

**THE RELATIONSHIP BETWEEN WORK FROM HOME, WORK LIFE BALANCE,
AND ROLE CONFLICT DURING THE COVID-19 PANDEMIC AND ITS EFFECT ON
JOB SATISFACTION**

NASKAH PUBLIKASI



Diajukan Untuk Memenuhi Salah Satu Syarat Kelulusan Pada Jenjang Strata Satu (S1)
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PERNYATAAN PENULISAN

Judul: The Relationship Between Work from Home, Work Life Balance, And Role Conflict During the Covid-19 Pandemic and Its Effect on Job Satisfaction

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The Relationship Between Work from Home, Work Life Balance, And Role Conflict During the Covid-19 Pandemic and Its Effect on Job Satisfaction

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Abstract

The government of Indonesia has implemented a work from home (WFH) policy in response to the significant number of COVID-19 cases nationwide. Companies must create strategies to guarantee that work can be completed correctly and produce quality outcomes while being done from home. On the other side, the ability to work from home improves employees' ability to balance their work and personal lives. Traveling to and from work is typically wasteful time that could be spent with family. Working from home, however, can also bring about fresh issues, such as disagreements among staff members over prioritizing work versus family time. This issue is frequently expressed as a conflict of roles. Companies are anticipated to use the findings of this research when making decisions, particularly with reference to employee job satisfaction. The analysis program SPSS for Windows v. 26.0 is used in this investigation. This study uses the non-probability sampling approach as its sampling strategy. There were 150 samples collected for the study using the convenience sampling method. The study's findings demonstrate that working from home significantly and favourably impacts job satisfaction. Job satisfaction is positively and significantly impacted by work-life balance. Job satisfaction is negatively and significantly impacted by role conflict. Work from home, work-life balance, and role conflict all have an impact on job satisfaction at the same time.

Keywords: Work from Home, Work Life Balance, Role Conflict, dan Job Satisfaction.

1. Introduction

The impact of Covid-19 has been perceived not only in the health industry, but practically in every sector, including the industrial sector. The rapid increase in the number of confirmed cases from 2020 to 2021 has forced the Indonesian government to implement many regulations to slow the spread of Covid-19, one of which is limiting activities outside the home such as worship, study, and work. Working from home is one of the government's measures to tackle the spread of Covid-19. One of the company's initiatives to address this issue is to provide competent human resources and skilled technology so that employees can perform their jobs efficiently.

The ability to work from home improves employees' ability to balance their work and personal lives. A better balance between work and family life can be achieved by making use of the time lost when traveling to and from the workplace (Sarmijan et al., 2022). The establishment of a

healthy work-life balance will motivate employees to perform at their highest level and produce satisfaction. Working from home does not eliminate the likelihood of a clash between work and family life. Employees are torn between prioritizing work and spending time with their families. This conflict is frequently framed as a conflict of roles (Haziroh et al., 2022). According to studies (Laksmi & Hadi, 2018), role conflicts will grow more problematic as workload increases, and employees will choose to prioritize work over family.

Higher role conflicts can certainly affect employee satisfaction with their work, but there are also employees who are more satisfied with the existence of this conflict and use it as motivation to create better job satisfaction, according to the research of Munandar and Prayekti (2020) and Paendong et al. (2020). The purpose of this study is to investigate the impact of working from home, work-life balance, and role conflict on job satisfaction. Researchers believe that this research is necessary since, as social creatures, job and family are the most important aspects of life and provide reciprocal relationships for both. It is intended that this research will help businesses make better decisions, particularly with employee work satisfaction.

2. Literature Review

2.1 Work from Home

The concept of work from home (WFH)/working from home is a concept of remote working or working remotely, this concept has been around since the 1970s. Therefore, working from home is not a novel concept in the business world. According to Mungkasa (2020), work from home is remote work performed by an employee only at specific hours outside of the office, using telecommunication and information media as work instruments.

According to Irawanto et al., (2021), long-term employment from home may enhance job satisfaction by providing an acceptable work environment, as well as digital social support and proper monitoring approaches. Work from home has an effect on job satisfaction, work from home has an effect on work-life balance, work stress has no effect on job satisfaction, work-life balance has no effect on job satisfaction, work stress has no effect on job satisfaction, work-life balance is unable to mediate the effect of work from home on job satisfaction, and work stress is unable to mediate the effect of work from home on job satisfaction, according to Madarip and Tajib (2022). Meanwhile, Suryaningtyas et al., (2022) stated that work from home has no effect on job satisfaction, and work-life balance has an effect on job satisfaction.

