

The Influence of Workload on the Work-Life Balance of Medical Personnel in the Emergency Room of a Regional General Hospital

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ABSTRACT: Health workers have an important role in improving the maximum quality of health services to the community. Health workers have the ability in terms of clinical skills, providing care to patients, managing their work and responsibilities and complying with applicable standards. The heavy duties of health workers require consideration of balanced work, one of which is managing Work-Life Balance. The aim of this research is to determine the workload and work-life balance of medical personnel (general practitioners and nurses) in the Emergency Room of C Regional General Hospital. Apart from that, the aim of this research is to determine the effect of workload on Work-Life Balance. The research method uses a quantitative approach and the analysis techniques used are descriptive analysis and simple linear regression analysis. The source of this research uses primary data. Data collection in this research used a questionnaire. The sample for this research was 40 medical personnel in the Emergency Room of C Regional General Hospital. Based on the test results, it shows that the workload in the Emergency Room of C Regional General Hospital is included in the sufficient category which is described by a total score of 1214, indicating that the workload level is quite high but can still be tolerated well by medical personnel, Work-Life Balance for medical personnel in the Emergency Room of C Regional General Hospital is in the sufficient category which is described with a total score of 1720, indicating that medical personnel can manage their time and energy well between work demands and personal needs. Workload affects the Work-Life Balance of medical personnel in the Emergency Room of C Regional General Hospital. Workload has an influence of 77.6% on Work-Life Balance, while the remaining 22.4% is influenced by other unobserved variables.

KEYWORDS: Workload, Work-Life Balance, Medical Personnel in The Emergency Room of C Regional General Hospital.

I. INTRODUCTION

Hospital is a healthcare institution that provides comprehensive individual health services. A high-quality hospital offers professional and excellent healthcare to the public. The success of a hospital's healthcare services depends heavily on the quality of its healthcare staff. Healthcare staff are a vital component of healthcare services. (Victoria, 2022).

Working in a hospital, particularly in the Emergency Department, requires both technical and non-technical skills. However, the high number of Emergency Room patients requiring care is disproportionate to the number of medical personnel. This impacts the quality of emergency care and patient safety (Heryana et al., 2020). Factors that can influence services in the Emergency Room include: 1) patient characteristics; 2) staff placement; 3) stretchers, rostrums and other equipment used to move patients to ambulances or beds; 4) health workers, patient arrival time; 5) management implementation; 6) examination strategies; 7) selected treatment; 8) length of service; 9) education; and 10) workload (Minister of Health of the Republic of Indonesia, 2009). Medical personnel in the Emergency Room must be able to categorize patients based on their level of emergency. There are strict regulations regarding the emergency response time, which is approximately five minutes. The expected time from receiving emergency treatment to being admitted to the ward is a maximum of two hours. This can be easily achieved if patients arrive at different times. Often, five to ten patients arrive at the same time, creating an imbalance between the number of patients and healthcare workers in the emergency room.

Research on healthcare workers shows that difficulty balancing work and home life increases the desire to leave the job (S. M et al., 2004). Work-Life Balance in healthcare workers has been shown to be associated with mental health issues. (N. M et al., 2011). The implementation of Work-Life Balance impacts the effectiveness, efficiency, and accountability of employees, particularly in hospital organizations, particularly medical personnel who care for patients almost everytime. Medical personnel are key to the quality of healthcare services. The better implementation of Work-Life Balance concepts within a hospital organization, the greater the hospital's effectiveness (World Health Organization, 2006). In addition to job duties, a busy and continuous work schedule can make it difficult for employees to good interact with their families when they return home due to fatigue. Difficulty requesting leave and limited vacation days can also make it difficult for employees to achieve Work-Life Balance.

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Based on interviews with 10 respondents at the Emergency Room of the C Regional General Hospital, a common phenomenon according to respondents is that working in the Emergency Room of the C Regional General Hospital (a Type B hospital and referral center in the city) is draining due to the high number of patient visits. The workload is sometimes high, but work targets still achieved. Regulations for patient transfers to the inpatient room hasn't optimal, resulting in frequent accumulation of patients in the Emergency Room, which causes pressure from patients and their families to move immediately to the inpatient room. Pressure from superiors to treat patients promptly can sometimes increase the workload of medical staff. Some medical staff have even received complaints from patients and their families regarding emergency room services. These patients and families complain that the regulations for transferring patients to other rooms take too long, and the overcrowding of the emergency room makes patients uncomfortable for extended periods. Medical personnel also struggle to rest between shifts. Most medical personnel also have families, so the energy expended at work often leaves them exhausted upon returning home. Medical personnel feel they can still socialize well and function effectively at home with their families. Despite feeling tired, medical personnel remain enthusiastic about working and spending time with their families. Medical personnel still find time for family and hobbies with friends. As a result, they feel they maintain a good balance between their work and personal lives.

