

WORK-LIFE BALANCE EFFECT ON NURSES JOB SATISFACTION (CASE STUDY AT DR. M. YUNUS BENGKULU HOSPITAL)

Etí Arini¹, Hanisa Lasmi Fadilah²

¹²Universitas Muhammadiyah Bengkulu

etiarini@umb.ac.id, hanisalasmi22@gmail.com

Corresponding email: etiarini@umb.ac.id

How to cite: Arini, Etí., Fadilah, Hanisa Lasmi. (2025). Work-Life Balance Effect on Nurses' Job Satisfaction (Case Study at Dr. M. Yunus Regional Hospital, Bengkulu). *Jurnal Ilmiah Akuntansi, Manajemen Dan Ekonomi Islam (JAM-EKIS)*, 8(3), 1676--1684. <https://doi.org/10.36085/jamekis.v8i3.8888>

INFORMASI ARTIKEL

Article History:

Accepted : 11 Aug 2025

Revised : 01 Sept 2025

Approved : 29 Sept 2025

Keywords:

Work Life Balance, Job Satisfaction

Pages:1676-1684

This is an open access article under the [CC-BY-SA](https://creativecommons.org/licenses/by-sa/4.0/) license



ABSTRACT

This study aims to determine the effect of work-life balance on nurses' job satisfaction at Dr. M. Yunus Regional General Hospital, Bengkulu. This is a quantitative descriptive study. The study population was nurses at Dr. M. Yunus Regional General Hospital, Bengkulu. Data collection techniques used were observation, interviews, and questionnaires. Data analysis techniques used were simple linear regression, the coefficient of determination (r^2), and hypothesis testing (t-test). Based on the research results and discussion regarding the effect of work-life balance on nurses' job satisfaction at Dr. M. Yunus Regional General Hospital, a significance test concluded that work-life balance significantly influences job satisfaction. The better the work-life balance experienced by nurses, the higher the perceived job satisfaction.

INTRODUCTION

The phenomenon under investigation focuses on the professional and personal dynamics faced by nurses, particularly how the imbalance between job demands and their personal needs affects job satisfaction. Nurses often face long working hours, irregular schedules, and high emotional stress, which can lead to stress and burnout. This phenomenon is relevant because this imbalance not only affects nurses' well-being but also the quality of care they provide. This relationship can be explained through Role Conflict Theory, which states that the demands of work roles can conflict with the demands of personal roles, as well as Psychological Well-being Theory, which links life balance to overall individual satisfaction.

However, there is a research gap that needs to be addressed. Previous studies,

such as those conducted by Nurhayati (2024), Rizaldi et al. (2023), and Intan et al. (2017), have demonstrated a positive correlation between work-life balance and nurses' job satisfaction. However, these studies did not specifically highlight the context of Dr. M. Yunus Bengkulu General Hospital. This gap creates a need for more specific data on organizational culture, internal policies, and demographic characteristics of nurses at the hospital.

The gap also encompasses theoretical, empirical, and methodological aspects. Theoretically, this study aims to provide new empirical evidence that can support or refine existing theories in the local context. Empirically, this research will fill the data gap by directly measuring the influence of work-life balance on nurses' job satisfaction at RSUD Dr. M. Yunus Bengkulu, something that has not been extensively studied. Methodologically, this study employs a quantitative approach using a descriptive correlational method, which has proven effective in previous research.

The primary objective of this study is to empirically test the influence of work-life balance on nurses' job satisfaction at Dr. M. Yunus General Hospital in Bengkulu, as well as to identify the most influential factors. The contributions of this study are both theoretical and practical. Theoretically, this study will enrich the field of human resource management in healthcare. Practically, the results can be used as a basis for hospital management to formulate more effective policies, thereby improving nurses' well-being and ultimately enhancing the quality of care (Ayu Andira, 2022).

LITERATURE REVIEW

Work Life Balance

Nurhabiba (2020) states that work-life balance enables an employee to strive between two or more roles that are equally important to them and are likely to be their responsibility. Saina et al. (2020) define work-life balance as the equilibrium between an individual's roles as a human being with dual roles, namely their role in work life and personal life (family, friends, and culture).

