

# The Influence Of Work Life Balance And Job Stress On Job Satisfaction Of Employees At PT. Rukun Mitra Sejati South Jakarta

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## ABSTRACT

This research aims to analyze the influence of work life balance and work stress levels on employee job satisfaction. The research method uses a quantitative approach involving PT Rukun Mitra Sejati respondents. Data was collected through a questionnaire that measured the variables work life balance, work stress, and job satisfaction. The results of the analysis show that there is a positive and significant influence between work life balance and employee satisfaction. This shows that the more balanced the balance between work life and personal life (work life balance), the higher the level of job satisfaction felt by employees. On the other hand, there is a negative and significant influence between the level of work stress and employee satisfaction. This means that the higher the level of work stress experienced by employees, the lower the level of job satisfaction they feel. This research also produces an R Square value of 0.580, which shows that the work life balance variable (X1) and the work stress variable (X2) together contribute 58% to the job satisfaction variable (Y). Thus, this research makes an important contribution in understanding the factors that influence employee job satisfaction, especially through aspects of work life balance and work stress levels. The practical implications of these findings can be used as a basis for companies to increase employee job satisfaction through improvements in work life balance management and employee work stress management.

**Keywords:** Work-life balance, Job stress, Job satisfaction.

## 1. INTRODUCTION

In a constantly changing work environment, a crucial element considered highly important in an organization or company is its human resources (Pahira et al., 2023). This is based on the potential of employees who are valuable assets to the organization and play a role as capital (Hatta et al., 2023). Therefore, human resource management in an organization needs to be carefully managed, and one way to achieve this is through creating employee job satisfaction (Syafruddin et al., 2022). According to Spector (2022), job satisfaction is explained by the extent to which an individual perceives personal work and various aspects of it. Cahyadi et al. (2020) explain that work-life balance and job stress play a crucial role in increasing employee job satisfaction.

The problems faced by PT Rukun Mitra Sejati (RMS) encompass several aspects that can impact employee job satisfaction. One central issue that needs to be addressed is work-life balance. According to Davidescu et al. (2020), providing flexibility in work to employees can create an optimal balance between work and personal aspects in employees' lives. The presence of high sales target changes creates an excessive workload for employees, and interactions with colleagues that are less pleasant can create job stress for employees (Adha, 2021). According to Yusvia et al. (2021), disruptions in work-life balance can lead to negative impacts such as stress and decreased job satisfaction. The discrepancy in working hours with the prevailing regulations in Indonesia, as stipulated by Law Number 11 of 2020 concerning Job Creation, also

needs to be evaluated to ensure the company's compliance with applicable regulations. According to Nugraha (2019), an increase in working hours in a company disrupts employees' work-life balance.

Furthermore, the distribution of products that requires a long time in specific stores, especially when the store places orders through other distributors, disrupts the distribution time to other stores and becomes a source of stress for employees. Gunawan et al. (2019) explain that tight time pressures in completing tasks can increase the level of stress.

A significant change in the number of employees in 2023. According to Hermingsih et al. (2020), the high decrease in the number of employees indicates low employee job satisfaction in a company. Additionally, overly ambitious sales targets that do not align with actual achievements create an increase in job stress and a decrease in employee job satisfaction. According to Aqsa (2023), excessive workload can create job stress for employees. Meeting expectations includes expectations such as sales targets that cannot be achieved effectively in the workplace, which can disrupt employees' work-life balance (Nurdin et al., 2020).

## **2. LITERATUR REVIEW (10 PT)**

### **a. Definition of Work Life Balance**

According to Wardani et al. (2021), work-life balance is about achieving an individual's balance goal both in the work life and in the personal life of the individual. According to Lestari et al. (2021), work-life balance is a condition where every employee has the opportunity to balance their career life with their personal life, and there is no inequality causing stress and fatigue in performing work. Work-life balance is one of the factors influencing employee loyalty, job satisfaction, and company productivity (Lestari et al., 2021). Then, according to Laksono et al. (2019), work-life balance can be described as how balanced the time an individual spends working compared to the time with family and activities that someone enjoys. If someone's schedule is difficult to manage and home life is uncontrollable, it can lead to depression, decreased workplace performance, conflicts with family, and feelings of fatigue.

### **b. Definition Of Work Stress**

According to Sartika (2023), work stress is a condition in which someone experiences pressure or tension in their work environment, causing negative responses and feelings of burden when carrying out their responsibilities. According to Makkira et al. (2022), stress is a state of tension that affects an individual's emotional, mental, and physical condition. Inability to effectively cope with stress often results in difficulties for individuals to interact positively. Then, according to Indriani et al. (2019), it is concluded that work stress can be defined as a state of emotional tension that arises when someone faces significant pressures, complex obstacles, and opportunities that play a crucial role in the context of their work.

