

## THE EFFECT OF WORK LIFE BALANCE AND CONFLICT ON WORK SATISFACTION TOWARD FEMALE EMPLOYEES

Rahmisyari<sup>1</sup>, Poppy Mu'jizat<sup>2</sup>, Sri Meike Jusup<sup>3</sup>

Universitas Ichan Gorontalo

<sup>1</sup>persadalestari01@gmail.com, <sup>2</sup>Pmujizat3@gmail.com, <sup>3</sup>srimeikejusup@gmail.com

### ABSTRACT

#### KEYWORDS

*Work life balance,  
conflic, job satisfaction*

#### ARTICLE INFO

Accepted:

**March, 30<sup>th</sup> 2022**

Revised:

**April, 11<sup>th</sup> 2022**

Approved:

**April, 13<sup>th</sup> 2022**

Women's roles currently have moved from a traditional role to a dual role, in which they previously only played a part in the home, but now also play the role of students and working women. Employees are affected or influenced by role conflict, particularly in terms of job satisfaction. This study aims to determine how much influence work life balance (X1) and Conflict (X2) on job satisfaction of employees (Y) who are working. The sampling technique used in this study was a simple random sample, while the main data collection was through a list of statements that were tested through validity and reliability tests. While the analysis technique used is the path analysis technique (Path analysis). The results of hypothesis testing show that simultaneously work life balance (X1) and burnout (X2) affect employee job satisfaction that is equal to 0.635 or 63.5%. The results of partial hypothesis testing work life balance (X1) has an effect on employee job satisfaction (Y) of 0.310, while conflict (X2) has a partial effect on employee job satisfaction (Y) which is - 0.142. And there are other variables that are not included in this model, which is 36.5%.

### INTRODUCTION

Women's roles currently have moved from a traditional role to a dual role, in which they previously only played a part in the home, but now also play the role of students and working women. Employees are affected or influenced by role conflict, particularly in terms of job satisfaction (Churiyah, 2007 in [Cahyadi & Prastyani, 2020](#)). Studying while working has unique problems for each person, such as the lecture process and time and energy-consuming work. Another difficulty arises when the tasks at each location do not achieve their full potential due to poor time management. It is indeed feasible that their office and college workloads are both equally crucial in making them physically and mentally fatigued. This tends to elicit negative and sensitive feelings, resulting in disputes with those around you. Job satisfaction will be influenced by stress and conflict ([Afrizal et al., 2014](#)). Employee job satisfaction is a critical issue to consider

Employees that are dissatisfied with their jobs may find it difficult to perform their tasks, which will affect their dedication to the company ([Lantara & Nusran, 2019](#)). As a result, it can be stated that, in order to achieve the company's goal of optimal operation, the company must be able to pay attention to each employee's work-life balance as well as the amount of employee work stress in order to avoid conflict and create employee job satisfaction. Employee satisfaction has a long-term positive impact on the organization ([Ikhsan, 2016](#)). This demonstrates how the employee job satisfaction index can be utilized as a baseline for remedial action.

Work life balance has been researched by [Mas-Machuca et al. \(2016\)](#), who researched on Work-life balance and its relationship with organizational pride and job satisfaction. [Munir, et al. \(2012\)](#) researched on mediating the effects of work-life conflict between transformational leadership and health-care workers' job satisfaction and psychological wellbeing. And [Cahill,](#)

[et al. \(2015\)](#), who researched on Linking shifts in the national economy with changes in job satisfaction, employee engagement and work–life balance.

The purpose of this study is to determine the impact of work-life balance and role conflict on job satisfaction in an employee who also doubles as a student at a private university, as well as to discover the issues that arise between lectures and work for women working in college. Thus, this research differs from other researches who researched regarding work life balance. The researchers hope this research will be beneficial for academician, employer and reader.

### **Understanding Work Life Balance, Conflict and Satisfaction work**

Work-life balance is important. Employees' perceptions and experience balance are defined as held by perception employees. They distinguish between work and personal life, and in particular, they believe that personal life is in opposition to professional needs, and on the plus side, they value suitability. Between business and personal life ([Grobler & Grobler, 2019](#)). According to [Durahman \(2016\)](#) these indicators were employed as a grand theory in the study: time, behavior, stress, and energy.