Uki Yonda Asepta (2017) defines work-life balance as a state of equilibrium between two demands where the worker and their personal life are equally important. The term "work-life balance" actually refers to work life that is specifically connected to an employee's personal life. Work-life balance is a description of the concept whereby an employee can balance their work life and personal life (Hanisa Putri Pratama, 2021). Fiernaningsih et al. (2019) explain that work-life balance is a broad concept that prioritizes "work" (career) on one side and "life" (pleasure, vacation, family, and spiritual development) on the other. According to Delecta Qodrizana (2018), work-life balance is an individual's ability to fulfill their work duties while remaining committed to their family and other responsibilities outside of work. Lumunon & Sendow (2019) define work-life balance as an individual's ability to manage their time well or to harmonize work at the office, family life, and personal interests.

Work Satisfaction

According to Jackson et al. (2018), job satisfaction is defined as an individual's general feelings toward their job or as a set of interconnected attitudes toward aspects of their job. Job satisfaction can be assessed through nine aspects: pay, fringe benefits,

nature of work, promotion, communication, operating conditions, contingent rewards, supervision, and coworkers.

Sutrisno (2019) states that job satisfaction is a reflection of the individual, because each individual has their own values that apply to themselves. Handoko et al. (2020) define job satisfaction as an emotional state of pleasant or unpleasant feelings that an employee has about their work. Work satisfaction, as stated by Nabawi (2019), is an emotional condition that can be pleasant or unpleasant, where all workers respect their duties and several indicators of satisfaction with their work. This statement contrasts with that of Mulia & Saputra (2020), who conclude that job satisfaction is a psychological state of an employee that is influenced by their responses, thereby affecting their work behavior.

RESEARCH METHOD

This research on the influence of work-life balance on nurses' job satisfaction, a quantitative approach is the preferred choice. This approach is used to test hypotheses and measure the relationship between variables in a structured and measurable manner. The method used is descriptive correlational, which aims to explain and measure the level of relationship between work-life balance (as the independent variable) and job satisfaction (as the dependent variable).

The profile of the respondents in this study is all nurses working at Dr. M. Yunus Bengkulu Regional General Hospital. The sample was selected based on certain criteria, such as nurses with a minimum of one year of work experience to ensure that the respondents had sufficient work experience. The sample can be considered representative if it comprises at least 10% of the population, meaning the sample in this study consists of 100 nurses. Operational variables are the process of determining measurable indicators for each research variable. The independent variable is work-life balance, and the dependent variable is job satisfaction.

The most effective data collection method is using a questionnaire or survey. This questionnaire contains a series of statements or questions designed to measure the research variables. The use of a questionnaire allows for efficient data collection from many respondents. The questionnaire must have been tested for validity and reliability to ensure data accuracy.

The data analysis method used is simple linear regression analysis. This method allows researchers to test the influence of work-life balance on nurses' job satisfaction. Regression analysis will produce a mathematical equation showing the extent to which work-life balance contributes to job satisfaction. Additionally, a t-test will be used to test the significance of this relationship. Many studies in the last 10 years, such as those by Nurhayati (2024), Rizaldi et al. (2023), and Intan et al. (2017), have used similar analysis methods to measure the correlation between work-life balance and job satisfaction..

RESEARCH RESULTS AND DISCUSSION

Data Instrument Testing

Validity Testing

Table 1 Validity Testing Results

No	Indikator	Kriteria 1		Kriteria 2		Keterangan
		r hitung	r tabel	Sig	Alpha	
Work Life Balance (X)						
1	X1.1	0,770	0,444	0,000	0,05	Valid
2	X1.2	0,703	0,444	0,000	0,05	Valid
3	X1.3	0,835	0,444	0,000	0,05	Valid
4	X1.3	0,917	0,444	0,000	0,05	Valid
5	X1.4	0,887	0,444	0,000	0,05	Valid
6	X1.5	0,912	0,444	0,000	0,05	Valid
Work Satisfaction (Y)						
1	Y1.1	0,699	0,444	0,000	0,05	Valid
2	Y1.2	0,588	0,444	0,000	0,05	Valid
3	Y1.3	0,739	0,444	0,000	0,05	Valid
4	Y1.4	0,540	0,444	0,000	0,05	Valid
5	Y1.5	0,618	0,444	0,000	0,05	Valid
6	Y1.6	0,829	0,444	0,000	0,05	Valid
7	Y1.7	0,567	0,444	0,000	0,05	Valid
8	Y1.8	0,848	0,444	0,000	0,05	Valid
9	Y1.9	0,808	0,444	0,000	0,05	Valid
10	Y1.10	0,495	0,444	0,000	0,05	Valid

Source: Processed Data 2025

Table 4.1 shows that each indicator for the total score of each variable shows valid results, because the calculated $r > \text{table } r$ (0.444) and the significance value is $0 < 0.005$, meaning that all statement items are valid.

