

# Work from Home during the Pandemic & Work-Life Balance: Married Working Woman Perspective

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**Abstract**— This research aims to identify the relationship between work-life balance, job stress, and marital satisfaction on married working women during the pandemic. 330 respondents from 32 provinces in Indonesia participated in this research. The questionnaires were distributed by using the google form platform. The sampling technique was incidental sampling and the Likert Scale was used. The research was quantitative by using Pearson Product Moment Correlation Analysis. The result was: work-life balance with Job stress ( $r=-0,559, p<0,05$ ); Job stress with marital satisfaction ( $r=-0,272, p<0,05$ ) had a similar significant negative relationship. Work-life balance with Marital satisfaction ( $r=0,238, p<0,05$ ) had a significant positive relationship. The score of adjusted  $R^2$  was 31,2% work-life balance influences job stress and 5,7% Work-life balance influences marital satisfaction.

**Keywords**---Work-life balance; Job stress; Marital satisfaction; Married working women; Pandemic.

## I. INTRODUCTION

The world has been shocked by the presence of a Covid-19 caused by SARS-CoV-2. In early March 2019, the World Health Organization (WHO) declared this case as a pandemic. Within months this pandemic occurred in almost all countries around the world, including Indonesia. The Ministry of Health of Indonesia has been implemented the WHO'S Covid-19 Protocol such as: putting the mask on; washing hands regularly; keeping a social distance, and limiting social mobility. The government has implemented Large-Scale Social Restrictions (PSBB). Most of the government's institution and a private company has implemented Working from Home (WFH) scheme. WHF or telecommuting has been known since the 1970s as one of the urban planning.

This phenomenon has caused changes in various aspects of life such as economic; socio-cultural healthy both physically and psychologically, especially for women.

The data has been collected from the ministry of women empowerment and child protection of Indonesia and also the Indonesian Ministry of Labour shows that women take the most of the total workers in Indonesia (+/-51%) and 46% of them have married. In addition, there are 71% married working women in total married workers in Indonesia [1].

From this fact, we can see the determination of married working women to develop themselves and their families [2]. This pandemic presumably becomes a new stressor to the married working women. According to the Indonesian psychiatric association, there are more than 1.522 cases of mental diseases of married working women during the pandemic. Some problems have occurred in daily life and become new resources of stress and depression and it is must be taken care of immediately by the experts to create good

self-perceptions [3].

During the pandemic married working women had to get extra money to help manage their household sufficiency. Massive escalation of household expenses, such as electricity and other utility costs; extra internet quota or credit for WFH and their children also study from home. Moreover many private companies cut off their employees' salaries and lay off their employees due to huge losses due to the pandemic. The stress level even escalated due to their social-mobility has been restricted. And all the information of covid19 matters also can be worsening. A survey has been conducted by PPM Management Jakarta, stated that 80% of workers experience moderate to severe stress due to the concern of their health and their life in general. Average age of respondents were :  $\leq 25$  years (78%); 26-35 years (83%); 36-45 years (79%) [4]. The case above illustrates how married working women have experience job stress and marital satisfaction during the pandemic.

WHO has found a significantly increased number of domestic violence to women and children during the pandemic due to spending much more time together at home than usual, social mobility restriction, household burdens, and economic problems. There were 275 cases of adult females has been reported with a total of 277 victims and also 368 cases of child violence With 407 victims have been reported In Indonesia during the pandemic. This has been the basis we want to research women working from home programs in Indonesia [5].

Physical and psychological unbalanced may be triggered by the stress and it may influence emotional dimension, perspective, and life dynamics to face constraints and demands and how perceptions, expectations meet all the uncertainty although it may be something critical and crucial. The symptoms of job stress can be indicated such as unstable emotions, a sense of uncomfortable and loneliness, insomnia, over smoking, excessive anxiety and depression, nervous excess, high blood pressure, and stomachache. All the symptoms are observable clinically, physically, emotionally, intellectually, and interpersonally [6-8]. A stressor is the sense of nervousness during working. It is occurred due to the higher perception and work demands [9].

In some cases, those conditions can be escalated to the phase of affecting marital satisfaction. Marital satisfaction is a subjective experience, strong sentiment, and behavior which has based on intraindividual factors that influence the sensible quality. The indicator to measure marital satisfaction focus only on the quality of relationships in marital condition rather than analyzing each spouse's personalities, sense of positivity,

attention, and happiness one to another through their marriage [10]. Marital satisfaction may only be achieved if those conditions are fulfilled.

