

Literature of Review Influence Work Life Balance, Flexible Working Arrangements, and Organizational Support for Job Satisfaction Online Driver in Bekasi City

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ABSTRACT

This research aims to determine the effect work life balance (X1), flexible working arrangements (X2), and organization support (X3) on job satisfaction (Y) on driver taxibike online in Bekasi City. This research uses quantitative methods, the population in this research is all driver taxibike online in Bekasi City. And using primary data which in this research was obtained by conducting a questionnaire distributed to participants driver taxibike online which includes Go-jek, Grab, and Maxim.

INTRODUCTION

Every organization or company definitely has targets or goals to achieve, they can use various things to achieve their goals, but the only thing that makes a company better is how the company manages the human resource aspect. (Ruhana et al., n.d.) argue that humans are capable of creating various innovations and making organizations develop. To be able to create quality resources, an organization needs to pay attention to employee job satisfaction. Job satisfaction is a potential that needs to be considered, because an organization that experiences employee dissatisfaction at work can have a negative impact that can be detrimental to the organization. Therefore, work life balance It is also something that is difficult for workers to implement.

The broad concept of work life balance involves setting the right priorities between work and personal life. Organizations can try various work-life balance methods that can help employees to balance work and family responsibilities better, increase happiness, and provide benefits to the organization (Lazar & Ratiu, n.d.).

Flexible working arrangements is one of the ways that an organization can use to create work life balance for its employees. Flexible working arrangements are organizational policies and practices that allow employees to change and/or work places at least to a certain extent or deviate from their usual working hours (Andrew, 1996).

Corporate support (organization support) is another factor that influences the quality of human resources in a company. When a company helps and supports its employees in their work, this can make employees feel comfortable with the company and have a sense of satisfaction. That feeling makes employees want to help and support the company again (Murniasih & Sudarma, n.d.).

THEORETICAL REVIEW

Job satisfaction

Job satisfaction is a description of how satisfied one feels with one's job, the existence of job satisfaction and dissatisfaction in employees is an important factor that can determine job satisfaction, employee behavior is influenced by their attitudes and values. Employees who feel happy and are always satisfied in their work environment encourage improvements in the quality of their work (Kapur, n.d.).

Work Life Balance

According to (Asrilla Putri, n.d.) work life balance is a description of a person's condition where they are able to implement a good balance between their personal life and their work life, so that their personal life is not disturbed by their work and vice versa and this can encourage and increase a person's potential.

Flexible Working Arrangements

One important thing that companies need to do to keep their employees happy is to offer them the option to have more flexible working hours. This means they can choose when they want to start and finish work, which can make their lives easier (Ina Hada et al., n.d.).

Organization Support

According to (Mujiasih, 2015) organizational support is a way to provide recognition, attention and improve the welfare of each employee in accordance with the efforts made by the organization. The support provided by this organization basically goes like that, it is always expected from every employee.

Previous Research

Research Title	Research variable	Research result	Author
<i>Flexible Working Arrangements and its influence on Work life balance At Resellers Online Shop</i>	Independent Variable: <i>Flexible working arrangements</i> Dependent Variable: <i>Work life balance</i>	Variable <i>flexible working arrangements significant effect on work life balance</i>	(Reineldis Ina P. Hada et al, 2020)

<p>The Influence of Perceived Organizational Support and Organizational Justice on Job Satisfaction</p>	<p>Independent Variable: a. Perception of organizational support b. Organizational Justice Dependent Variable: Job satisfaction</p>	<p>1. There is an influence between perceived organizational support on job satisfaction 2. There is an influence between organizational justice and job satisfaction 3. There is an influence between perceptions of organizational support and organizational justice on job satisfaction</p>	<p>(Article Kartika Sari, 2019)</p>
<p>The Influence of Organizational Support on Job Satisfaction and Organizational Commitment at Taman Rama Jimbaran Elementary School</p>	<p>Independent Variable: Organizational Support Dependent Variable: a. Job satisfaction b. Organizational commitment</p>	<p>1. Organizational support has a positive and significant effect on job satisfaction 2. Organizational support has a positive and significant effect on job satisfaction 3. Job satisfaction has a positive and significant effect on organizational commitment 4. There is an influence of organizational support on organizational commitment through job satisfaction, the job satisfaction variable is a mediating variable between organizational support and organizational commitment</p>	<p>(Wayan Cahya Ayu Pratami N, 2022)</p>