The large number of patients arriving at the emergency department at the same time, combined with a high emergency rate, prevents general practitioners and nurses from optimally resting and praying. Furthermore, the high workload at work leads to fatigue upon returning home, which reduces interaction with family and leads to stress. Interviews also revealed that the short vacation time often disrupts medical personnel's Work-Life Balance routine. Although several efforts have been made by the C Regional General Hospital to improve Work-Life Balance such as logistical facilities and training, but often incidental conditions increase the workload which has an impact on reducing the Work-Life Balance of medical personnel. Based on the background of the problem above, the author is interested in conducting a study entitled The Influence of Workload on the Work-Life Balance of Medical Personnel in the Emergency Room of the C Regional General Hospital.

II. LITERATUR REVIEW

A. Human Resource Management

Human resource management, also known as human resource development, handles human resource planning, implementation, recruitment (including selection), training, employee career development, and taking actions to encourage organizational growth. The primary goal of human resource management is to increase organizational productivity by improving employee efficiency and treating employees as valuable resources for the company (Metris & et al., 2024). Human resource management is responsible for complying with employment regulations, increasing employee satisfaction, and promoting personal advancement. Therefore, human resource management focuses on these three main aspects to achieve a balance between organizational goals and needs and employee goals and needs (Metris & et al., 2024).

The functions of human resource management consist of the following: (Metris & et al., 2024):

- a. Planning for Human Resources needs
- b. Staffing according to organizational needs
- c. Performance appraisal
- d. Improving employee quality and the work environment
- e. Achieving effective work relationships

In facing today's fierce competition, hospitals must have quality human resources. Human resources within an organization are a crucial aspect in determining an organization's effectiveness. Organizational effectiveness can be measured by the extent to which the organization carries out all its core tasks or achieves all its goals (Setyarto, 2017).

B. Organizational Behavior

Organizational behavior is formed from the behavior of individuals within the organization. The scope of the study of organizational behavior is limited to the internal dimensions of an organization. Aspects that are elements of organizational behavior include motivation, leadership, stress and/or conflict, career development, reward system issues, communication relationships, problem solving and decision making, productivity and/or performance, satisfaction, organizational development and development. Given the interactions or relationships between individuals within an organization, organizational behavior must be addressed through a supportive human resources approach, a contingency approach, a productivity approach, and a systems approach. The human resources approach aims to help employees perform better, become more responsible, and then strive to create a positive atmosphere so that employees can work hard and strive to achieve their work goals.

C. Workload

Workload is a collection or number of activities that must be completed by an organizational unit or position holder within a specific timeframe. The workload assigned to employees must be balanced with their competencies and abilities; otherwise, sooner or later, problems will arise that can disrupt their performance (Rohman & Ichsan, 2021). There are four dimensions of workload:

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- 1) Targets to be achieved;
- 2) Work conditions;
- 3) Time usage; and
- 4) Work standards (Jayanti & Paryanti, 2022)

According to Hart and Staveland, workload indicators consist of six:

- 1) Physical demand;
- 2) Effort;
- 3) Mental demand;
- 4) Temporal demand;
- 5) Frustration level; and
- 6) Performance (Suryani, 2021).

D. Work-Life Balance

Work-Life Balance is the balance between an employee's effort, skills, and time spent on work-related responsibilities and their personal life, including leisure time, health, and social activities, without feeling overwhelmed. Achieving Work-Life Balance is a top priority for generating employee productivity and satisfaction within an organization (Marques & Berry, 2021). Factors that influence Work-Life Balance are individual factors, organizational factors, and societal influencing factors. Fisher, Bulger, and Smith in (Wicaksana et al., 2020) said that there are four components of Work-Life Balance that are the basis for developing a Work-Life Balance measurement tool that is classified into four dimensions namely:

- 1) WIPL (Work Interference with Personal Life);
- 2) PLIW (Personal Life Interference with Work);
- 3) PLEW (Personal Life Enhancement of Work);
- 4) WEPL (Work Enhancement of Personal Life).