### **c. Definition of Job Satisfaction**

According to Spector (2022), job satisfaction is the extent to which an individual perceives their personal job and various aspects of that job. Another definition by Harahap et al. (2019) states that job satisfaction is the subjective evaluation by employees of how well their job meets personal needs and expectations, reflected through the results produced. Then, according to Mousazadeh et al. (2018), job satisfaction is a set of positive feelings and attitudes an individual has toward their job, and if these feelings fade, someone might consider quitting their job. To reinforce both statements, job satisfaction is a feeling that arises as a response to the work conditions faced and impacts the work outcomes resulting from the actions taken by an employee in their job (Hermingsih et al., 2020).

### c. Conceptual Framework

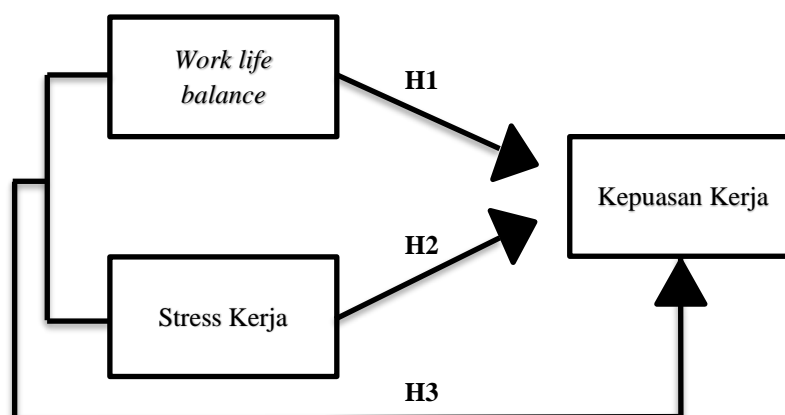


Figure 1. Conceptual Framework

Source : Data Processed, 2024

#### **The Influence of Work-life Balance on Employee Job Satisfaction at PT Rukun Mitra Sejati South Jakarta Branch.**

This result is in line with the research by Sihaloho et al. (2021), which explains that work-life balance has a significant positive effect on employee job satisfaction. Furthermore, the study conducted by Murwida (2021) states that work-life balance influences job satisfaction. A similar assertion is made by Febriani et al. (2021), stating that work-life balance influences employee job satisfaction, and this is reinforced by Yusvia (2021), explaining the same, that work-life balance influences employee job satisfaction. This is also supported by the research by Aliya et al. (2020), which explains that work-life balance has a significant impact on employee job satisfaction. Based on the presented studies, the hypothesis can be formulated as follows:

**H1: Work-life balance has an impact on Employee Job Satisfaction at PT Rukun Mitra Sejati South Jakarta Branch.**

#### **The Influence of Job Stress on Employee Job Satisfaction at PT Rukun Mitra Sejati South Jakarta Branch.**

Research conducted by Tupamahu et al. (2022) presents results that job stress has a significant impact on job satisfaction. In line with the research by Sanjaya (2021), stating that job stress significantly influences job satisfaction. Furthermore, according to Farisi et al. (2021), job stress influences job satisfaction. These results align with the findings of Cahyadi et al. (2020), which found that job stress has a significant impact on job satisfaction, and are reinforced by the research by Santosa (2021), explaining that job stress influences employee job satisfaction. Based on the presented studies, the hypothesis can be formulated as follows:

**H2: Job Stress has an impact on Employee Job Satisfaction at PT Rukun Mitra Sejati South Jakarta Branch.**

#### **The Influence of Work-life Balance and Job Stress on Employee Job Satisfaction at PT Rukun Mitra Sejati South Jakarta Branch.**

Research conducted by Yusvia et al. (2021) concludes that employee job satisfaction is influenced simultaneously by work-life balance and job stress. Similar results are found in the study by Paryanti (2022), which explains that work-life balance and job stress have a significant simultaneous impact on job satisfaction. These results are also in line with the research conducted by Cahyadi et al. (2020), which states that work-life balance and job stress have an impact on employee job satisfaction. These findings are reinforced by the research by Saputra (2023), stating that work-life balance and job stress have a significant simultaneous impact on job satisfaction. Based on the presented studies, the hypothesis can be formulated as follows:

**H3: Work-life balance and Job Stress have an impact on Employee Job Satisfaction at PT Rukun Mitra Sejati South Jakarta Branch.**

### **3. RESEARCH METHOD**

This research employs a quantitative method. According to Sugiyono (2022), quantitative research can be defined as a research method based on positivist philosophy, used to investigate a specific population or sample, collect data using research instruments, conduct quantitative/statistical data analysis, with the aim

of testing established hypotheses. This study utilizes a deductive approach, wherein to answer a research problem, concepts or theories are used to formulate a hypothesis (Sugiyono, 2022).