According to Tidd and Friedman (2002) in [Thifal \(2019\)](#), a person will encounter conflict role in an organization if they are concerned accept roles that are not in line with their behavior correct role. Conflict has a part in putting pressure on employees who require a difference in the acts made, which will have a psychological impact on the employee's state. According to [Suharti Ningsih \(2017\)](#), here are four indicators of conflict job: 1) pressure work, 2) guidance task, 3) lack of cohesion among employees, and 4) busy in profession. According to [Ramadhan & Marinda \(2019\)](#) satisfaction work is an evaluation that describes someone's happiness or dissatisfaction with their work. the indicators employed in the study were the contents of the profession, promotions, remuneration, supervision, and partner supportive work. Work-life balance leads to satisfaction work, or one could say that work-life balance aids in the production of satisfaction work. Work-life balance leads to satisfaction work, or one could say that work-life balance aids in the production of satisfaction work. Similarly, a study conducted by Hochchild (1997) in [Thifal \(2019\)](#) explains that an employee will be highly content with his or her work and life with his or her family if the place in which she or he works has a "positive reaction". [Ganapathi & Gilang \(2016\)](#) did another investigation, which concluded that there is a positive and substantial relationship. Variable work-life balance influences satisfaction work employee by 42.2 percent, while the remainder is influenced by variable another.

### **Relationship Work life balance with Satisfaction work**

According to [Rama Devi & Nagini \(2014\)](#), the results of the study revealed that the Work-Life Balance variable (variable independent) has a dominating influence on satisfaction work (Y), and thus the influence variable dominant work-life balance has a dominant influence on satisfaction work (Y).

### **Connection conflict with Satisfaction work**

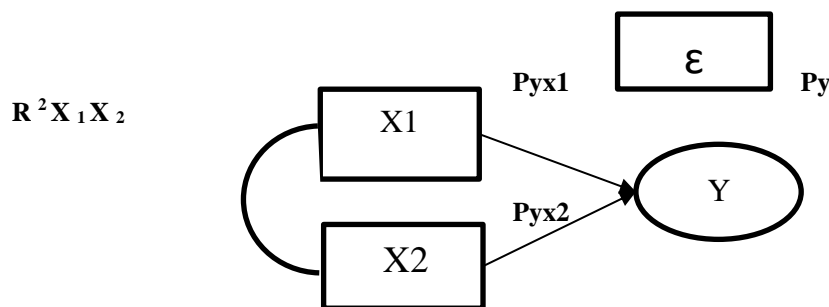
State conflict role, according to [Juwita & Arintika \(2018\)](#), is a circumstance in which there are different demands in self an employee because there is a difference in the role, which produces a difference in the essential activity done. According to [Maoe et al. \(2016\)](#), conflict role has a negative and significant impact on meaningful work satisfaction the higher the conflict role, the lower the satisfaction.

## RESEARCH METHOD

This study was conducted on college students while working at one of the city's colleges, and it focused on the investigation of work-life balance and the role of conflict in job satisfaction. The data for this study was gathered using a deployment questionnaire. Using a quantitative and qualitative method, and analyzing using analysis This study's population is made up of college students who work at universities tall private in the city of Gorontalo, which has a population of 320 people. Withdrawal sample was taken using the Slovin method, with a threshold of presence of 10%, resulting in a sample of 76 respondents being used in the study. If the researcher wants to take a sample, he or she will utilize purposeful sampling. To take a sample based on the researcher's judgment alone based on specified criteria by the researcher along the factors that will be investigated is the member population. Researchers must adhere to a set of standards, which include:

1. Active student studying while working at a private university in Gorontalo
2. Employees with more than 2 years of service.
3. Working student aged 20-45 years.

The researchers formulated and interpreted the data acquired, assembling and classifying, as well as analyzing and interpreting the data in order to provide a clear image of the impact of work-life balance, conflict, and satisfaction work to satisfaction worker women who study in the city of Gorontalo To guarantee that the researched factors have an impact, testing will be carried out using the analysis test path, with more formerly converting scale data ordinal to interval scale, as well as analysis track, as shown in the image below:



**Figure 1. Path Analysis Structure**  
 Source: The researchers (2022)

Information :

X1 = Work life balance

X2 = Conflict

Y = Job satisfaction

= Other variables that affect the Y variable

Work-life balance (X1) and conflict (X2) have an effect on job satisfaction of women (Y) in Gorontalo, as shown in Figure 1, and there is a variable outside of Gorontalo that hasn't been explored but joins influence stated variable Y with symbol epsilon (e). With the aforementioned path's existence structure, equality may be rendered functional, that is;  $Y = P_{YX1} + P_{YX2} + P_{Ye}$

