



# The Effect of Work From Home on Work Life Balance and Work Stress on Female Workers

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## ARTICLE INFO

## ABSTRACT

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At the beginning of the work from home policy, many employees, especially female employees, enthusiastically welcomed it, because they could do office work while taking care of the household. This study aims to analyze the effect of work from home (WFH) on work life balance (WLB) and work stress for female workers in Medan City. Respondents in this study were 100 female workers in the city of Medan aged 25-49 years with purposive snowball sampling technique. Data was collected by distributing a 5 Likert scale questionnaire. The analysis carried out in this study was a partial and simultaneous test of the influence between variables. Based on the results of the study showed that there was an influence ( $p > 0.05$ ) between WFH with WLB and work stress simultaneously. Meanwhile, based on the results of the t test, it shows that WFH does not affect work stress. Furthermore, there were 48% of respondents who gave a doubtful response to their satisfaction in carrying out office and home work during WFH and as many as 35% did not experience role stress during WFH, as many as 19% of female workers in Medan City felt stressed with working conditions during WFH. This study shows that it is necessary to take a policy so that WLB and work stress on female workers do not affect performance.

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## 1. Introduction

Since the beginning of 2020, the widespread of the Corona virus has been rapid. WHO urges all citizens of the world to implement social and physical distancing to prevent the spread of the Corona virus. Countries affected by this virus have implemented quarantine, namely closing all access to transportation and public places. In addition, the affected countries also implement a work from home policy for employees in order to break the chain of distribution [1]. This is related to Law no. 13 of year 2003 concerning Manpower, where every worker has the right to obtain protection for occupational safety and health.

The work from home policy has been implemented since the beginning of March 2020, has an impact on shifting work from the office to work done at home by utilizing technology facilities and implemented by all companies to break the chain of the spread of COVID-19, followed by the closure of schools and campuses. Learning is done online from elementary school to university. Based on the results of the pre-study, the initial implementation of this policy was carried out, the female employees welcomed it enthusiastically, because in the end they were able to stay at home longer to take care of the household while completing office work. Bloom et.al, [2] stated that employees who work from home cause two problems, namely productivity and profitability as well as worsening work-life balance.

In terms of productivity and work-life balance, female employees face more clashes between work and family as they have to carry out two responsibilities of work and household simultaneously with the demands of work. The responsibilities of getting work done and taking care of the house become more challenging. So that doing work and tasks simultaneously makes women face conflict in multiple roles [3]. Based on the results of a pre-study on several female employees after working from home for 2 weeks, as many as 65% of them began to be overwhelmed and challenged because of the accumulation of work along with their duties as housewives. This situation is different from the normal situation, where working time is more optimal in the office without being disturbed by household matters so that female workers are challenged to balance life and work. Employees who are able to divide their time will experience less conflict. The intersection between personal life and work is called the work home interface which has two sides, namely work can interfere with personal life and personal life can interfere with work which has an impact on work-life conflicts [4]. Based on previous research that has been done, no one has conducted research on the effect of work from home on work life balance and work stress. This phenomenon makes the urgency to be researched. This is because according to the 2018 Central Statistics Agency's labor force survey, the number of women working in Medan reached 2,841, 215 people out of a total of 6,728,431 people who work. so it is important to analyze its effect in order to get a picture of the situation experienced by working women.

## 2. Method

This research is a quantitative descriptive research. The study was conducted in the city of Medan with the object of research being female workers from various professions who work and are domiciled in Medan, who are working from home during the COVID-19 pandemic. Respondents in this study were 100 female workers in the city of Medan aged 25-49 years with purposive snowball sampling technique. Data was collected by distributing a 5 Likert scale questionnaire. The conceptual framework in this study is depicted in Fig 1.