**4. RESULTS AND ANALYSIS**

**a. INSTRUMENT TEST**

**Validity Test**

According to Ghozali (2018), validity testing is conducted to measure the validity of a questionnaire. A questionnaire is considered valid if the questions within it can effectively capture what the questionnaire aims to measure. The object of this research is all employees of PT Rukun Mitra Sejati South Jakarta Branch, with a total of 35 employees.

*Table 1 Validity Test*

Variable	Item	Sig.(2-tailed)	Conclusion
<b>Work life balance (X1)</b>	X1.01	.000	<b>Valid</b>
	X1.02	.000	<b>Valid</b>
	X1.03	.000	<b>Valid</b>
	X1.04	.000	<b>Valid</b>
	X1.05	.000	<b>Valid</b>
	X1.06	.000	<b>Valid</b>
	X1.07	.000	<b>Valid</b>
	X1.08	.000	<b>Valid</b>
	X1.09	.000	<b>Valid</b>
<b>Work Stress (X2)</b>	X2.01	.000	<b>Valid</b>
	X2.02	.000	<b>Valid</b>
	X2.03	.000	<b>Valid</b>
	X2.04	.000	<b>Valid</b>
	X2.05	.000	<b>Valid</b>
	X2.06	.000	<b>Valid</b>
	X2.07	.000	<b>Valid</b>
	X2.08	.000	<b>Valid</b>
	X2.09	.000	<b>Valid</b>
<b>Job Satisfaction (Y)</b>	Y1.01	.001	<b>Valid</b>
	Y1.02	.000	<b>Valid</b>
	Y1.03	.000	<b>Valid</b>
	Y1.04	.003	<b>Valid</b>
	Y1.05	.000	<b>Valid</b>
	Y1.06	.001	<b>Valid</b>
	Y1.07	.002	<b>Valid</b>
	Y1.08	.000	<b>Valid</b>
	Y1.09	.000	<b>Valid</b>

*Source : Data Processed by SPSS, 2024*

The questionnaire was distributed to 35 employees of PT Rukun Mitra Sejati. Based on the results of the validity test using IBM SPSS 26, the results are declared valid, where the correlation is significant at the 0.05 level (2-tailed). It can be concluded that the items on work-life balance, work stress, and employee satisfaction are valid.

**Reliability Test**

According to Ghozali (2018), reliability testing is a tool to measure a questionnaire, which is an indicator of a variable. A questionnaire is considered reliable if a person's responses to the questions are consistent or stable over time.

*Table 2 Reliability Test*

VARIABLE	Cronbach's Alpha	Conclusion
Work life balance (X1)	.814	<b>RELIABEL</b>
Work Stress	.865	<b>RELIABEL</b>
Job Satisfaction	.731	<b>RELIABEL</b>

*Source : Data Processed by SPSS, 2024*

Based on the reliability results above, it is stated that the variables have a Cronbach's alpha higher than 0.70 (Cronbach's alpha > 0.70) with values of 0.814 for work-life balance, 0.865 for work stress, and

0.731 for job satisfaction. The results above can be concluded that work-life balance, work stress, and job satisfaction have reliable and dependable outcomes.

### Classical Assumption Test Normality Test

According to Ghozali (2018), in regression models, the normality of residual values is tested using the normality test. If the probability of the Z value in the KS test is greater than 0.05, then the data is considered to be normally distributed.

**Table 3 Normality Test**

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		35
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	3.06240830
	Most Extreme Differences	
	Absolute	.108
	Positive	.095
	Negative	-.108
Test Statistic		.108
Asymp. Sig. (2-tailed)		.200 <sup>c,d</sup>

*Source : Data Processed by SPSS, 2024*

### Multicollinearity Test

If the tolerance value is  $> 0.1$  and VIF is  $< 10$ , it can be interpreted that there is no multicollinearity in the study.

**Table 4 Multicollinearity Test**

Coefficients <sup>a</sup>			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	WLB	.685	1.459
	STRESS	.685	1.459

*Source : Data Processed by SPSS, 2024*

From the table above, it can be concluded that the independent variables, namely work-life balance and work stress, do not experience multicollinearity because the tolerance value of  $0.685 > 0.1$  and VIF of  $1.459 < 10$ . It can be interpreted that there is no multicollinearity in the study.

