

The Relationship Between Perceived Workload and Perceived Organizational Support and Work Life Balance Among Electronic Service Employees in Bojonegoro

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Abstract

This research aims to determine whether there is a relationship between perceptions of organizational support and perceptions of workload and work-life balance among electronic service employees in Bojonegoro. A quantitative approach was used in this research. The sampling technique used was saturated sampling using electronic service employees in Bojonegoro who were tasked with handling electronic service in workshops and on call, totaling 30 employees. The instruments used in collecting data were a scale of perceptions of organizational support, a workload scale, and a work-life balance scale, which were presented in the form of a Likert scale. Hypothesis testing the data analysis method used is the multiple correlation test using SPSS 22 software. Based on the results of the analysis, it can be seen that the significance value (p value) is 0.002 with a significance level of 0.05. So, it can be concluded that $p < 0.05$. From the calculation results, the calculated F is obtained at 5,881. The F table value with three variables and N=30 respondents obtained a value of 3.316. So that $F_{count} > F_{table}$. Thus, it can be concluded that one research hypothesis can be accepted, namely that there is a relationship between perceptions of organizational support and perceptions of workload and work-life balance. At the correlation coefficient level, it is known that this research has a correlation coefficient value that is included in the moderate relationship level, namely 0.551. This means that there is a relationship between perceived organizational support, perceived workload, and work-life balance.

Keywords: organizational support, workload, work life balance.

INTRODUCTION

The workload of an organizational unit or the workload of each official or employee must be distributed evenly so that organizational units can be avoided with too many activities and organizational units with too few activities. employees with a small workload, resulting in many being unemployed (Sutarto, 2012). Sugyanto (2018), putting it conceptually, says that workload can be seen from the difference in energy available for each job compared to the energy required to complete the task successfully. Workload is a term coined in the 1970s. Many experts have put forward definitions of workload, so there are several different definitions of workload. This concept has many definitions, making it difficult to draw clear conclusions about the correct definition (Cain, 2011).

Work-life balance refers to people who have enough time for work-life balance, such as being able to spend time with family members, having time for holidays, communicating well with coworkers, and doing their work well (Vyas and Srivastava, 2017). Meanwhile, Mendis and Weerakkody (2017) define work-life balance as the amount of time people spend working versus the amount of time they spend with their family and what they enjoy. The term work-

life balance has recently been adopted due to the belief that it can represent different social roles both inside and outside the workplace (Chen and Cooper, 2014).

Perceived organizational support, according to Krishnan and Mary (2012), is the sensitivity and perception of employees regarding the extent to which their participation is valued and recognized by the organization where they work. Thakur and Kumar (2015) see organizational support as a potential resource for maintaining work-life balance. The existence of organizational support shows that a company implements policies that help employees meet their needs both at work and at home, thereby reducing role conflict (Thakur & Kumar, 2015). According to Mendis & Weerakkody (2017), employees will view the policies and working conditions provided by the organization that help them balance work and family as a form of assistance from the organization in preventing role conflict.

Electronic service providers are people or industries that provide services in the field of electronic repair. Services are basically intangible activities or benefits that can be provided to other people but do not result in ownership of something (Afrizal, A. S., & Apriadi, A. A., 2020). There are currently six electronic service agencies in Bojonegoro. Each agency has a varying number of employees. The tasks that employees must carry out are repairing various electronic goods and handling consumer goods, such as repairing damage to ACs, TVs, washing machines, and refrigerators. There are several procedures that must be carried out by employees for those who have on-call duties, starting from receiving consumer addresses, sending goods, servicing electronic goods, and reporting, while for employees who stay in workshops, they only need to service electronic goods from consumers and record the data to be reported. Delivery of goods and recipients of electronic addresses is carried out according to consumer requests. Electronic service services in Bojonegoro have the advantage of fulfilling consumer desires and satisfaction. Have employees who are experts in their fields, such as the ability to repair electronic goods. In other words, they have experience repairing damaged electronic equipment. Their work always meets the interests of consumers, both in terms of time and work systems, so employees must always be alert and responsible for completing work indefinitely. In connection with this matter, electronic service institutions are implementing policies by providing facilities in the form of motorbikes and service equipment to support work so as to make employees safer and more active at work.

