the work from home questionnaire is the statement "I can easily communicate about work with my co-workers", which in this case can be used as an evaluation that in the future in doing work from home, the means of communicating between colleagues can be paid more attention so that communication can happen more easily. Meanwhile, in the work-life balance questionnaire, the lowest gain is in the statement "I don't feel depressed either in doing work or when doing activities outside of work". Considering this statement, in the future the company must pay more attention to the duration and working hours of employees so that they remain within the standard work-life balance so that the work time and personal life of an employee data are well shared and enable the employee to carry out work and life activities. personal in a happy state and not depressed.

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