## RESULTS AND DISCUSSION

### 1. Research Variable Analysis

All of the independent variables that will be the focus of this study are expected to boost job satisfaction. The following is a description of the results of tabulating data or variables that become the subject of research, as well as the score interpretation criteria:

Total highest score :  $5 \times 76 = 380$

Number of low scores:  $1 \times 76 = 76$

Range The scale ie:  $\frac{380-76}{5} = 60.8$  rounded up to 61

**Table 1. Score Interpretation Criteria**

Interval	Criteria
76 – 137	Very low
138– 199	Low
200 – 276	Currently
277– 388	Tall
389 – 450	Very high

Source: (Riduwan, 2014)

The results of the tabulation of data or variables that are the subject of research will be presented in the next section. Each variable can be tabulated in the following table based on data collected from 76 respondents who were chosen as a sample.

#### 1.1. Work Life Balance (X1)

Based on respondents' answers, regarding external factors can be seen in the following table:

**Table 2. Respondents' responses about work life balance (X1)**

No	Weight	Variable work life balance								
		Item 1			Item 2			Item 3		
		F	Score	%	F	Score	%	F	Score	%
1	5	2	10	3	2	40	3	16	80	21
2	4	62	248	82	50	200	66	54	216	71
3	3	10	30	13	10	30	13	5	15	7
4	2	2	4	2	14	28	18	1	2	1
5	1	0	0	0	0	0	0	0	0	0
Amount		76	292	100	76	298	100	76	313	100
Note:		Tall			Tall			Tall		

No	Weight	work life balance								
		Item 4			Item 5			Item 6		
		F	Score	%	F	Score	%	F	Score	%
1	5	18	90	24	2	10	3	15	75	20
2	4	52	208	68	54	216	71	49	196	64
3	3	4	12	5	8	24	11	9	27	12
4	2	2	4	3	11	22	14	3	6	4
5	1	0	0	0	1	1	1	0	0	0
Amount		76	314	100	76	273	100	76	304	100
Note:		Tall			Currently			Tall		

Source: Data processed, 2022

Based on table 2, the data item (no.1) obtained from 76 respondents, got a score of item 1 of 292 which is classified as high. The data item (no.2) got a score of 298 which was classified as high. The data item (no.3) got a score of 313 which was classified as high. The data item (no.4) got a score of 314 which was classified as high. The data item (no.5) got a score of 273 which was classified as moderate. Data item (no.6) got a score of 304 which was classified as high.

### 1.2. Work Conflict (X2)

Based on the answers of research respondents about work conflict can be seen in the following table:

**Table 3. Respondents' responses to the work conflict variable (X2)**

No	Weight	Work Conflict Variable											
		Item 1			Item 2			Item 3			Item 4		
		F	Score	%	F	Score	%	F	Score	%	F	Score	%
1	5	3	15	4	19	95	25	16	80	21	17	85	22
2	4	54	216	71	50	200	65	52	208	68	43	172	57
3	3	11	33	14	5	15	7	5	15	7	13	39	17
4	2	8	16	11	2	4	3	3	6	4	3	6	4
5	1	0	0	0	0	0	0	0	0	0	0	0	0
Amount		76	280	100	76	314	100	76	309	100	76	302	100
Note:		Tall			Tall			Tall			Tall		

*Source: Data processed, 2022*

Based on the table, the data item (no.1) obtained from 76 respondents, got an item 1 score of 280 which is classified as high. The data item (no.2) got a score of 314, which is quite high. The data item (no.3) scored 309 which was classified as high. The data item (no.4) got a score of 302 which was classified as high.

### 1.3. Job satisfaction (Y)

Based on the answers of research respondents about job satisfaction can be seen in the following table:

**Table 4. Respondents' responses to the variable Job satisfaction**

	Weight	Satisfaction work Variable											
		Item 1			Item 2			Item 3					
		F	Score	%	F	Score	%	F	Score	%	F	Score	%
1	5	13	65	17	8	40	11	11	55	14	10	50	13
2	4	56	224	74	60	240	78	57	228	75	47	188	62
3	3	7	21	9	5	15	7	8	24	11	18	54	24
4	2	0	0	0	3	6	4	0	0	0	1	2	1
5	1	0	0	0	0	0	0	0	0	0	0	0	0
Amount		76	310	100	76	301	100	76	307	100	76	294	100
Note:		Tall			Tall			Tall			Tall		