### Heteroscedasticity Test

If the significance probability value is  $\geq 0.05$ , then heteroscedasticity does not occur. The results of the heteroscedasticity test are as follows:

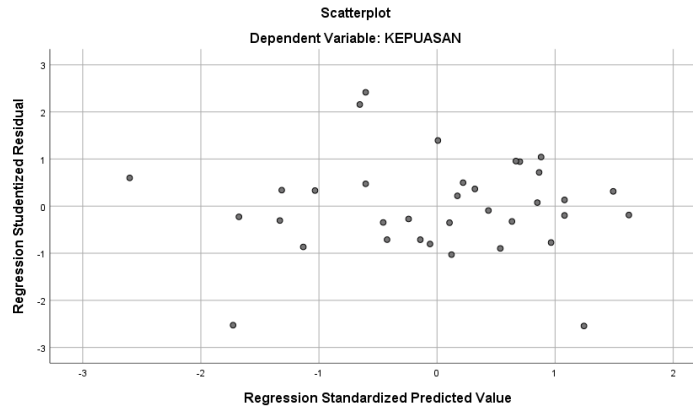
**Table 5 Heteroscedasticity Test**

Coefficients <sup>a</sup>					
Unstandardized					
Coefficients					
Model	B	Std. Error	t	Sig.	
1	(Constant)	2.943	1.744	1.688	.101
	WLB	-.058	.061	-.948	.350
	STRESS	.043	.058	.739	.465

*Source : Data Processed by SPSS, 2024*

Based on Table 5, it can be observed that for each independent variable, work-life balance (X1) and work stress (X2), the significance value is > 0.05. Therefore, it can be concluded that there is no heteroscedasticity (homoscedasticity). Furthermore, the heteroscedasticity test uses the scatterplot method, which can be seen in the image below:

**Figure 2 scatterplot**



Source : Data Processed by SPSS, 2024

Based on the results in Figure 2, the heteroscedasticity scatterplot test shows that the points do not form a specific pattern, indicating the absence of heteroscedasticity. Therefore, the assumption of heteroscedasticity is fulfilled.

**b. HYPOTHESIS TEST**

**Partial Test (t-test)**

To determine the partial influence of the independent variables work life balance (X1) and job stress (X2) on the dependent variable job satisfaction (Y), whether it has a significant effect or not. If the significance value > 0.05, then Ho is accepted, and Ha is rejected.

**Table 6 Partial Test**

Model	t	Sig.
1 (Constant)	7.739	.000
X1	6.383	.000
X2	-2.044	.049

Source : Data Processed by SPSS, 2024

Based on Table 6, the results can be obtained as follows:

1. Sig. 0.000 <  $\alpha = 0.05$ , and the T-table value using the formula  $DF = N - K - 1 = 35 - 2 - 1 = 32$ , which means the T-table value is 1.69. Furthermore, the calculated T value obtained in the table is 6.383. Thus, the influence of work life balance (X1) on job satisfaction (Y) is significant. This means Ho is rejected, and Ha is accepted, so it can be concluded that job satisfaction can be significantly influenced by work life balance. By improving work life balance, job satisfaction will also increase.
2. Sig. 0.049 <  $\alpha = 0.05$ , and the T-table value using the formula  $DF = N - K - 1 = 35 - 2 - 1 = 32$ , which means the T-table value is -1.69. Furthermore, the calculated T value obtained in the table is -2.044. Thus, the influence of job stress (X2) on job satisfaction (Y) is significant. This means Ho is rejected, and Ha is accepted, so it can be concluded that job satisfaction can be significantly influenced by job stress. By reducing job stress, job satisfaction will increase.

**Simultaneous Test (F-test)**

To determine whether there is a simultaneous influence of independent variables. If the significance value (Sig.) is  $\leq 0.05$ , then the variables work life balance and job stress (X) simultaneously (together) affect the variable job satisfaction (Y).

**Table 7 Simultaneous Test**

ANOVA <sup>a</sup>		
Model	F	Sig.
1 Regression	22.092	.000 <sup>b</sup>
Residual		
Total		

a. Dependent Variable: KEPUASAN  
b. Predictors: (Constant), WLB, STRESS

Source : Data Processed by SPSS, 2024

Based on Table 7, the results can be obtained as follows:

1. The significance value (Sig.) is  $0.000 < 0.05$ , indicating that the regression analysis model is significant. The calculated F value is 22.092, and the tabled F value is 2.48. Since the calculated F value  $>$  tabled F value ( $22.092 > 2.48$ ), this can be interpreted as rejecting  $H_0$  and accepting  $H_1$ . Therefore, it can be concluded that work-life balance (X1) and job stress (X2) influence the variable job satisfaction (Y).