Fisher, Bulger, and Smith in (Wicaksana et al., 2020) said that there are four indicators that are used as measuring tools in Work-Life Balance, namely: 1) time; 2) behavior; 3) tension (strain); 4) and energy.

E. The Effect of Workload on Work-Life Balance

The effect of workload on Work-Life Balance is how workload in a company can directly impact personal life. Research demonstrated that workload has a significant negative effect on Work-Life Balance (Nurwahyuni, 2019). This means that if the workload increases, Work-Life Balance will decrease, and vice versa. Other research also demonstrated that workload has a significant negative effect on Work-Life Balance (Makhmut, 2020).

III. RESEARCH METHOD

The research method used in this study is quantitative method with a descriptive and verification approach. A quantitative method is a method for researching a specific population or sample, collecting quantitative data with the aim of testing a predetermined hypothesis. A descriptive approach is defined as a method used to find answers to research questions regarding the validity of a variable, whether it be one or more variables (Sugiyono, 2019). In this study, the descriptive method was used to determine the workload and Work-Life Balance of medical personnel in the Emergency Room of the C Regional General Hospital. The definition of the verification approach method is a research that is inquiring between two or more variables (Sugiyono, 2019). This study uses a verification method because it is based on the research objective, namely to determine the effect of workload on the Work-Life Balance of medical personnel in the Emergency Room of the C Regional General Hospital.

A research variable is anything in any form that a researcher determines to be studied to obtain information about it and then draw conclusions (Sugiyono, 2019). There are two research variables: the dependent variable and the independent variable. The dependent variable is the variable that depends on other variables, while the independent variable is the variable that does not depend on other variables.

In this study, the operational variables to be examined are:

1. Independent variable: Workload (X)
2. Dependent variable: Work-Life Balance (Y)

Population is a complete group of elements that are usually people, objects, transactions, or events, which the author is interested in studying or making them the object of research. Population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied and then conclusions drawn (Sugiyono, 2019). The population in this study was 40 medical personnel at the Emergency Room of the C Regional General Hospital, consisting of 16 general practitioners and 24 nurses (including the head of the IGD room). The sample used in this study was obtained using a non-probability sampling technique with saturated sampling. The researcher used this sampling technique because the population was 40 people (Sugiyono, 2019). Saturated sampling is sampling when the entire population is used as a sample and is also known

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as a census (Riduwan, 2012). If the subjects are less than 100, it is better to take all of them so that the research is a population study (Arikunto, 2016). Therefore, in this study, the sample taken for this study was 40 employees at the Emergency Room of the C Regional General Hospital, consisting of 16 general practitioners and 24 nurses. The data source for this study is primary data. Primary data was obtained through questionnaires administered to medical personnel with the potential to contribute.

IV. RESULT AND DISCUSSION

The results of the study on the Influence of Workload on the Work-Life Balance of medical personnel in the Emergency Room of a C Regional General Hospital used data analysis derived from primary data by distributing questionnaires (in the form of Google Forms) that had been tested for validity and reliability before the study began. The sample used in this study was 40 employees in the Emergency Room of a C Regional General Hospital. The number of completed questionnaires was 40 copies. After verification, from all collected questionnaires, all statement items were filled out completely. Thus, all 40 copies of the questionnaire could be processed. The sampling technique used in this study was total sampling. Based on these data, the author processed the data using descriptive analysis to determine respondents's responses to each variable studied, then continued with verification analysis with simple regression to analyze the effect of Workload on Work-Life Balance.

A. Respondent Characteristics

Table 1: Respondent Characteristics Based on Gender

Category	Amount	Percentage
Male	17	42,5%
Female	23	57,5%

(Source: Researcher Data Processing, 2024)

Based on Table 1, 17 (42.5%) employees are male and 23 (57.5%) employees are female. This indicates that the majority of medical personnel in the Emergency Room of C Regional General Hospital are female. Female experience more fluctuating moods than men due to menstruation, pregnancy, or breastfeeding. This multi-role nature and hormonal influences require female medical personnel to be able to manage their work-life balance.

Table 2: Respondent Characteristics Based on Age

Age	Amount	Percentage
20 – 25 years	9	22,5%
26 – 35 years	23	57,5%
36 - 45 years	7	17,5%
>46 years	1	2,5%
Total	40	100%

(Source: Researcher Data Processing, 2024)

Based on Table 2, 9 employees (22.5%) are aged 20-25, 23 (57.5%) are aged 26-35, 7 (17.5%) are aged 36-45, and 1 (2.5%) is aged 46 and over. These data indicate that the majority of medical personnel in the Emergency Room C Regional General Hospital are aged 26-35. The 26-35 age range is considered a productive age. During this productive age, work enthusiasm and motivation are generally high. High motivation and enthusiasm contribute to well-managed workloads, thus maintaining a healthy work-life balance. Furthermore, working in a team with colleagues of a productive age group fosters strong solidarity, making work enjoyable.