2.2 Work Life Balance

Work-life balance (WLB) is defined as finding an appropriate balance between work and family life. According to Irawanto et al., (2021), work-life balance is based on the belief that job and personal life complement each other in providing perfection in life. According to Fisher et al. (2009), there are three WLB indicators: Work Interference with Personal Life (WIPL), Personal Life Interference with Work (PLIW), and Work Personal Life Enhancement (WPLE).

According to Wicaksana et al., (2020), the millennial generation is unable to effectively manage their personal problems, thereby they tend to interfere with their work, resulting in job dissatisfaction. Endeka et al. (2020) found similar results in their study, indicating that work-

life balance possessed no effect on employee job satisfaction. Meanwhile, Pratama and Setiadi (2021) claim that work interferes with personal life, personal life interferes with work, work life enhancement, and personal life enhancement all have an impact on job satisfaction.

2.3 Role Conflict

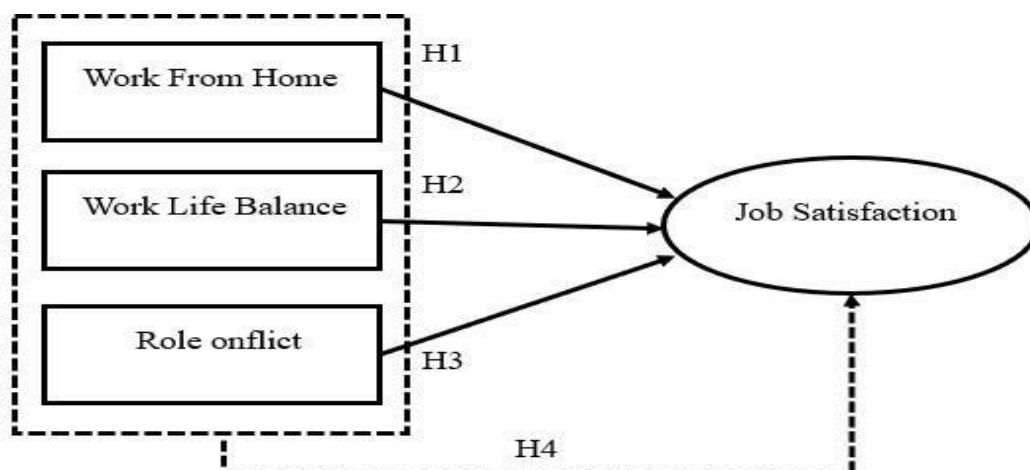
A person possesses role conflict when there is no harmony between work, family, and organization. According to Robbins (2008), role conflict is a process that begins when one party perceives or believes that another person has negatively affected, or will negatively influence, something that is important to the interests of others. According to Luthans (2006), a person will experience role conflict if he has two or more responsibilities that must be fulfilled at the same time. According to Fanani et al. (2008), role conflict occurs from a disparity in the benefits given to employees within the organization versus other persons both inside and outside the organization.

According to Anisykurlillah et al. (2013), role conflict has a negative effect on job satisfaction. According to Juwita and Arintika (2018), there is a positive and significant relationship between role conflict and work stress. Role conflict, on the other hand, has a positive effect on job satisfaction. These findings do not support the belief that role conflict has a negative effect on job satisfaction. Cahyadi and Prastyani (2020) found that work-life balance, work stress, and role conflict all had an impact on job satisfaction, particularly for female students at private universities in West Jakarta. Then, role conflict has an impact on job satisfaction. According to Farisi and Siswadi (2022), role conflict has significant effects on job satisfaction.

2.4 Job Satisfaction

Employees' job satisfaction is the positive or terrible emotional state they feel toward their employment. According to Ardana et al. (2012), job satisfaction is a person's perspective on his work, which can be both positive and negative. According to Luthans (2006), six elements influence job satisfaction: the work done; wages; promotion; supervisors; work colleagues; and working conditions. Employee job satisfaction is not always connected to the amount of compensation received; there are a number of additional elements that are unrelated to salary or income received. This is essential considering the significance of the Covid-19 pandemic, which is still affecting people today. Some businesses permit employees to work from home. Because it can last longer in the family environment, working from home is expected to increase employee job satisfaction. Work-life balance or a balanced existence is another thing that is thought to give employees satisfaction. This can mean that the proportion of employees with their families is greater so that employees balance work and family life. Aside from work from home and work-life balance, there is also role conflict, especially the conflict between the employee's role as a worker and the employee's role as a family member.