	Weight	Satisfaction work Variable											
		Item 1			Item 2			Item 3					
		F	Score	%	F	Score	%	F	Score	%	F	Score	%
1	5	16	80	21	14	70	18	9	45	12	17	85	22

Satisfaction work Variable													
Item 1				Item 2				Item 3					
	F	Score	%	F	Score	%	F	Score	%	F	Score	%	
2	4	48	192	63	52	208	69	51	204	67	48	192	63
3	3	9	27	12	10	30	13	13	39	17	8	24	11
4	2	3	6	4	0	0	0	3	6	4	3	6	4
5	1	0	0	0	0	0	0	0	0	0	0	0	0
Amount		76	305	100	76	308	100	76	294	100	76	307	100
Note:	Tall			Tall			Tall			Tall			

Source: Data processed, 2022

Based on the table above, the data item (no.1) obtained from 76 respondents, got a score of 310, in the high category. Data item (no.2) got a score of 301, high category. Data item (no.3) got a score of 307, high category. The data item (no.4) got a score of 294, in the high category. Data item (no.5) got a score of 305, high category. Data item (no.6) got a score of 308, high category. Data item (no.7) got a score of 294, high category. Data item (no.8) got a score of 307, high category.

## 2. Validity and Reliability Test Results

Testing this research instrument both in terms of validity and reliability of 76 respondents, it was found that the results of the research instrument used were valid where the value of  $r$  count  $> 0.3$ .

### 2.1. Test the validity and reliability of the Work Life Balance variable

**Table 4 Test results of the validity and reliability of work life balance (X1)**

Variable	No Items	Validity	Note:	Reliability	Note:
		coef. Correlation (r count)		Alpha coefficient	
X1	1	0.524	Valid	0.705 > 0.60	Reliable
	2	0.663			
	3	0.574			
	4	0.550			
	5	0.437			
	6	0.414			

Source: Processed data results, 2021

The table above explains that all question items for work life balance (X1) all instruments show valid and reliable results. This decision was taken because the value of  $r$  count  $> 0.3$  while the alpha coefficient was  $0.705 > 0.60$ . Thus, it means that all question items for this variable are valid and reliable.

### 2.2. Test the validity and reliability of Conflict

**Table 5 The results of the validity and reliability test of conflict (X2)**

Variable	No Items	Validity	Note:	Reliability	Note:
		coef. Correlation (r count)		Alpha coefficient	
X2	1	0.424	Valid	0.706 > 0.60	Reliable
	2	0.679			

3	0.475
4	0.632

Source: Processed data results, 2021

The table above explains that all question items for the conflict variable (X2) all instruments show valid and reliable results. This decision was taken because the calculated r value > 0.3 while the alpha coefficient was 0.706 > 0.60. Thus, it means that all question items for this variable are valid and reliable.

### 2.3. Test the validity and reliability of the Job Satisfaction variable (Y)

**Table 6. The results of the validity and reliability test of the variable Job satisfaction (Y)**

Variable	No Item	Validity	Note:	Reliability	Note:
		coef. Correlation (r count)		Alpha coefficient	
Y	1	0.383	valid	0.770 > 0.60	Reliable
	2	0.431			
	3	0.445			
	4	0.455			
	5	0.569			
	6	0.456			
	7	0.547			
	8	0.580			
	9	0.448			

Source: Processed data results, 2022

The table above explains that all the question items for the job satisfaction variable (Y) all instruments show valid and reliable results. This decision was taken because the calculated r value was > 0.3 while the alpha coefficient was 0.770 > 0.60. Thus, it means that all question items for this variable are valid and reliable.

### 3. Statistical Data Analysis

The hypothesis testing that has been proposed in this study will be tested using statistics through path analysis techniques or methods. Quantitative analysis or independent variables, namely satisfaction work as variable bound affected by load work as variable no tied.

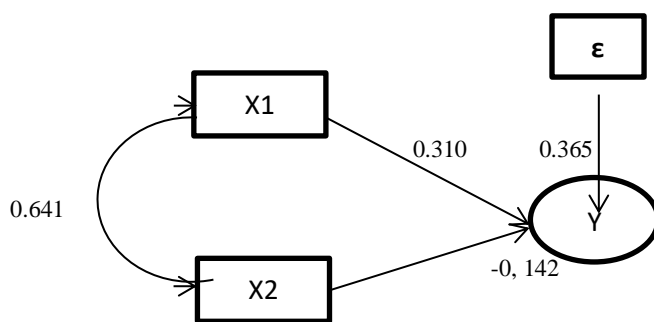
The results of the path analysis will determine whether the independent variable (independent) either simultaneously or partially has a significant (significant) effect on the dependent variable (dependent). Based on the results of data processing from 76 respondents using statistical tools.