Table 3: Respondent Characteristics Based on Marital Status

Information	Status	Percentage
Married	38	95%
Single	2	5%
Total	40	100%

(Source: Researcher Data Processing, 2024)

Based on Table 3, 38 employees (95%) are married and 2 employees (5%) are single. This data indicates that the majority of medical personnel in the Emergency Room of C Regional General Hospital are married and have families. The condition of being married and having a family for either a man or a woman will add to the role in the individual's life.

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Table 4: Respondent Characteristics Based on Education

Education	Amount	Percentage
High School	0	0%
Bachelor's Degree	37	92,5%
Master's Degree	3	7,5%
Total	40	100%

(Source: Researcher Data Processing, 2024)

Based on Table 4, 0 (0%) had a high school diploma or equivalent, 37 (92.5%) had a bachelor's degree, 3 (7.5%) had a master's degree, and 0 (0%) had a doctoral degree. These data indicate that the majority of medical personnel in the emergency room of C Regional General Hospital have a bachelor's degree. Medical personnel require a competent educational background. After all, medical personnel are constantly working with patients, and are expected to possess sound knowledge and professionalism for patient safety.

Table 5: Respondent Characteristics Based on Length of Work

Length of Work	Amount	Percentage
Less than 1 year	3	7,5%
1-3 year	9	22,5%
3-5 year	17	42,5%
Over 5 years	11	27,5%
Total	40	100%

(Source: Researcher Data Processing, 2024)

Based on Table 5, it can be seen that with a length of service of less than 1 year as many as 3 people (7.5%), with a length of service of 1-3 years as many as 9 people (22.5%), with a length of service of 3-5 years as many as 17 people (42.5%), with a length of service of more than 5 years as many as 11 people (27.5%). The data shows that the majority of medical personnel in the Emergency Room of C Regional General Hospital have a length of service of 3-5 years.

B. Research Instrument Testing

Table 6: Validity and Reliability Test

Variable	Number	r Count	r Table	Information	Alpha Cronbach	Result
Workload (X)	1	0,715	0,3120	Valid	0,801	Reliabel
	2	0,538	0,3120	Valid		
	3	0,632	0,3120	Valid		
	4	0,622	0,3120	Valid		
	5	0,658	0,3120	Valid		
	6	0,497	0,3120	Valid		
	7	0,676	0,3120	Valid		
	8	0,582	0,3120	Valid		
	9	0,624	0,3120	Valid		
Work-Life Balance (Y)	1	0,713	0,3120	Valid	0,852	Reliabel
	2	0,495	0,3120	Valid		
	3	0,434	0,3120	Valid		
	4	0,667	0,3120	Valid		
	5	0,501	0,3120	Valid		
	6	0,614	0,3120	Valid		
	7	0,701	0,3120	Valid		
	8	0,638	0,3120	Valid		

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9	0,724	0,3120	Valid
10	0,610	0,3120	Valid
11	0,602	0,3120	Valid
12	0,506	0,3120	Valid
13	0,655	0,3120	Valid

(Source: Researcher Data Processing, 2024)

Based on Table 6, the validity index value for each questionnaire statement for the workload and work-life balance variables, as measured by the product-moment correlation, is above the validity coefficient value, at 0.3120. Therefore, each statement is declared valid. The reliability value for each statement in the questionnaire for both variables shows a Cronbach's alpha value greater than 0.60. These results indicate that the statements in the questionnaire for the workload and work-life balance variables can be used to measure each variable and are considered to have high accuracy for use as variables in research.

C. Descriptive Analysis

Descriptive Analysis of Workload (X)

1) Target Dimensions to be Achieved

Table 7: Respondents's Responses Regarding Target Dimensions to be Achieved

Number	Statement	Respons					Number of Respondents	Score	Mean	Result
		Strongly Agree	Agree	Disagree	Don't Agree	Strongly Disagree				
1	The work targets given are in accordance with the capabilities of medical personnel	15	4	10	6	5	40	138	3,45	Good
2	I always try to complete all work according to the specified targets	9	13	10	4	4	40	139	3,475	Good
Total of Score								277	3,463	Good

(Source: Researcher Data Processing, 2024)

Based on Table 7, an average value is 3.463. In general, it's indicates that medical personnel in the Emergency Room of C Regional General Hospital, have sufficient skills and commitment to achieve the work targets that have been set in the context of emergency services.