Rumondor (2013) divided marital satisfaction in urban couples into 9 dimensions namely, communication, role balance, agreeableness, openness, intimacy, social intimacy, sexual, and finance [11]. Nevertheless, this pandemic is enormously challenging for marital satisfaction especially for married working women due to their multiple roles [12].

According to Grawitch, Work-Life Balance is one of the factor that influences job stress and marital satisfaction. The balance between life and work gives an impact on the psychological health and mental condition of the workers [13].

Work-Life Balance can only be accomplished if they can keep and maintain the balance of individual necessity, holiday and recreation expectation, religious and spiritual aspects, sense of sufficient and prosperity, and other commitments [14], there is a negative significant impact between Work-life balance and job stress. If someone is not able to keep and maintain their work and life balanced they will experience a higher level of job stress and it also affects marital satisfaction deficiency [15].

Other factors that priorly affect marital satisfaction are spiritual intelligence, neuroticism, conscientiousness, forgiveness, religion, gratitude, dual parts conflict. Psychological prosperity, self-disclosure, empathy, loving commitments, financial ability, level of educations, and social maturity [16-29].

Based on that phenomenon and prior study the researcher tries to identify and analyze the WFH during the pandemic to the married working women related to the Work-Life Balance, Job Stress, and Marital Satisfaction. The assumption is if the work-life balance is manageable, the household responsibilities will be easily taken, and the marriage quality or marital satisfaction will be accomplished, otherwise it able to escalate the level of job stress.

II. METHOD

The method used in this research is the. The selected variables are Work-life balance as the independent variable. job stress, Marital Satisfaction as the dependent variables. (see figure 1)

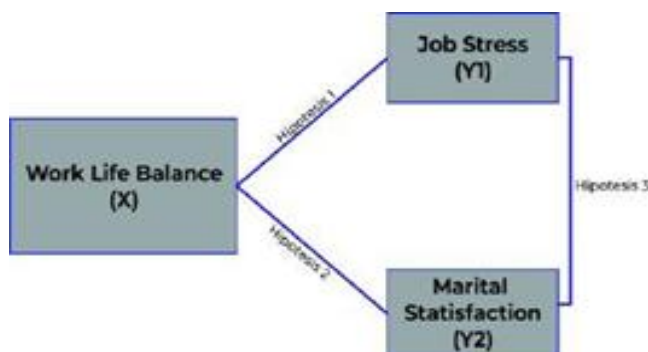


Figure 1. The relation between Work-Life Balance to job stress, and marital satisfaction.

Pearson Product Moment is used to find out the relation between Independent and Dependent variable with the scale of

SPSS Statistic 17.00 for Windows. The population in this research is married women from all provinces in Indonesia that work from home (WFH) during the pandemic of Covid 19.

The sampling technique is Incidental. The samples were collected from 32 Provinces in Indonesia, 330 respondents meet the sample research criteria: married working women, and doing the activities from home. From the sample above, 323 (97,88 %) are married, 2 divorced (0,61%), and 5 windows (1,52%).

Likert Scale is used in the research to collect the data, the questionnaires were distributed online through the Google form platform. The one applied is the Work-life balance scale by Greenhaus [30], the stress scale based on a theory of Braham [6], and the Marital Satisfaction Scale by Rumondor [11].

Validity tests and reliability tests are necessary to find out their consistency using Cronbach's alpha method. Job stress, marital satisfaction, and work-life balance's scale scores are from 5 to 1 in favorable items and from 1 to 5 in unfavorable ones which start from Very agreed, agreed, neutral, not agreed, very not agreed. After validating the scale, the result is 17 parts scale work-life balance (WLB) consist of 7-time balance part, 4 Involvement Balance part, and 5 Satisfaction Balance part with Alpha Cronbach 0,861. There are 23 Stress part scale, with Alpha Cronbach 0,950 and 30 Marital Satisfaction subscale which consists of 5 communication item, 3 role balance item, 3 agreeableness item, 3 openness item, 3 intimacy item, 3 social intimacy relationship item, 4 sexuality item, 3 financial items, dan 2 spirituality item with Alpha Cronbach 0,955.

The following is the conclusion of answering from 330 respondents using the Work-life Balance scale, job stress scale, and marital satisfaction dimension scale. Marital satisfaction is higher than job stress and work-life balance. (see figure 2).