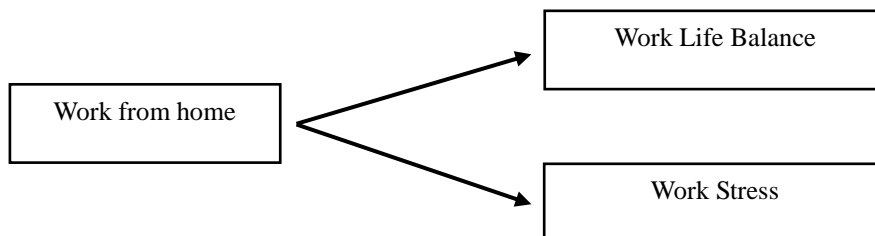


Fig 1. Conceptual Framework

Table 1 shows the operational definition of this study, for the WFH indicator using the Gądecki theory [5], the WLB indicator using the Nugraha theory [6] and the work stress indicator using the Nasir and Muhith theory [7].

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Table 1.

Definition of Operational Research		
No	Variable	Indicator
1	Work From Home	1. Room 2. Time 3. Social Role Gądecki [5]
2	Work Life Balance	1. Time Balance 2. Involvement Balance 3. Satisfaction Balance Nugraha [6]
3	Work stress	1. Working conditions 2. Stress due to role 3. Interpersonal Factor 4. Career development 5. Organizational structure Nasir and Muhith [7]

Data analysis was performed using statistical software to test the effect partially and simultaneously (T test and F test) to determine the effect of each variable.

3. Results

Based on table 2, it is found that from 100 respondents consisting of high school education, undergraduate and postgraduate. As many as 52% of respondents are working women aged between 35 - 39 years.

Table 2.

Characteristics of Respondents		
Characteristics	Respondent	%
senior High School	5	5
S1	45	45
S2	38	38
S3	12	12
25-29 years old	10	10
30-34 years old	21	21
35-39 years old	52	52
40-44 years old	11	11
45-49 years old	6	6

In test T, in table 3 the results are  $p(0.03) < 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted, meaning that there is an effect of work from home on work life balance and no effect on work stress. This is in line with the results of research by Gądecki et al [5] which states that working from home affects life such as causing conflict in the balance of family life. Working from home has a positive and negative effect on family life, the positive influence felt from working from home is having good quality and quantity of meetings with family members, but the negative is that it causes conflict because when working from home, the demands of responsibility faced will be greater. because everything must be completed at the same time [1].

**Table 3.**

T. test

Model		Coefficients <sup>a</sup>			t	Sig.
		Unstandardized Coefficients B	Std Error	Standardized Coefficients Beta		
1	(constant)	24.111	5.561		4.336	,000
	WLB	,266	,089	,291	2,989	,004
	Stress	-.081	,041	-.191	-1,961	,053

- a. Dependent Variable : Knowledge
- b. WLB = Work life Balance

The results of this study are in line with the results of research by Maria & Hyronimus [1] which states that the WFH variable has a positive and significant effect on the WLB variable. The deviation between daily life at home and work is called the Work home interface which can have two sides, namely work that can interfere with personal life, and personal life can interfere with work which will later have an impact on work-life conflicts. The ineffectiveness of WFH on work stress can be caused by respondents who are female employees feel closer to their families, can spend a long time with family members due to flexible working hours. However,

The results of the F test showed that there was an effect. The results showed that there was an effect (F count > F table) simultaneously between *work from home* with work life balance and work stress (Table 4).

**Table 4.**

F. test

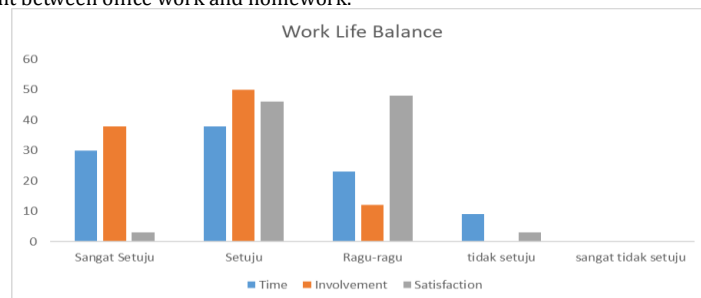
Model		ANOVA <sup>a</sup>				Sig.
		Sum of Squares	df	Mean Square	F	
1	Regression	615,268	2	307,634	8.782	.000b
	Residual	3398,092	97	35,032		
	Total	4013360	99			