2) Dimensions of Working Conditions

Table 8: Respondents' Responses Regarding Dimensions of Working Conditions

Number	Statement	Respons					Number of Respondents	Score	Mean	Result
		Strongly Agree	Agree	Disagree	Don't Agree	Strongly Disagree				
1	Working conditions are in accordance with the provisions set out	10	7	12	8	3	40	133	3.325	Enough
2	The work given is in accordance with	5	12	15	3	5	40	129	3.225	Enough

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	educational background										
3	The work environment encourages enthusiasm in completing work	15	8	6	6	5	40	142	3.55	Good	
Total of Score								404	3.36	Enough	

(Source: Researcher Data Processing, 2024)

Based on Table 8, an average value is 3.367. This means that according to several respondents, working conditions are still not optimal in several aspects.

3) Dimensions of Time Use

Table 9: Respondents's Responses Regarding Time Use Dimensions

Number	Statement	Respos					Number of Respondents	Score	Mean	Result
		Strongly Agree	Agree	Disagree	Don't Agree	Strongly Disagree				
1	I am able to use my working time well and optimally	14	6	6	8	6	40	134	3.35	Enough
2	I am able to complete the work within the specified time.	9	13	7	4	7	40	133	3.325	Enough
Total of Score								267	3.338	Enough

(Source: Researcher Data Processing, 2024)

Based on Table 9, an average percentage is 3.338. This means that according to respondents, some aspects of time utilization are still not optimal. Regarding the statement about being able to use work time well and optimally, many respondents answered strongly agree, as many as 14 people. This means that the medical staff at the Emergency Room of C Regional General Hospital work wholeheartedly and do not slack off in their work.

4) Standard dimensions of work

Table 10: Respondents's Responses Regarding Standard Dimensions

Number	Statement	Respos					Number of Respondents	Score	Mean	Result
		Strongly Agree	Agree	Disagree	Don't Agree	Strongly Disagree				
1	The work given to medical personnel is in accordance with their respective duties	15	13	4	5	3	40	152	3.8	Good

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2	The work given is in accordance with the abilities of medical personnel	5	8	11	8	8	40	114	2.85	Enough
Total of Score								266	3.325	Enough

(Source: Researcher Data Processing, 2024)

Based on Table 10, the work standards dimension is categorized as sufficient, with an average score of 3.325. This means that according to respondents, work standards are not yet optimal. Regarding the statement that the work provided is in accordance with the capabilities of medical personnel, most respondents answered disagree, with 11 respondents.

Table 11: Summary of Respondents' Responses Regarding Workload (X)

Number	Statement	Strongly Agree	Agree	Disagree	Don't Agree	Strongly Disagree	Score	Mean	Result
1	The work targets given are in accordance with the capabilities of medical personnel	15	4	10	6	5	138	3.45	Good
2	I always try to complete all work according to the specified targets	9	13	10	4	4	139	3.475	Good
3	Working conditions are in accordance with the provisions set out	10	7	12	8	3	133	3.325	Enough
4	The work given is in accordance with educational background	5	12	15	3	5	129	3.225	Enough
5	The work environment encourages enthusiasm in completing work	15	8	6	6	5	142	3.55	Good
6	I am able to use my working time well and optimally	14	6	6	8	6	134	3.35	Enough
7	I am able to complete the work within the specified time	9	13	7	4	7	133	3.325	Enough
8	The work given to medical personnel is in accordance with their respective duties	15	13	4	5	3	152	3.8	Good
9	The work given is in accordance with the abilities of medical personnel	5	8	11	8	8	114	2.85	Enough
Total		97	84	81	52	46	1214	3.372	Enough

(Source: Researcher Data Processing, 2024)

Based on Table 11, the average workload score at 3.372, which is considered adequate. This indicates that medical personnel in the Emergency Room of C Regional General Hospital, face a relatively high workload. According to several respondents, the term "adequate" means that the workload is quite high but still commensurate with the abilities, skills, and number of medical personnel working in one shift.