Data Reliability

Table 2 Reliability Test Results

Variabel	Nilai Cronbach Alpha	Standart Alpha
Work Life Balance (X1)	0,912	0,60
Work Satisfaction (Y)	0,865	0,60

Source: Processed Data 2025

Table 2 shows that the reliability test results for all variables with Cronbach Alpha values of 0.912 and 0.865 > 0.60 indicate that all statement items are reliable.

Classical Assumption Test Normality Test

Table 3 Normality Test Results

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.64914968
Most Extreme Differences	Absolute	.078
	Positive	.048
	Negative	-.078
Test Statistic		.078
Asymp. Sig. (2-tailed) ^c		.133
Monte Carlo Sig. (2-tailed) ^d		.137
		99% Confidence Interval
		Lower Bound .129
		Upper Bound .146

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 334431365.

Source: Processed Data 2025

Based on Table 3, the normality test used to make decisions using the Asymp. Sig (2-tailed) value of $0.133 > 0.05$. Meanwhile, using Monte Carlo Sig (2-tailed) of $0.137 > 0.05$ means that the data is normally distributed.

Simple Regression Test

Table 4 Simple Regression Test Results

Variabel	Koefisiensi Regresi	Standart Ekor
(Constanst)	26,918	2,773
<i>Work Life Balance (X1)</i>	0,472	0,123

Source: Processed Data 2025

The value of Y has a constant criterion with a coefficient of 26.918, while the coefficient value of work-life balance (X) is 0.472. All values obtained from the questionnaire responses were processed using SPSS 27 (Statistical Package for the Social Sciences) software.

Based on Table 4, it can be seen that the general equation for simple regression is:

$$Y = \alpha + bx$$

$$= 26,918 + 0,472(x)$$

The following is an explanation of the results of the multiple linear regression analysis equation:

The constant value is 26.918, which means that when the value is 0, the level of job satisfaction will be equal to the constant, i.e., 26.918.

β_x (the regression coefficient for work-life balance) is 0.472, indicating that the work-life balance variable has a positive effect on job satisfaction (Y). This means that every 1-unit increase in the work-life balance variable will affect job satisfaction by 0.472.

Determination Coefficient Test

Table 5 Determination Coefficient Test

Kriteria	Koefisiensi
R	0,361
R Square	0,130
Adjusted R Square	0,122

Source: Processed Data 2025

Table 5 shows that the R Square value is 0.130. This value means that the work-life balance variable (X) and job satisfaction (Y) together contribute 13% to influencing job satisfaction (Y) among nurses at Dr. M. Yunus Bengkulu Regional General Hospital. The remaining 87% is influenced by other variables not examined in this study.

Hypothesis Testing

t-test

Table 6 Results of t-test

Variabel	t hitung	t table	Sig
<i>Work Life Balance</i> (X1)	3,834	1,661	0,000

Source: Processed Data 2025

The t-test results show a significance value of $0.000 < 0.05$, meaning that work-life balance significantly influences job satisfaction. This is also evident from the t-calculated value being greater than the t-table value ($3.834 > 1.661$). Based on the results of the significance test and the t-calculated value, it can be concluded that work-life balance significantly influences job satisfaction.

Discussion

The results of the study conducted on nurses at Dr. M. Yunus Bengkulu Regional General Hospital through the distribution of questionnaires to 100 nurses who had been tested revealed the dominant factors influencing Job Satisfaction (Y) among nurses at Dr. M. Yunus Bengkulu Regional General Hospital..