Based on the description above, the framework of this research is as follows



Picture 1. Framework

3. Hypothesis

The hypothesis in this study is based on previous theories and research, it is expected that the proposed hypothesis is valid and measurable. The following is the study's proposed hypothesis:

3.1 The relationship between work from home and job satisfaction

According to Irawanto et al., (2021), long-term employment from home may enhance job satisfaction by providing an adequate work environment, digital social support, and proper monitoring systems. According to Marip and Tajib (2022), working from home has an impact on job satisfaction. In the meantime, Suryaningtyas et al., (2022) stated that working from home has no influence on job satisfaction. Based on the description of the results from previous findings, the first hypothesis of this study is:

H1: Working from home has a positive effect on job satisfaction.

3.2 The relationship between work life balance and job satisfaction

Several researchers in various jobs and organizations have researched the relationship between work-life balance and job satisfaction. Previous investigations had yielded results that were insufficient. According to Wicaksana et al., (2020), the millennial generation is unable to handle their personal problems, therefore they tend to interfere with their work, resulting in job dissatisfaction Endeka et al., (2020) reported similar findings, stating that work-life balance had no impact on employee job satisfaction. Meanwhile, Pratama and Setiadi (2021) claim that work interferes with personal life, personal life interferes with work, work life enhancement, and personal life enhancement all have an impact on job satisfaction. Then, in their study, Suryaningtyas et al., (2022) indicated that work-life balance has an effect on job satisfaction. Based on the description of the results from previous findings, the second hypothesis of this study is:

H2: Work-life balance has a positive effect on job satisfaction.

3.3 The relationship between role conflict and job satisfaction

Role conflict is the conflict which an employee experiences between his role as an employee with duties and responsibilities as a worker and his personal life as the head of the family and a family member (Haziroh et al., 2022). Employees' emotional pressure increases when role conflict increases, which could affect job satisfaction. According to Anisykurlillah et al. (2013), role conflict has a detrimental impact on job satisfaction. According to Juwita and Arintika (2018), there is a positive and significant relationship between role conflict and work stress. Role conflict, on the other hand, has a positive effect on job satisfaction. According to Cahyadi and Prastyani (2020), role conflict has an impact on job satisfaction. According to Sugandi (2021), role conflict has negative effects on work. Then, Farisi and Siswadi (2022) state that role conflict has a major effect on job satisfaction. Based on the description of the results from previous findings, the third hypothesis of this study is:

H3: Role conflict has a negative effect on job satisfaction.

3.4 The relationship between work from home, work life balance, role conflict and job satisfaction

Job satisfaction can be defined as employees receiving working conditions that are in line with their preferences (Endeka et al., 2020). Satisfaction might fluctuate due to a variety of circumstances such as working from home, work-life balance, and role conflict. According to Cahyadi and Prastyani (2020), work-life balance, work stress, and role conflict all have an impact on job satisfaction, particularly for female workers who attend private universities in the West Jakarta area. Changes in all three of these factors will have an effect on employees' levels of satisfaction. Based on the description of the results from previous findings, the fourth hypothesis of this study is:

H4: Work from home, work-life balance, and role conflict simultaneously affect job satisfaction.

4. Research Method

This research is quantitative research. Quantitative research is a research strategy that quantifies data collecting and analysis. It is based on a deductive methodology that emphasizes theory testing and is influenced by empiricist and positivist philosophies. The subjects of this study are Surakarta City employees who work from home. The SPSS for Windows v.26.0 analysis program is used in this research. The minimum sample size should be at least 5-10 times the number of indicators (Kusumastuti et al., 2020). The Non-probability Sampling approach is used in this study (Ghozali, 2018). Arikunto (2017) employed convenience sampling as a sampling technique. Data collection techniques using an online questionnaire by Google form.