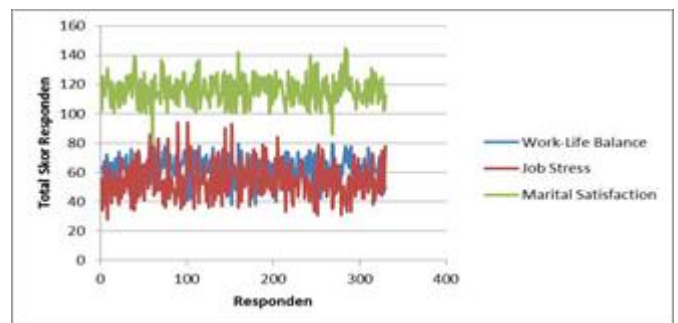


Figure 2. Answering a total of Job stress and Marital Satisfaction scale research.

Respondents Description Data using mean and standard deviation can be seen below:

TABLE 1. Marital Satisfaction Description.

Variabel	Empirik			SD	N
	Min	Max	Mean		
Marital Satisfaction	80	145	115.77	9.288	330
Communication	10	25	19.59	2.344	330
Role Balance	3	15	10.99	2.025	330
Agreebleness	7	15	12.28	1.444	330
Opennes	3	15	11.44	2.047	330
Intimacy	4	15	11.44	1.663	330
Social Intimacy Relationship	7	13	12.14	1.700	330
Sexuality	10	20	16.76	1.972	330
Financial	3	15	12.52	2.045	330
Sprituality	4	10	8.91	1.120	330

Table 1 shows that communication is the highest of all the marital satisfaction dimensions. The result is suitable to the research of Gottman, et al. [31], that communication takes an important role in the marital problem and quality mediation. Respondents face a bigger problem during the pandemic. One of the solutions to overcome the problem is to build good communication with one's spouse.

TABLE 2. Job stress Description.

Variabel	Empirik			SD	N
	Min	Max	Mean		
Jobstress	28	94	54.30	11.817	330
Physic	6	26	14.93	3.459	330
Emotional	6	30	14.06	4.238	330
Interpersonal	6	28	13.47	3.703	330
Intelectual	5	25	11.84	2.476	330

Emotional stress is the highest score of the job stress dimensions. Nowadays, almost all working women in Indonesia are depressed and fatigue from the Covid-19 situation. Having multiple jobs as wives, mothers, and workers [2], and also as "teachers assistant" to their children during the online study (in this research has 70,91 % subjects having schooled children and study at home).

TABLE 3. Work-Life Balance Description.

Variable	Empiric			SD	N
	Min	Max	Mean		
Work-life Balance	80	145	115.77	9.288	330
Time Balance	16	35	28.09	3.963	330
Involvement Balance	7	20	15.04	2.724	330
Satisfaction Balance	9	25	18.57	2.850	330

The mean and standard deviation on Work-life balance and time balance dimension have the higher scores. Covid-19 unintentionally facilitates the working women, especially timing balance.

*Work-Life Balance, Job Stress, and Marital Satisfaction Categories*

The following diagram shows the respondents based on

job stress, marital satisfaction, and work-life balance. When it comes to marital satisfaction, the respondents are on 87% high rate (286 people) and on the other hand, 67 % (224 people) is categorized as high in their balance the work and another life aspect, like family [32]. However, work-life balance has a high category to help the respondents to reduce their stress and marital satisfaction. (see figure 3)



Figure 3. Marital Satisfaction Percentage.

The rate of respondents having job stress is high during the pandemic and those who need help are 2% (7 people), 47 % (156 people), and 51% (167 people) belonging to the middle and low category.

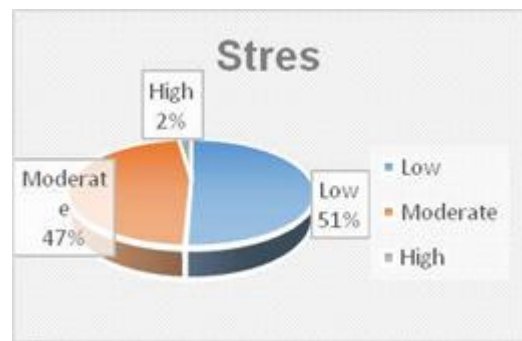


Figure 4. Job stress Percentage.