When considering the gender of nurses at Dr. M. Yunus General Hospital in Bengkulu, there were 33 male respondents and 67 female respondents. The majority of respondents were aged 31–40 years old, and the majority of nurses had a bachelor's degree (Nursing). The primary objective of this study is to analyze the influence of work-life balance on nurses' job satisfaction. The hypothesis test above reveals that the t-value for the work-life balance variable (X1) is 0.000. Therefore, it can be concluded that tSig

$< \text{Sig} (0.000 < 0.050)$ and the calculated $t\text{-value} > t\text{-table} (3.834 > 1.661)$, meaning that H_a is accepted and H_0 is rejected, indicating that the work-life balance variable influences job satisfaction among nurses at Dr. M. Yunus General Hospital in Bengkulu. Work-life balance plays an important role in determining employee performance and job satisfaction. In a high-intensity work environment, flexible and adaptable work arrangements and supportive supervision are essential to improving employee attractiveness, retention, and motivation. In the healthcare industry, nurses are required to work fixed schedules and shifts. This poses a challenge for individuals in balancing the demands of their careers, personal needs, and family obligations. However, achieving adequate balance between work, family, and personal life can enhance performance and job satisfaction among nurses (Dousin et al., 2019).

Work-life balance is the balance between work and personal life for each individual. Balance in work is an important factor that can support increased job satisfaction. Suhermerhorn (Genapathi, 2016) argues that work-life balance is an individual's ability to balance work with personal and family needs. Hutcheson (2012:5) states that work-life balance is a form of satisfaction for individuals in achieving balance between their lives and their work.

This study is in line with a study titled "The Relationship between Work-Life Balance and Non-Physical Work Environment on Job Satisfaction of Nurses at Dr. R. Soedjati Regional General Hospital, Grobongan Regency," which found through a chi-square test -square test, which found a significant relationship between work-life balance and job satisfaction among nurses at Dr. R. Soedjati General Hospital in Grobongan District, with a $p\text{-value}$ of 0.001 ($\alpha < 0.05$). Meanwhile, the results of this study contradict the research conducted by Maharani et al. (2023), which found that work-life balance does not significantly affect job satisfaction.

CONCLUSION

Based on the results of the research and discussion regarding the Influence of Work-Life Balance on Job Satisfaction among Nurses at Dr. M. Yunus Bengkulu Regional General Hospital, it can be concluded that the $t\text{-test}$ results show a significant value, meaning that work-life balance has a positive and significant effect on job satisfaction.

Sugestion

Since the work-life balance variable had the lowest score in questionnaire number 1, it is recommended to allocate time for personal tasks alongside hospital duties. Therefore, it is suggested that the hospital establish clear task assignments for nurses so they can perform the tasks assigned to them. This is particularly important in terms of scheduling work hours and providing psychological support. Solutions that can be implemented by both the hospital and individual nurses include the implementation of more flexible schedules, optimizing team task distribution, and increasing management awareness of the importance of work-life balance.

Due to the lowest value for job satisfaction in questionnaire number 1, which indicates that some respondents feel less enthusiastic about performing their assigned tasks. This shows that a person is not very motivated to work. This can happen for a

number of reasons, such as an unsupportive work environment or excessive workload. Solutions that can be implemented by hospitals or organizations include reviewing working conditions, compensation systems, and attention to the professional and emotional well-being of nurses to boost their morale. For future researchers, it is recommended to expand the research variables because this study only focuses on the effect of work-life balance on job satisfaction. Future researchers are advised to add other variables such as work motivation, work stress, workload, or work environment, which can also influence nurses' job satisfaction, in order to obtain more comprehensive results.