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Descriptive Analysis of General Work-Life Balance (Y)

1) WIPL (Work Interference with Personal Life) Dimensions

Table 12: Respondents's Responses to WIPL (Work Interference with Personal Life)

Number	Statement	Respos					Number of Respondents	Score	Mean	Result
		Strongly Agree	Agree	Disagree	Don't Agree	Strongly Disagree				
1	My personal life doesn't drain me of the energy I need for work	8	10	10	4	8	40	126	3.15	Enough
2	I don't feel tired and depressed because of my work	9	11	10	6	4	40	135	3.375	Enough
3	My work remains enjoyable even though a lot is going on in my personal life	10	13	10	3	4	40	142	3.55	Good
4	I remain motivated to work more effectively despite the various things that happen in my personal life	10	12	5	5	8	40	131	3.275	Enough
5	When I'm working, I no longer have to worry about the various other things I need to do outside of work. (Examples: hobbies, taking care	7	16	6	4	7	40	132	3.3	Enough

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of my
parents)

Total of Score	666	3.33	Enough
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(Source: Researcher Data Processing, 2024)

Based on Table 12, shows the score at 666 and an average of 3.33. This indicates there is disruption or interference from work on the personal lives of medical personnel in the Emergency Room of C Regional General Hospital. This requires attention in time management, work flexibility policies, or support to ensure a healthy balance between work and personal life for medical personnel.

2) PLIW (Personal Life Interference with Work) Dimension

Table 13: Respondents's Responses Regarding the PLIW (Personal Life Interference with Work) Dimension

Number	Statement	Respos					Number of Respondents	Score	Mean	Result
		Strongly Agree	Agree	Disagree	Don't Agree	Strongly Disagree				
1	I can do personal things after I get home from work	14	10	5	3	8	40	139	3.475	Good
2	I do not neglect my personal needs despite work demands	11	5	8	6	10	40	121	3.025	Enough
3	Saya biasanya tidak bekerja lebih dari 6 hari dalam 1 minggu	9	11	8	5	7	40	130	3.25	Enough
Total of Score							390	3.25	Enough	

(Source: Researcher Data Processing, 2024)

Based on Table 13, shows the score at 390 and an average of 3.25. This indicates the disruption or interference from the personal lives of medical personnel in the Emergency Room of C Regional General Hospital on their performance at work. This can include various factors such as personal problems, health problems, or responsibilities outside of work that may affect work focus and productivity.

3) Personal Life Enhancement of Work (PLEW) Dimension

Table 14: Respondents's Responses Regarding the Personal Life Enhancement of Work (PLEW) Dimension

Number	Statement	Respos					Number of Respondents	Score	Mean	Result
		Strongly Agree	Agree	Disagree	Don't Agree	Strongly Disagree				
1	Activities in my personal life support and motivate me in carrying	9	9	8	8	6	40	127	3.175	Enough

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	out my work										
2	My job makes me feel better at home	15	7	9	5	4	40	144	3.6	Good	
3	The things I do at the office actually help me deal with personal problems	11	8	10	7	4	40	135	3.375	Enough	
Total of Score								406	3,383	Enough	

(Source: Researcher Data Processing, 2024)

Based on Table 14, shows the score at 406 and an average of 3.383. This means that the personal lives of medical personnel can make a significant contribution to improving the quality or productivity of work. In this case, this can include factors such as family support, a good work-life balance, or hobbies that can still be carried out routinely and activities outside of work that provide positive energy for the psychological well-being of medical personnel.

4) WEPL (Work Enhancement of Personal Life) Dimension

Table 15: Respondents's Responses Regarding the WEPL (Work Enhancement of Personal Life) Dimension

Number	Statement	Respos					Number of Respondents	Score	Mean	Result
		Strongly Agree	Agree	Disagree	Don't Agree	Strongly Disagree				
1	The atmosphere at work supports the activities I enjoy in my personal life	9	14	9	3	5	40	139	3.475	Good
2	My personal life gives me strength or enthusiasm in working	6	8	11	9	6	40	119	2.975	Enough
Total of Score								258	3,225	Enough

(Source: Researcher Data Processing, 2024)

Based on Table 15, the score at 258 and an average of 3.225. In this case, the work performed has a sufficient impact on personal life.