When there is a lot of work, employees are asked to finish late at night; if work is quiet, employees just wait in the workshop. When it comes to carrying out certain jobs, workers are always asked to do their best. In addition, consumer requests requesting the completion of electronic goods services are completed on the same day. Even though the staff told them it couldn't be resolved the same day, the consumer still wanted it resolved. This has an impact on increasing employee burden. Almost every day, employees come home late because they have to finish work. The research subjects were electronic service employees who did not have fixed working hours and holidays. This indicates that the boundaries between the personal life and work of an electronics service worker are not clear.

METHOD

The data analysis method used is the multiple correlation test using SPSS 22 for Windows software, namely the analysis used to determine whether a dependent variable increases or decreases when two or more independent variables are superimposed (Gunawan, 2017). Before testing the hypothesis, a normality test is first carried out on the research data.

There are several requirements for testing multiple correlation analysis techniques, namely

1. Test Basic Assumptions
 - a. Normality test

The aim is to assess the distribution of data in a group of data or variables, whether the data distribution is normally distributed or not.

b. Linearity Test

The aim is to find out whether the two variables that will be subjected to statistical analysis procedures show a linear relationship or not.

2. The Classic Assumption Test

a. Hypothesis testing:

1. Simultaneous Test

The F test aims to find out whether the independent variables simultaneously influence the dependent variable. The F test is carried out to see the influence of all independent variables together on the dependent variable.

2. Partial t test

To test how each independent variable individually influences the dependent variable.

RESULT AND DISCUSSION

Table 1. Description of Research Data

Variable	N	Emptric Data			
		Min	Max	Mean	SD
Organizational Support	30	65	75	70	2.5
Workload	30	61	76	69	3.3
Work Life Balance	30	60	76	71	3.3

Based on the descriptive statistical table above, it can be seen that the sample used in this research was 30 people, indicated by N = 30. The variable perception of organizational support shows that the minimum value obtained is 65 and the maximum value obtained is 75. From the total score results, the average value (mean) obtained from perceived organizational support is 70, and the standard deviation value is 2.5. Meanwhile, workload shows that the minimum value obtained is 65 and the maximum value obtained is 76. From the total score results, the average value (mean) obtained from the perception of organizational support is 69, and the standard deviation value is 3.3. Meanwhile, work-life balance shows that the minimum value obtained is 60 and the maximum value obtained is 76. From the total score results, the average value (mean) obtained from the perception of organizational support is 71, and the standard deviation value is 3.3.

Table 2. Categorization of Respondents

Variable	Category	Norm	Number of respondents	%
Organizational Support	Low	$68 \leq X < 68,4$	4	14.8%

Workload	Medium	$68,4 \leq X < 71$	13	48.1%
	High	$71 \leq X < 71,6$	10	37%
	Low	$65 \leq X < 65,9$	3	12%
WLB	Medium	$65,9 \leq X < 68,5$	4	16%
	High	$68,5 \leq X < 69,1$	18	72%
	Low	$66 \leq X < 66,4$	1	3,3%
	Medium	$66,4 \leq X < 69$	7	23,3%
	High	$69 \leq X < 69,6$	22	73,3%

a. Organizational Support

The results of the analysis and categorization of organizational support variables show that 14% of respondents are in the low category, 48% are in the medium category, and 37% are in the high category. In general, in this study, respondents had a moderate level of organizational support.

b. Workload

The results of the analysis and categorization of workload variables show that 12% of respondents are in the low category, 16% are in the medium category, and 72% are in the high category. In general, in this study, respondents had a workload level in the high category, so the workload level of electronic service employees in Bojonegoro in this study was also in the high category.

c. Work Life Balance

The results of the analysis and categorization of the work-life balance variable show that 3.3% of respondents are in the very low category, 23.3% of respondents are in the medium category, and 73.3% of respondents are in the high category. In general, in this study, respondents have a high level of work-life balance.