REFERENCE

- Ayu Andira. (2022). Pengaruh Non Performing Loan (NPL), Loan To Deposit Ratio (LDR), Biaya Operasional Pendapatan Operasional (BOPO) Terhadap Profitabilitas Bank Umum Konvensional Yang Terdaftar Di Bursa Efek Indonesia. *Doctoral Dissertation, Universitas Islam Riau*.
- Fiernaningsih, N., Nimran, U., Rahardjo, K., & Arifin, Z. (2019). Do work life balance, organizational pride and job satisfaction affect the intention to leave? *International Journal of Recent Technology and Engineering*, 8(3), 1217–1223. <https://doi.org/10.35940/ijrte.C6254.098319>
- Handoko, D., Fahrizqi, E. B., & Yuliandra, R. (2020). Tingkat Daya Tahan Jantung Paru Mahasiswa Olahraga Angkatan 2019 Selama Pandemi Covid. *Journal of Physical Education (JouPE)*, 1(2), 1–5.
- Hanisa Putri Pratama. (2021). Pengaruh Work-Life Balance Terhadap Kepuasan Kerja Karyawan Milenial Perusahaan Startup Di Jakarta. *Doctoral Dissertation, Universitas Pembangunan Nasional Veteran Jakarta*.
- Intan, N., Kadarisman, M., Fakultas, H., Administrasi, I., Malang, B., & Pdloo, ? (2017). Pengaruh Work-Life Balance Dan Lingkungan Kerja Terhadap Kepuasan Kerja Karyawan (Studi pada Perawat RS Lavalette Malang Tahun 2016). *Jurnal Administrasi Bisnis (JAB)*, 49, 60–68.
- Jackson, M. A., Verdi, S., Maxan, M. E., Shin, C. M., Zierer, J., Bowyer, R. C. E., Martin, T., Williams, F. M. K., Menni, C., Bell, J. T., Spector, T. D., & Steves, C. J. (2018). Gut microbiota associations with common diseases and prescription medications in a population-based cohort. *Nature Communications*, 9(1). <https://doi.org/10.1038/s41467-018-05184-7>
- Lumunon, R. R., & Sendow, G. M. (2019). Pengaruh Work Life Balance, Kesehatan Kerja Dan Beban Kerja Terhadap Kepuasan Kerja Karyawan Pt. Tirta Investama (Danone) Aqua Airmadidi Uhing... 4671 *Jurnal EMBA*, 7(4), 4671–4680.
- Mulia, R. A., & Saputra, N. (2020). Analisis Faktor-Faktor Yang Mempengaruhi Kesejahteraan Masyarakat Kota Padang. *Jurnal El-Riyasah*, 11(1), 67–83.
- Nabawi, R. (2019). Pengaruh Lingkungan Kerja, Kepuasan Kerja dan Beban Kerja Terhadap Kinerja Pegawai. *Maneggio: Jurnal Ilmiah Magister Manajemen*, 2(2), 170–183. <https://doi.org/10.30596/maneggio.v2i2.3667>
- Nurhabiba, M. (2020). *Social Support Terhadap Work-Life Balance Pada Karyawan*. 8(2), 277–295. <http://ejournal.umm.ac.id/index.php/cognicia>
- Nurhayati, N. (2024). Pengembangan Bahan Ajar Berdeferensiasi (Literature Review).

Normalita (Jurnal Pendidikan), 11, 531–538.

- Qodrizana, D. M. (2018). The Effect of Work-life Balance on Job Satisfaction (Study on Female Employees of the Insan Permata Tunggalwulung Foundation, Malang City). *Jurnal Administrasi Bisnis, 60*(1), 9–17.
- Rizaldi, A., Muzwardi, A., Santoso, E., Iffan, M., & Fera, M. (2023). The Strategic Development Of Maritime Connectivity In The Border Area In Indonesia. *Journal of Eastern European and Central Asian Research, 10*(4), 701–711. <https://doi.org/10.15549/jeecar.v10i4.1378>
- Saina, Y. M., Ly, J., Dodu, T., Made, I., & Aryanta, S. (2020). Pengaruh Penggunaan Tepung Krokot (*Portulaca Oleracea L.*) dalam Ransum Terhadap Konsumsi dan Kecernaan Protein dan Energi Ternak Babi Peranakan Landrace Fase Grower-Finisher. *Jurnal Peternakan Lahan Kering, 2*(2), 812–818.
- Sutrisno, D. S. (2019). The Effect of Work Motivation and Discipline on Employee Productivity at PT. Anugerah Agung in Jakarta. *Jurnal Administrare: Jurnal Pemikiran Ilmiah Dan Pendidikan Administrasi Perkantoran, 6*(2), 187–196. <http://ojs.unm.ac.id/index.php/administrare/index>
- Uki Yonda Aseptia, S. H. P. M. (2017). Analisis Pengaruh Work-Life Balance Dan Pengembangan Karir Terhadap Kepuasan Kerja Karyawan Pt.Telkomsel, Tbk Branchmalang. *Jurnal Ilmiah Bisnis Dan Ekonomi Asia, 11, 77–85.*