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Table 16: Summary of Respondents's Responses Regarding Work-Life Balance (Y)

Number	Statement	Strongly Agree	Agree	Disagree	Don't Agree	Strongly Disagree	Score	Mean	Result
1	My personal life doesn't drain me of the energy I need for work	8	10	10	4	8	126	3.15	Enough
2	I don't feel tired and depressed because of my work	9	11	10	6	4	135	3.375	Enough
3	My work remains enjoyable even though a lot is going on in my personal life	10	13	10	3	4	142	3.55	Good
4	I remain motivated to work more effectively despite the various things that happen in my personal life	10	12	5	5	8	131	3.275	Enough
5	When I'm working, I no longer have to worry about the various other things I need to do outside of work. (Examples: hobbies, taking care of my parents)	7	16	6	4	7	132	3.3	Enough
6	I can do personal things after I get home from work	14	10	5	3	8	139	3.475	Good
7	I do not neglect my personal needs despite work demands	11	5	8	6	10	121	3.025	Enough
8	I usually don't work more than 6 days in a week	9	11	8	5	7	130	3.25	Enough
9	Activities in my personal life support and motivate me in carrying out my work	9	9	8	8	6	127	3.175	Enough
10	My job makes me feel better at home	15	7	9	5	4	144	3.6	Good
11	The things I do at the office actually help me deal with personal problems	11	8	10	7	4	135	3.375	Enough
12	The atmosphere at work supports the activities I enjoy in my personal life	9	14	9	3	5	139	3.475	Good
13	My personal life gives me strength or enthusiasm in working	6	8	11	9	6	119	2.975	Enough
Total		128	134	109	68	81	1720	3.308	Enough

(Source: Researcher Data Processing, 2024)

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Based on Table 16, shows the overall score at 1720. This indicates that the work-life balance of medical personnel in the Emergency Room of C Regional General Hospital is still categorized as quite good. This means that, in general, the work-life balance is quite good. Interviews with several respondents indicate that they feel that work-life balance is still being achieved. Despite the workload, work-life balance is still being achieved well.

C. Verification Analysis

Table 17: Normality Test Results

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		40
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.40925758
Most Extreme Differences	Absolute	.099
	Positive	.070
	Negative	-.099
Test Statistic		.099
Asymp. Sig. (2-tailed)		.200 ^{c,d}

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

(Source: Researcher Data Processing, 2024)

Based on Table 17, the Kolmogorov-Smirnov test shows that the significance value of 0.200 is greater than 0.05, so it can be concluded that the data is normally distributed so that the model fulfills one of the assumptions for hypothesis testing.

Table 18: Regression Equation

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.746	2.621		1.429	.161
	Workload	1.120	.097	.881	11.486	.000

a. Dependent Variable: Work Life Balance
(Data Processing with SPSS 25, 2024)

The equation for the simple regression analysis presented above can be explained as follows:

- 1) The constant of 3.746 indicates that if the workload is zero, the work-life balance score is 3.746.
- 2) The regression coefficient for the workload variable (X) is 1.120, indicating the percentage change in the work-life balance score influenced by workload.
- 3) If the workload increases, the work-life balance increases. This means that even though the workload remains or even increases, the work-life balance remains or even improves.
- 4) Workload can have both one-way and opposite effects on work-life balance, but specifically for medical personnel in the Emergency Room at C Regional General Hospital, workload does not disrupt work-life balance. Therefore, work-life balance is not disrupted because the workload remains within reasonable limits.

Table 19: Correlation Equation

Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate
1	.881 ^a	.776	.770		3.45382

a. Predictors: (Constant), Beban Kerja

b. Dependent Variable: Work Life Balance

(Data Processing with SPSS 25, 2024)

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Correlation analysis is used to calculate the strength of the relationship between the Workload and Work-Life Balance variables of medical personnel in the Emergency Room of C Regional General Hospital. To see how much influence Workload has on Work-Life Balance, the coefficient of determination is used using the formula $KD = r^2 \times 100\%$ where r is the correlation value. Based on Table 19, the correlation value between Workload and Work-Life Balance is 0.881. This means there is a strong and unidirectional relationship between the Workload and Work-Life Balance variables in the Emergency Room of C Regional General Hospital. This means that if the Workload increases, the Work-Life Balance will also increase. Conversely, if the Workload decreases, the Work-Life Balance will also decrease.

Table 20: Determination Coefficient Analysis Table

Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate
1	.881 ^a	.776	.770		3.45382

a. Predictors: (Constant), Beban Kerja
 b. Dependent Variable: Work Life Balance
 (Data Processing with SPSS 25, 2024)

Based on Table 20, the correlation value between Workload and Work-Life Balance is 0.881. This indicates a strong and unidirectional relationship between Workload and Work-Life Balance in the Emergency Room of C Regional General Hospital. This means that if Workload increases, Work-Life Balance will also increase. Conversely, if Workload decreases, Work-Life Balance will also decrease. The coefficient of determination was calculated using the formula $KD = r^2 \times 100\%$, where r is the correlation value. The effect of Workload on Work-Life Balance is $(0.881)^2 \times 100\% = 77.6\%$. This result indicates that Workload influences Work-Life Balance by 77.6%, while the remaining 22.4% is influenced by other unobserved variables.