Table 3. Normality Test Results

		Organizationa l Support	Workload	Work Life Balance
N		30	30	30
Normal Parameters	Mean	70.3000	69.7000	71.2667
	Std. Deviation	2.50723	3.21795	3.33149
Most Extreme Differences	Absolute	.152	.147	.106
	Positive	.114	.143	.106
	Negative	-.152	- .147	- .099
Test Statistic		.152	.147	.106
Asymp. Sig. (2-tailed)		.073c	.096c	.200 c

a. Test distribution is Normal.

- b. Calculated from data.
- c. Lilliefors Significance Correction.

Based on the table above, it is known that both data are normally distributed, with the significance value of the perceived organizational support variable being $p = 0.073$ ($p > 0.05$), the workload variable being $p = .096$ ($p > 0.05$), and the work-life balance variable being $p = 0.373$ ($p > 0.05$).

Table 4. Linearity Test Results

Variable	Significance Value (p)	Information
Perception of Organizational Support* Workload* Work life balance	0.890 ($p > 5$)	Linear Data

Based on the table above, it is known that the variable perception of organizational support is linear and the perception of workload is linear with the work life balance variable because it has a significance value of deviation from linearity of 0.890, which is greater than 0.05 ($p < 0.05$).

Table 5. Simultaneous Test Results (F Test)

ANOVA						
Mode		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	97.669	2	48.835	5.881	.002
	Residual	224.197	27	8.304		
	Total	321.867	29			

a. Dependent Variable: work life balance

b. Predictors: (Constant), workload, organizational support

Based on the table above, it can be seen that the significance value (p-value) in the significance column is 0.002, with a significance level of 0.05. So, it can be concluded that $p < 0.05$. From the calculation results, the calculated F is 5,881. The F table value with three variables and N=30 respondents obtained a value of 3.316. So that $F_{\text{count}} > F_{\text{table}}$.

Table 6. Results of Partial Correlation Test of Workload and Work Life Balance Correlations

Control Variables		Wlb Workload	
Wlb	Correlation	1.000	.402
	Significance (1-tailed)	.	.015
	Df	0	27
Workload	Correlation	.402	1.000
	Significance (1-tailed)	.015	.
	Df	27	0

It is known that if the organizational support variable is controlled, a correlation coefficient of 0.402 is obtained. The relationship between work-life balance and workload if organizational support is the same is 0.402. To find out the significance of this relationship, it is necessary to also see the significance figure of $0.015 < 0.05$. The significance of $p < 0.05$ shows that there is a significant relationship between workload and work-life balance.

Table 7. Results of Partial Correlation Test of Organizational Support and Work Life Balance

		Correlations	
Control Variables		wlb organizational support	
workload	Wlb	Correlation	1.00 0
		Significance (1-tailed)	. 0
	Df		27
organizational support	workload	Correlation	.475 1.000
		Significance (1-tailed)	.005 .
	Df		27 0

It is known that if the organizational support variable is controlled, a correlation coefficient of 0.475 is obtained. The relationship between organizational support and work-life balance. If organizational support is the same, it is 0.475. To find out the significance of this relationship, it is necessary to also see the significance figure of $0.005 < 0.05$. The significance of $p < 0.05$ shows that there is a significant relationship between organizational support and work-life balance.

CONCLUSION

The results of the research presented above show that there is a relationship between perceptions of organizational support and workload and work-life balance among electronic service employees in Bojonegoro. The results of the correlation coefficient show that there is a strong relationship between the variables of perception of organizational support, workload, and work-life balance. The results also show a positive correlation, so it can be concluded that if the perception of organizational support is high or positive and the workload is low, the employee's work-life balance will be high. However, on the other hand, if the perception of organizational support is low or negative and the workload is high, the employee's work-life balance will be low.

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