An analysis of the statistical results will be explained to determine job satisfaction which is influenced by external factors and internal factors. Based on the processed data, it is obtained that the independent variable has a significant impact on the dependent variable. The results of processing the causal relationship data framework between X1, and X2 against Y can be made through the following structural equation:

$$Y = 0.310X1 - 0.142X2 + 0.365e$$

Based on the above equation, explain where the coefficient independent variables can be explained as follows:

- a. Variable work life balance (X1) is 0.310 and is positive, indicating variable work life balance (X1), which has contribution positive to satisfaction work (Y). That is, if work life balance increases one point, then satisfaction work (Y) will also increase by 0.310
- b. Conflict (X2) of -0.142 and a negative sign indicates the conflict variable (X2), has a negative contribution to satisfaction work (Y). It means, that if conflict decreases by one unit, then satisfaction work (Y) increased by 0.214
- c. Epsilon (e) of 0.365 indicates that there are other variables not examined in this study of 36.5%
- d. The correlation coefficient is 0.797 and the coefficient of determination (R Square). of 0.635, indicating that the work life balance and conflict variables have a joint influence on satisfaction work Based on the results of data processing using path analysis of the relationship between variables, it can be seen in the image below:



**Figure 2. The relationship between X1 and X2 to Y**

*Source: Data processed (2022)*

Then the results of the research above can be summarized as in Table 7 as follows:

**Table 7. Path coefficient, direct effect, total effect of variables (X1) and (X2) simultaneously and significantly on (Y)**

Variable	Path Coefficient	Contribution		Shared Contribution (R <sup>2</sup> <sub>yx1x2</sub> )
		Direct	Total	
X1	0.310	0.425	42.5%	0.635 (63.5%)
X2	-0.142	-0.142	21.4%	
e	0.365	0.365	36.5%	

*Source: Research data processing results, 2022*

**4. Hypothesis test**

**4.1. Work Life Balance and Conflict Simultaneously Have Significant Influence on Job Satisfaction (Y)**

Based on the calculation of the data using the SPSS vs. 21.0 application, the path analysis significance test was carried out by comparing the 0.05 probability with the significant probability where the decision was if the probability alpha value (0.05) was greater than or equal to the probability value sig (0.05 < sig), or if the calculated F value > the table F value then Ha is accepted, meaning significant.

From the results of the calculation of the data obtained the magnitude of Fsig is 0.000 with a probability value of alpha (0.05). Because the alpha value is 0.05 > sig 0.002 and F arithmetic (31.533) > 3.15, the decision is Ha accepted so it is proven that the work life



balance (X1), and work conflict (X2) simultaneously has a significant effect on job satisfaction (Y).

**4.2. Work Life Balance Partially Affects Job Satisfaction**

The results of data analysis are obtained where the success factor has a sig value of 0.041, after that it is compared with a probability value of 0.05, it turns out that the probability value is 0.05 greater than the sig probability value or (0.05 > 0.003) and the t count value (10.832) > t table value (1.671), then Ho is rejected means significant. So it is proven that work life balance has a significant effect on job satisfaction

**4.3. Work Conflict Partially Affects Job Satisfaction**

The results of data analysis showed that the work conflict (X2) had a significance value of 0.002, after that it was compared with a probability value of 0.05, in fact the probability value of 0.05 was greater with a probability value of sig or (0.05 > 0.223) and a t-count value. (1,228) > t table value (1,671) then Ho is rejected, which means it is significant. So it is proven that work conflict (X2) has a significant effect on job satisfaction (Y).

**Table 8. Significance Between Variables**

Effect Between Variables	Sig Value	Alpha	Decision
Pyx1Pyx2	0.000	0.05	Significant
Pyx1	0.041	0.05	Significant
Pyx1	0.223	0.05	Not significant

*Source: Research data processing results, 2021*

**5. Discussion**

**5.1. Work Life Balance and Conflict Work by Simultaneous Influential To job satisfaction**

The results of this study are obtained that together there are significant influence Among work life balance and conflict jerha to satisfaction work. This thing give explanation when work life balance and conflict perceived low work employee increase so satisfaction work felt by employees the higher.