Table 21: Hypothesis Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.746	2.621		1.429	.161
	Workload	1.120	.097	.881	11.486	.000

a. Dependent Variable: Work-Life Balance
 (Data Processing with SPSS 25, 2024)

To test the formulated hypothesis, appropriate statistical tests must be used. The research hypothesis will be tested by describing the results of a linear regression analysis. The t-test is used in this study to determine the level of significance of the influence of the independent variables on the dependent variable (Ghozali, 2011:100). The hypotheses used in this study are:

- a) H_0 : There is no effect of workload on work-life balance
- b) H_a : There is an effect of workload on work-life balance
- c) $\alpha = 5\%$

Test criteria:

To test the significance of the partial regression coefficients, a t-test was used at a significance level of α (5%) and degrees of freedom ($df = n - (k + 1) = 40 - (2 + 1) = 37$). The t-table value for the two-tailed t-distribution was 2.026. The decision-making criteria used were:

- a) If $t\text{-count} > 2.026$ and the significance value is less than 0.05, H_0 is rejected.
- b) If $t\text{-count} < 2.026$ and the significance value is greater than 0.05, then H_0 is accepted.

The significance test of the regression coefficient in this study uses the SPSS 25 program. By using SPSS 25 software. Based on the results of hypothesis testing in Table 21, the t-count value is 11.486, based on the t-distribution table at $\alpha = 5\%$, 2-tailed, the t-table value is 2.026, thus $t\text{-count} > t\text{-table}$, in addition, the Sig. value $< \alpha$ (0.05) is $0.00 < 0.05$, so it can be concluded that H_0 is rejected. Thus, this study shows that the regression is significant, so that workload has an effect on Work-Life Balance in the Emergency Room of C Regional General Hospital.

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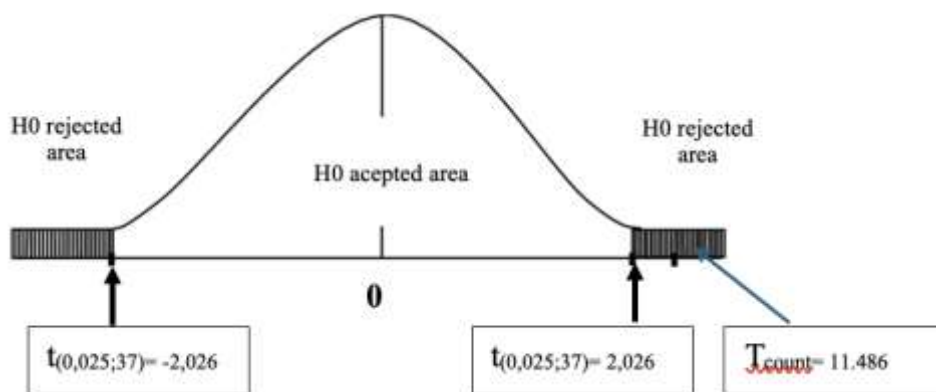


Figure 1: Acceptance and Rejection Area of H0

Figure 1 shows that the t-value of 11.486 is in the Ho rejection region, indicating that workload affects the work-life balance of medical personnel in the Emergency Room of Regional General Hospital. The results of this study provide empirical evidence that a higher workload results in a higher work-life balance.

CONCLUSIONS

Based on the data analysis and discussion previously described regarding the influence of workload on the work-life balance of medical personnel in the emergency room of C Regional General Hospital, the following conclusions were reached:

- 1) The workload of medical personnel in the emergency room of C Regional General Hospital, is quite high. As a regional referral center with a high patient volume and varying visiting hours, a high workload is expected to align with the ability of medical personnel to work quickly and accurately to increase recovery rates and reduce mortality.
- 2) The work-life balance of medical personnel in the emergency room of C Regional General Hospital, is quite high. This indicates that medical personnel are able to manage their time and energy effectively between work demands and personal needs.
- 3) Workload influences work-life balance in the emergency room of C Regional General Hospital. The higher the workload, the higher the work-life balance. Despite the high workload, medical personnel, who are predominantly young (under 45 years old) and demonstrate strong solidarity in collaborative activities outside of work, are able to maintain a good work-life balance.

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