### Coefficient of Determination Test

To determine the magnitude of the contribution of the independent variables work-life balance (X1) and job stress (X2) to the dependent variable job satisfaction (Y), the R-Square value is used. The R-Square value can be seen in the following table:

**Table 8 Coefficient of Determination Test**

Model	R Square	Adjusted R Square	Std. Error of the Estimate
1	.580	.554	3.15666

Source : Data Processed by SPSS, 2024

The coefficient of determination ( $R^2$ ) value is used to test the feasibility of the model obtained from the multiple regression analysis results. Since multiple regression is used, the  $R^2$  value is used with a value of 0.580, indicating the proportion of influence from the work-life balance variable (X1) and the influence from the job stress variable (X2) on Job Satisfaction (Y). This means that 58% of Job Satisfaction is contributed by work-life balance (X1) and job stress (X2), while the remaining 42% is contributed by other variables not examined in this study.

### MULTIPLE LINEAR REGRESSION

According to Ghozali (2018), Multiple Linear Regression is used for research that has more than one independent variable. The results of multiple regression analysis can be seen in the following table:

**Table 9 Multiple Linear Regression**

Coefficients <sup>a</sup>				
Unstandardized Coefficients				
Model	B	Std. Error	t	Sig.
1 (Constant)	20.482	2.647	7.739	.000
WLB	.594	.093	6.383	.000
STRESS	-.179	.087	-2.044	.049

a. Dependent Variable: KEPUASAN

Source : Data Processed by SPSS, 2024

Based on Table 9, the regression equation is obtained as follows:

$$Y = 20.482 + 0.594X_1 - 0.179X_2$$

1. The results of the multiple linear regression test show that the constant obtained in this study is 20.482. It can be concluded that the variables work-life balance and work stress are considered constants, indicating that, by controlling the variables of work-life balance and the level of work stress, there is a positive contribution of 20.482 to employee job satisfaction.

2. The regression coefficient for the variable work-life balance is 0.594 and has a positive sign, indicating that work-life balance has a direct relationship with job satisfaction. This can be interpreted as an increase of one unit in work-life balance (X1) will increase job satisfaction (Y) by 0.594, assuming the other variables are considered constant.
3. The regression coefficient for the variable work stress is -0.179 and has a negative sign, indicating that work stress has an inverse relationship with job satisfaction. This can be interpreted as an increase of one unit in work stress (X2) will decrease job satisfaction by -0.179, assuming the other variables are considered constant.

### c. DISCUSSION

#### **The Influence of Work-Life Balance on Job Satisfaction**

Based on the above testing, the variable work-life balance has a regression coefficient of 0.594 and a significance value of 0.000, which is smaller than the significance level of 0.05. Therefore, the work-life balance variable has a positive and significant effect on the job satisfaction of employees at PT Rukun Mitra Sejati South Jakarta Branch. This result is in line with the study by Sihaloho et al. (2021), which explains that work-life balance has a significantly positive effect on employee job satisfaction.

#### **The Influence of Work Stress on Job Satisfaction**

Based on the above testing, the work stress variable has a regression coefficient of -0.179 with a negative sign, indicating that each increase in one unit of work stress will decrease job satisfaction by -0.179. With a significance value of 0.049, which is smaller than the significance level of 0.05, the work stress variable has a negative and significant effect on job satisfaction among employees at PT Rukun Mitra Sejati South Jakarta Branch. This study is in line with Adha's research (2021), which explains that work stress negatively affects job satisfaction, meaning that high work stress leads to low job satisfaction.

#### **The Influence of Work-Life Balance and Work Stress on Job Satisfaction**

Based on the results of the F-test, it can be known that both independent variables, namely work-life balance (X1) and work stress (X2), together or simultaneously influence the dependent variable, namely job satisfaction (Y). This is evidenced by the significance value of  $0.000 < 0.05$ , meaning that the variables work-life balance (X1) and work stress (X2) simultaneously influence job satisfaction (Y). This study aligns with Tupamahu et al.'s research (2022), which explains that work-life balance and work stress have a simultaneous effect on employee job satisfaction.

### 5. CONCLUSION

The research results indicate that work-life balance and job stress significantly influence the job satisfaction of employees at PT Rukun Mitra Sejati Cabang Jakarta Selatan. The company can take concrete steps to address work-life balance, and it is expected to pay special attention to factors causing employee stress. Both of these measures aim to enhance work-life balance and reduce job stress, ultimately improving the job satisfaction of employees at PT Rukun Mitra Sejati.

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