Same study conducted by [Ciptadi Romadhoni \(2015\)](#) Research results show that by Simultaneous (F test) work life balance and conflict by together influential to satisfaction work.

**5.2. Life Balance Partial Influential On job satisfaction**

This study found that partially there is a significant effect between work life balance on job satisfaction. This provides an explanation that if the work life balance felt by employees increases, the job satisfaction felt by employees will be higher

The results of this study are in line with research conducted by Leh which shows that Work-Life Balance has a simultaneous effect on employee job satisfaction. Partially, the balance of satisfaction has a significant effect on employee job satisfaction. Meanwhile, balance of time and balance of involvement have no significant effect on employee job satisfaction ([Ganapathi & Gilang, 2016](#)).

According to Frame and Hartog in [Putra \(2021\)](#) work-life balance means that employees can freely use flexible working hours to balance their work or work with other commitments such as family, hobbies, arts, studies and not just focus on their work. Then

according to [Mea & Hyronimus \(2020\)](#) a good work-life balance is defined as a situation where workers feel able to balance work and personal life or other commitments.

Implementation of work life balance is beneficial for employees and the organization itself. For the organization itself, work life balance can attract, acquire, and retain employees with good quality in the organization ([Yuki T, 2021](#)). The application of flexible working hours for employees is able to increase the sense of responsibility and work-life balance of members of the organization ([Hofäcker & König, 2013](#)). Flexible working hours also have a good impact on the mental health of organizational members by reducing their stress levels (Lewis and Humbert, 2010 in [Herman, 2020](#)). [Nasution \(2017\)](#) argues that the mental health of organizational members has a positive effect on job satisfaction of organizational members.

Based on the results of a questionnaire that has been carried out on female workers who study while working, they state that they find it difficult to divide their time between doing assignments at work and doing college assignments. This shows that the lack of balance in terms of time makes working women who go to college have many responsibilities in their work and studies. Not only that, women who work in college also feel pressure to the demands of the company that affect their lives in education and personal. The low level of work-life balance and life outside of work can cause stress to employees.

Lack of work-life balance practices in the world of work is one of the factors that trigger stress. because the increasing number of demands from the world of work and also the world of college, often causes stress for individuals who live it. This will have a negative impact on the work itself and cause employee performance to decline

### **5.3. Work Conflict Partially Affects Job Satisfaction**

results of this study indicate that partially there is a significant influence with a negative direction between work conflict and job satisfaction. This provides an explanation that the higher the work conflict, the lower the job satisfaction.

The parameter estimation for testing the effect of conflict on employee job satisfaction shows a probability value that is smaller than alpha 0.05, meaning that conflict has a negative effect on employee job satisfaction. Thus it can be concluded that the conflict has a negative effect on employee job satisfaction, it can be accepted. The negative value explains that there is a unidirectional influence, namely if the conflict increases, the employee's job satisfaction will decrease. This means that the increasing inability of employees to avoid conflict has an effect on decreasing employee job satisfaction. The results of this study are in line with research by [Alfiah \(2013\)](#) and [Almutairi \(2013\)](#), which found that there was a negative effect of conflict variables on employee job satisfaction.

Job satisfaction and conflict is one of the problems that arise in the organization. This can be due to the employee's incompatibility with what is desired and what is expected in the work environment, it can also occur outside the employee's work environment. If a conflict cannot be resolved properly, it will have a negative impact on the organization directly or indirectly. According to [Yuniko et al. \(2021\)](#) family-work conflict is defined as a form of inter-role conflict in which the role has pressure from work and family, due to lack of balance and incompatibility in carrying out its roles. According to [De Sousa Sabbagha et al. \(2018\)](#) explains that job satisfaction is a positive feeling about work, resulting from an evaluation of its characteristics.

Conflict within the company occurs in various forms that hinder the relationship of individuals with groups or larger groups. Dealing with people who have different views, often has the potential for friction, hurt, and others ([Afrizal et al., 2014](#)).

Studying while working raises its own challenges for each individual, such as the lecture process and work that consumes time and energy. Another challenge is when the tasks in each place do not achieve maximum results, due to poor time management. It is possible that the workload of the office and college are equally important to make them physically and psychologically exhausted. This tends to bring up negative and sensitive emotions, so conflicts with the people around will occur.