The following picture explains that the Work-life balance of the respondents is at a high level. They feel that time and other things in life become more balance (68%), while, the middle category is less (32%). The result tells that the respondents have more flexible time during the pandemic.

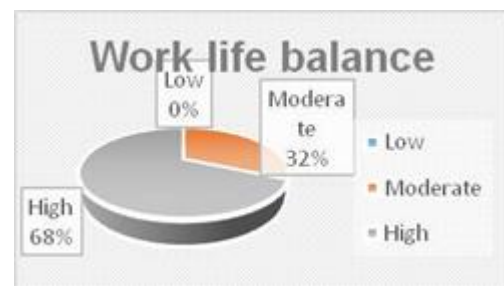


Figure 5. Work-Life Balance Percentage.

III. RESULT

a. *Work-life Balance Impact on Job stress and Marital Satisfaction*

Based on the data analysis we can conclude that there is a negative and significant relation between Work-life balance with Job stress ( $r = -0,559, p < 0,05$ ). Someone could have

job stress when she is focusing too much on working and while others find it enjoyable. Job stress with marital satisfaction has a negative relation ( $r = -0,272.$ ,  $p < 0,05$ ), while work-life balance with marital satisfaction has positive relation ( $r = 0,238.$ ,  $p < 0,05$ ). Jones, et al. said that there isn't any satisfaction in life if someone couldn't manage one's personal life and work [15]. The result indicates that working women who can maintain their work balance and others can reduce stress. The high category at Work-life balance helps the respondents to reduce their stress and increase life satisfaction [32, 33].

The result shows the advantage and disadvantages of the WFH program. The former is, WFH is more flexible to manage the work without office hours and no traffic hassles. On the other hand, WFH reduces the high working spirit and data loss [34].

*b. Job stress, Marital Satisfaction and Work-Life balance dimension*



Figure 6. Relationship between Marital Satisfaction and Job stress dimension with Work-Life balance Dimension.

The latter shows that work-life balance, which covers time balance, involvement balance, and satisfaction balance, has a significant relation to communication, openness, social intimacy, sexual, and finance. On the contrary, It doesn't have one to role balance, agreeableness, and intimacy significant. Communication and openness are the aspects of marital satisfaction which is the most solution during the pandemic by sharing the information and solution.

IV. DISCUSSION

Prior research has found that it was exceedingly difficult to measure marital satisfaction quantitatively. Shree proposed, "Marital satisfaction refers to an individual's subjective experience of the marriage. Marital Satisfaction is the degree to measure whether the individual's needs, expectations, and desires are being fulfilled [35]. Hill argued, "labors who have good working-environment and got their family-support taken care by the company has experienced a more satisfactory level of marriage. Women who work in a high-risk stressful sector tend to experience a higher level of stress perception and it may lead to a psychology-damage. It is inconceivable that women who take multiple roles: as a mother; wife; employee; and others, experiencing a mental health problem. It shall affect their children and it will be a constant vicious circle [36]. The pandemic is such a challenge for women who take multiple roles in their lives, due to its global impact on all aspects of life is considerably challenging. This research found

that 67.9% of respondents experienced work-life balance. WFH has a positive impact on them because they can live well-harmonized considering their multiple-roles. Not only do they work comfortably but also they can to be more attentive to the family and it will be valuable to them psychologically. WHF during a pandemic is continuously good, nevertheless, advanced adaptation is necessary either systemically or technologically. The work-life balance will be accomplished if only they well-adapt to the current system. 2,13% have experienced a higher level of stress perception instead because they fail to adjust to the new system. Lazarus believed that stressor is critical either for physical or personality matters of people [38]. The effective way to adapt is adjusting the stress perception through the sources of stress with the coping mechanism. The stress perception is subjective. It depends on their perspective on the sources of stress. If the stress perception is positive they will adjust the mechanism of coping accurately. A well-managed or balance life is critical to building a well-defined perception of the sources of stress. It will be also beneficial to marital life. A comprehensive study has found that people with a higher level of marital satisfaction tend to do problem-solving more efficiently. Intense and quality communication will conduct to a less-conflict marriage especially when it comes to the responsibility of raising the children. It is also believed if spouses have more quality time for each other will leads their marital life to less sexual dissatisfaction and less financial disagreement [39]. This research found that 87% of respondents are satisfied with their marriage although they take multiple responsibilities during a pandemic due to the positivity.

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