The instrument test was performed to determine whether a research instrument in the form of a questionnaire can be used to analyze and answer the proposed problem formulation (Sugiyono, 2018). The level of validity of an instrument is measured using validity test. (Arikunto, 2017). The tool for measuring validity is the product moment correlation from Pearson (Arikunto, 2017). The correlation technique used is the product moment technique using the Statistical Product and Service Solution (SPSS) data processing program version 26.

Reliability is an instrument that can be trusted enough to be used as a data collection tool because the instrument is reliable (Sugiyono, 2018).

The regression formula is generated from specific assumptions, the data to be regressed must match the regression assumptions in order to provide an estimated value that is BLUE (Best, Linear, Unbiased, and Estimator). As a result, the classical assumptions must be tested, which includes four tests, which is: normality test, autocorrelation test, multicollinearity test, and heteroscedasticity test (Ghozali, 2018)

The partial test (t test) is used to measure the significance of the independent variables' (X) effect on the dependent variable (Y). The size of the t-count value indicates whether the X variable has any influence on the Y variable. A comparison of the t-count value and the t-table value is used to assess the importance of the t-value. According to the comparison efforts, if the t-count value > t-table, it is significant, and if the t-count value < t-table, it is not significant (Sugiyono, 2018). The Simultaneous Significant Test (F Test) determines whether each independent variable has a significant influence on the dependent variable together with $\alpha = 0.05$. The coefficient of determination is used to measure the ability of a regression model (goodness of fit) to explain the independent variable to the dependent variable. Adjusted value R^2 ranges from $0 < \text{Adjusted } R^2 < 1$. If R^2 is closer to 1, then the model is more appropriate.

5. Research result

5.1 Validity test

Table 1. Validity test results

Variable	Result	Variable	Result
WFH1	0,744	RC1	0,799
WFH2	0,774	RC2	0,802
WFH3	0,774	RC3	0,729
WFH4	0,714	RC4	0,818
WFH5	0,714	RC5	0,729
WLB1	0,706	KK1	0,752
WLB2	0,686	KK2	0,666
WLB3	0,686	KK3	0,771
WLB4	0,787	KK4	0,666
WLB5	0,774	KK5	0,752

Source: Data processed by author (2023)

The indicators in the questionnaire can be said to be valid if the calculated r value is greater than the r table. If the validity value of each answer obtained when providing a list of questions is greater than 0.3, then the question item can be said to be valid. The validity test results showed that all questionnaire questions had a value greater than 0.444, indicating that all questions were valid. The measurement results are said to be valid if there are similarities between the data gathered and the actual data on the thing being measured, or if there are

similarities between the test results and the actual conditions of the person being measured, the measurement results are considered to be valid.

5.2 Reliability test

Table 2. Reliability test results

Variable	Result
Work For Home	0,787
Work Live Balance	0,774
Role Conflict	0,814
Job Satisfaction	0,771

Reliability refers to the determination or constancy of the tool in assessing what is desired, meaning that the ability of the tool to be used will provide relatively the same results. Reliability in research can be known if a study shows consistent results for the same measurement. All questions were considered reliable according to the reliability test results, which showed a result greater than 0.7.

5.3 Classic Assumption test

Table 3. Classic assumption test results

Variabel	Result		Description
Normality Test	0,200		Normal
Autocorrelation Test	1,795		No Autocorrelation found on the data
Multicollinearity test	Tolerane	VIF	No Multicollinearity found on the data
FH	0,833	1,200	
LB	0,856	1,168	
C	0,860	1,162	
Heteroscedasticity test			No Heteroscedasticity found on the data
FH	0,215		
LB	0,215		
C	0,224		

Source: Data processed by author (2023)

The results in Table 3 show that the equation has a normal data distribution ($0.200 > 0.05$), then there is no multicollinearity found on the equation because the tolerance value is > 0.1 and the VIF value is less than 10. Furthermore, the equation is also clear from autocorrelation because the DW value is $1.795 > DU 1.774$ and $(4-DW) > DU$, then this equation is also clear from heteroscedasticity, this can be seen from the resulting value > 0.05 .

5.4 Hypothesis test

Hypothesis testing is used to answer research problems. The results of hypothesis testing are presented in Table 4.