Based on the results of the answers, female respondents who worked while studying stated that they felt they had sacrificed one task for the purpose of completing another task. This means that if women who work while studying cannot manage their lecture activities and work well, then one of the activities will be sacrificed. In addition, working women who study at the university have different perceptions of their co-workers in determining solutions to work-related problems. Conditions like this often trigger conflicts that occur in the life of the company, if not handled seriously it will reduce the level of job satisfaction

## CONCLUSION

According to the results of the analysis that has been carried out in connection with the effect of work life balance and conflict on job satisfaction, the conclusions that can be drawn from the results of the study are Based on the results of the F test, work life balance and conflict have an effect on job satisfaction for women who work while studying in Gorontalo. Work life balance partially has a significant positive effect on job satisfaction for female workers who work while studying in Gorontalo. Conflict partially negative and significant effect on job satisfaction.

## REFERENCES

- Afrizal, Poundra Rizky, Musadieg, M. Al, & Ruhana, Ika. (2014). Pengaruh konflik kerja dan stres kerja terhadap kepuasan kerja. *Jurnal Administrasi Bisnis*, 8(1).
- Alfiah, Janefi. (2013). Pengaruh konflik terhadap kepuasan kerja melalui kepercayaan. *Jurnal Ilmu Manajemen*, 1(1), 197–208.
- Almutairi, Dhaifallah Obaid. (2013). Role conflict and job satisfaction: A study on Saudi Arabia universities. *International Proceedings of Economics Development and Research*, 60, 115.
- Cahill, Kevin E., McNamara, Tay K., Pitt-Catsoupes, Marcie, & Valcour, Monique. (2015). Linking shifts in the national economy with changes in job satisfaction, employee engagement and work–life balance. *Journal of Behavioral and Experimental Economics*, 56, 40–54.
- Cahyadi, Lukman, & Prastyani, Desy. (2020). Mengukur Work Life Balance, Stres Kerja Dan Konflik Peran Terhadap Kepuasan Kerja Pada Wanita Pekerja. *Jurnal Ekonomi: Journal of Economic*, 11(02).
- De Sousa Sabbagha, Michelle, Ledimo, Ophillia, & Martins, Nico. (2018). Predicting staff retention from employee motivation and job satisfaction. *Journal of Psychology in Africa*, 28(2), 136–140.
- Dharmati Djaharuddin, Farhan Djufri, Andi Ismail, Maburur, St. Hardiyanti. (2017). Pengaruh Inovasi PRODUK Dan Brand Image Terhadap Minat Beli Konsumen Tupperware