- a. Dependent Variable: WFH (work from home)
- b. Predictors: (Constant), Stress, WLB (work life balance)

This proves that WFH will affect the balance of work life and work stress simultaneously. Work done from home can provide benefits for the company but it will be inversely proportional to the busyness of the female workers who increase because of the tasks that come continuously and must coincide with taking care of household activities. The types of work that can be carried out by WFH are administrative, office, marketing, research and development work as well as learning activities.

Larson [10] explained that the new challenge at WFH is the difficulty of communicating and sharing information when employees do not meet in person, this shift can create alienation for some people due to the unequal facilities among employees. This will also be a hindrance if it includes new projects that are done in groups. Job stress is a condition of dependence that affects a person's thinking and emotional processes. One of the causes of job stress is economic uncertainty, political uncertainty, technological uncertainty and changing working conditions.

Based on Nugraha [6], there are 3 (three) indicators of work life balance, namely time balance, involvement balance, and satisfaction balance. Time balance refers to the availability of time for a person for work and family, while involvement balance refers to one's psychological role and commitment to work and family. Satisfaction balance refers to individual satisfaction in carrying out work and family activities. The results of the F test show that WFH for female workers greatly affects the quality of work-life balance. This means that female workers, especially in the city of Medan, feel that WFH interferes with worker satisfaction and commitment between work and family. Based on Fig 2, female workers in Medan have not received a satisfaction balance while running WFH. this is evidenced by 48% of respondents giving a hesitant response to their satisfaction in carrying out office and home work during WFH. However, as many as 50% of female workers stated that they had made a physical and psychological commitment between office work and homework.



**Fig 2.** Assessment of Respondents Work Life Balance during Work From Home

Based on Fig 3, it was found that 35% of female workers in Medan did not experience role stress during WFH, as many as 19% of female workers in Medan City felt stressed with working conditions during WFH. This result causes the results to have an effect when tested through the T test.

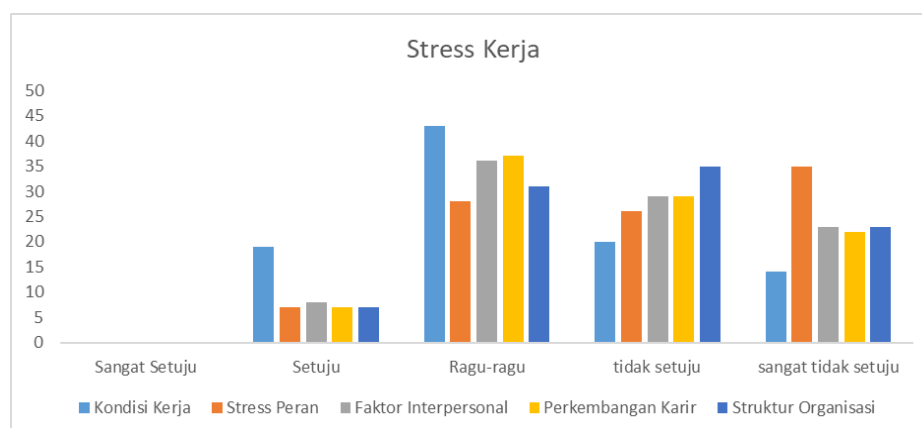


Fig 3. Assessment of Respondents' Work Stress during Work From Home

#### 4. Conclusion

From the results of the research that the authors have carried out, the implementation of WFH affects the work-life balance of female workers but does not affect the work stress of female workers in the city of Medan. However, it should be noted by companies/agencies that 35% of female workers do not experience role stress during WFH, as many as 19% of female workers in Medan City feel stressed by working conditions during WFH.

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