Table 4. Hypothesis test results

Variable	Description			
	SCB	t-count	Sig.	Description
Work from Home	0,050	3,625	,033*	H1 supported
Work Life Balance	0,088	4,112	,027*	H2 supported
Role Conflict	0,495	6,278	,000*	H3 supported
Work from Home, Work Life Balance, Role Conflict		F Count 13,550	.000*	H4 supported

Source: Data processed by author (2023)

Based on the results in Table 4 it is explained that the t-count of the first hypothesis number is 3.625, and the significant value is 0.033. This indicates that working from home has a big impact on job satisfaction. Therefore, hypothesis 1 (H1), which claims that working from home has a positive effect on job satisfaction, is supported. The t-count of second hypothesis number is 4.112, and the significant value is 0.027. This indicates that work-life balance has a big impact on how happy you are at work. Therefore, hypothesis 2 (H2), which contends that a healthy work-life balance has a positive effect on job satisfaction, is supported.

The third hypothesis has at-count number which is 6.278, and the significant number is known to be 0.000. In other words, there is a big impact of role conflict on job satisfaction. Role Conflict has a negative effect on job satisfaction, hence hypothesis 3 (H3) is supported. The fourth hypothesis investigation revealed that the F-count value was 13.550 and the Sig. value was 0.00. This indicates that work-life balance, working from home, and role conflict all have an impact on job satisfaction, hence hypothesis 4 (H4) is supported.

5.5 R² test

Table 5. R2 test results

Model	R	R Square	Adjusted R Square	F
1	.967 ^a	.936	.920	13.550

Source: Data processed by author (2023)

Based on the results of the R2 test (determination test) it is known that the adjusted R value is 0.920 meaning that work from home, work-life balance, and role conflict contribute to employee job satisfaction by 92% while the other 8% is provided by variables not included in this study.

6. Discussion

This research develops a novelty research model using work from home, work life balance, role conflict as independent variables and job satisfaction as dependent variables. The study's findings indicate that working from home has an impact on job satisfaction. This clarifies how working remotely can boost employee satisfaction. whereby being close to family members and feeling at ease while working are variables in employee pleasure at work. The findings of this study concur with earlier studies by Madarip & Tajib (2022).

Furthermore, work-life balance has an impact on job satisfaction. This study result shows that work and social life are balanced where each of these parts has its own portions and parts, the better the separation, the higher the job satisfaction of employees. The results of this study are in line with previous research conducted by Pratama & Setiadi (2021) and Suryaningtyas et al., (2022).

The study's findings also indicate that role conflict has an impact on job satisfaction. Employees who experience more role conflict report less job satisfaction. Providing the right amount of work may prevent role conflict and increase job happiness. The findings of this study are consistent with other studies by Farisi & Siswadi (2022) and Sugandi (2021).

The three independent variables therefore simultaneously impact job satisfaction. The combined effect of the three variables accounts for 92% of the variance, with the remaining 8% impacted by factors not included in the study, such as gender, social support, pay, and so on. The results of this study are in line with the previous research by Cahyadi & Prastyani (2020).

7. Conclusion

Job satisfaction is one of the main factors that must be achieved by employees. It is important to meet the needs of employees connected to their employment in order to achieve satisfaction. Work from home, work-life balance, and role conflict are the three factors that can affect job satisfaction, according to the study's findings. According to the findings of earlier study, work-life balance and working from home can both considerably and favourably improve job satisfaction. Therefore, this needs to be information and input for companies to implement strategies in carrying out company operations and fulfilling employee rights.

The balance of work and family life is an important factor that must be achieved, because this is directly related to employee job satisfaction. So, companies need to take the right steps so that the balance of work and family life of employees can be fulfilled, such as providing appropriate working hours, appropriate work schedules, social support, and workload that is appropriate and in accordance with the capabilities of employees.

Providing employees an inappropriate workload can result to conflict. This study's findings and those of earlier studies show that role conflict has a bad impact on job satisfaction. Employees who experience more role conflict express lower job satisfaction. As a result, the corporation must distribute the workload according to the quantity and ability of its employees. This process is carried out in order to maximize employee productivity and ensure that the results of their labor are beneficial to both the firm and the employees.

Social support, compensation, work load, and various other aspects require to be further researched and examined in relation to job satisfaction. The researcher therefore expects that future researchers will examine and analyze these factors so that they can provide additional knowledge, insight and information for both academics and companies.

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