- Makassar. Jurnal Lmiah Bongaya (Manajemen & Akuntansi, April 2017).
- Durahman, Acep. (2016). Analisis Tingkat Work-Life-Balance Dan Penilaian Kinerja Terhadap Motivasi Kerja Dan Organizational Citizenship Behavior Karyawan Pt. Buma Apparel Industry Di Subang. Universitas Pendidikan Indonesia.
- Ganapathi, I. M. D., & Gilang, A. (2016). The Influence of Work Life Balance on Employees Job Satisfaction (Study at PT. BIO Farma PERSERO). E-Proceeding of Management, 3(1), 506–511.
- Grobler, Anton, & Grobler, Sonja. (2019). Organisational initiated work-life balance practises to combat burnout: the mediating effect of work locus of control—Employing the meso paradigm across selected South African public and private sector organisations. African Journal of Hospitality, Tourism and Leisure, 8(5), 1–15.
- Herman, Bahtiar. (2020). PENGARUH KOMPENSASI FINANSIAL, NON FINANSIAL DAN FLEKSIBILITAS KERJA TERHADAP KINERJA DRIVER OJEK ONLINE DENGAN KEPUASAN KERJA SEBAGAI VARIABEL INTERVENING PADA GOJEK DI MAKASSAR. Universitas Hasanuddin.
- Hofäcker, Dirk, & König, Stefanie. (2013). Flexibility and work-life conflict in times of crisis: a gender perspective. International Journal of Sociology and Social Policy.
- Ikhsan, Anwar. (2016). Analisis Pengaruh Budaya Organisasi dan Kepuasan Kerja Terhadap Kinerja Karyawan Non Dosen Pada Universitas Mercu Buana Jakarta. Jurnal Ilmiah Manajemen Dan Bisnis, 2(1), 97055.
- Juwita, Kristin, & Arintika, Devy. (2018). Dampak Konflik Peran pada Stres dan Kepuasan Kerja Karyawan IMPACT OF ROLE CONFLICT ON JOB SATISFACTION, MEDIATING JOB STRESS IN PT. JOMBANG INTERMEDIA PERS (Jawa Pos RADAR JOMBANG). Jurnal Konsep Bisnis Dan Manajemen, 4(2), 99–113.
- Lantara, Dirgahayu, & Nusran, Muhammad. (2019). Dunia Industri: Perspektif Psikologi Tenaga Kerja. Nas Media Pustaka.
- Maoe, Verry Alexander, Sintaasih, Desak Ketut, & Sudibya, I. Gede Adnyana. (2016). Pengaruh konflik peran terhadap kepuasan kerja dan kinerja pendeta gereja kristen protestan di bali. E-Jurnal Ekonomi Dan Bisnis Universitas Udayana, 5(5), 1279–1308.
- Mas-Machuca, Marta, Berbegal-Mirabent, Jasmina, & Alegre, Ines. (2016). Work-life balance and its relationship with organizational pride and job satisfaction. Journal of Managerial Psychology.
- Mea, Maria H. C. D., & Hyronimus, Hyronimus. (2020). Pengaruh Work From Home Terhadap Work-Life Balance Pekerja Perempuan Di Kota Ende. JMBI UNSRAT (Jurnal Ilmiah Manajemen Bisnis Dan Inovasi Universitas Sam Ratulangi), 7(2).
- Munir, Fehmidah, Nielsen, Karina, Garde, Anne H., Albertsen, Karen, & Carneiro, Isabella G. (2012). Mediating the effects of work–life conflict between transformational leadership and health-care workers’ job satisfaction and psychological wellbeing. Journal of Nursing Management, 20(4), 512–521.
- Nasution, Muhammad Irfan. (2017). Pengaruh stres kerja, kepuasan kerja dan komitmen organisasi terhadap turnover intention medical representative. MIX: Jurnal Ilmiah Manajemen, 7(3), 224238.
- Putra, Riyan Sisiawan. (2021). Work Life Balance Pada Pejabat Wanita Yang Ada Di Salah Satu Universitas Di Indonesia. Ecopreneur. 12, 3(2), 119–128.
- Rama Devi, V., & Nagini, A. (2014). Work-life balance and burnout as predictors of job satisfaction in private banking sector.
- Ramadhan, Nabilah, & Marinda, Vina Silviani. (2019). Pengaruh Work-Life Balance dan

- Kepuasan Kerja terhadap Komitmen Organisasi pada Ibu Bekerja Sebagai Guru PAUD di Kota Cimahi. *JMK (Jurnal Manajemen Dan Kewirausahaan)*, 4(3), 205. <https://doi.org/10.32503/jmk.v4i3.592>
- Riduwan, AKHMAD. (2014). Tanggungjawab Lingkungan Dan Peran Informasi Biaya Lingkungan Dalam Pengambilan Keputusan Manajemen: Studi Kualitatif. *Nas. Akunt*, 14, 26.
- Suharti Ningsih. (2017). Pengaruh Kejenuhan Kerja, Beban Kerja, Dan Konflik Kerja Terhadap Motivasi Kerja Perawat RSUD Dr. RM. Pratomo Bagan Siapiapi Kabupaten Rokan Hilir. *Jurnal Online Mahasiswa Fakultas Ekonomi Universitas Riau*, 4(1), 495–509.
- Thifal, Ghina Rona. (2019). Hubungan antara work-life balance dan kepuasan kerja pada wanita yang bekerja.
- Yuki T, Yuki T. (2021). Pengaruh Burnout Dan Work Life Balance Terhadap Kepuasan Kerja Serta Implikasinya Terhadap Kinerja Pegawai Rumah Sakit Umum Daerah Boven Digoel= Effect of Burnout and Work Life Balance on Job Satisfaction and Its Impression on the Performance of Employee. Universitas Hasanuddin.
- Yuniko, Malfafino, Zaitul, Zaitul, & AKMAL, AKMAL. (2021). PENGARUH KELEBIHAN BEBAN KERJA, KONFLIK KELUARGAPEKERJAAN, SELF ESTEEM TERHADAP JOB EMBEDDEDNESS DENGAN KELELAHAN EMOSIONAL SEBAGAI VARIABEL MEDIASI (Studi Empiris Pada Badan Keuangan Daerah Kabupaten Solok). Universitas Bung Hatta.

Copyright holders :

Rahmisyari, Poppy Mu'jizat, Sri Meike Jusup (2022)

First publication right:

Devotion - Journal of Community Service



This article is licensed under a [Creative Commons Attribution-ShareAlike 4.0 International](https://creativecommons.org/licenses/by-sa/4.0/)