<p>The Effect of Work Life Balance and Work Satisfaction on Work Productivity of Employees of The Special Capital Region of Jakarta</p>	<p>Independent Variable: a. <i>Work life balance</i> b. <i>Work satisfaction</i> Dependent Variable: <i>Work productivity</i></p>	<p>1. <i>Work life balance</i> positive influence on <i>work satisfaction</i> and has no significant effect on <i>work productivity</i> 2. <i>Work satisfaction</i> positive influence on <i>work productivity</i> and is a mediating influence <i>work life balance</i> to <i>work satisfaction</i></p>	<p>(Mutia Rahajeng & Kristin Handayani, 2022)</p>
<p>Flexible Working Arrangements in Realizing Work Life Balance in Women Workers of Small and Medium Enterprises PIA RB Sidoarjo East Java</p>	<p>Independent Variable: <i>Flexible working arrangements</i> Dependent Variable: <i>Work life balance</i></p>	<p><i>Flexible working arrangements</i> significant positive effect on <i>work life balance</i></p>	<p>(Elfia Nora et al, 2022)</p>

Table 1. Previous Research

In the previous research table, variables can be seen *work life balance* and *flexible working arrangements*. There has been quite a lot of research done by previous researchers. Then there are similarities with this research, namely that it uses quantitative methods, and the data obtained both use questionnaires. However, there are differences with previous research conducted by (Ina Hada et al., n.d.) and (Nora & Hermawan, 2022) which uses *work life balance* as the dependent variable, whereas in this research the dependent variable used is job satisfaction. Then there are differences in research objects, which this research was conducted on *driver taxibikeonline*

Research Model

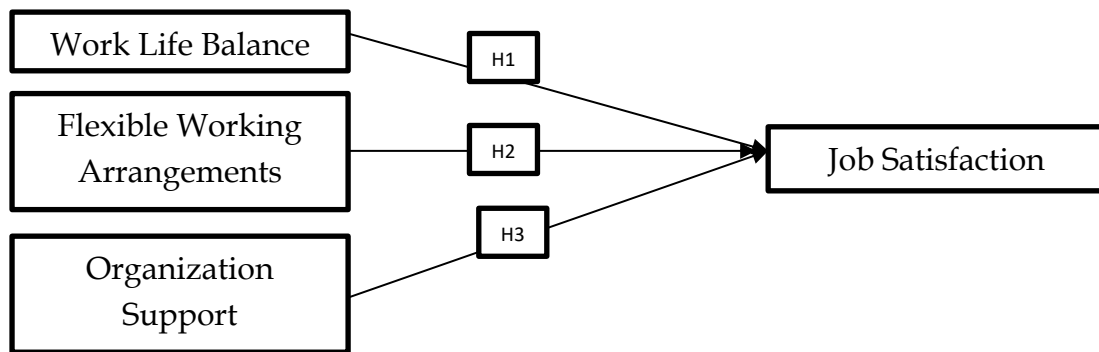


Figure 1. Conceptual Framework

Research Hypothesis

H1 :Work Life Balance influence on Job Satisfaction

H2:Flexible Working Arrangements influence on Job Satisfaction

H3:Organization Support influence on Job Satisfaction

Through the scheme above, it can be explained that in this study there are 3 independent variables,work life balance (X1),flexible working arrangements (X2),organization support (X3) and there is one dependent variable, namely job satisfaction (Y). In this study, researchers will test whetherwork life balance, flexible working arrangements, and organization support influence on job satisfaction.

METHODOLOGY

This research uses quantitative methods. Quantitative methods are methods for testing certain theories by testing the relationships between variables. And the data obtained was obtained using data collection techniques in the form of questionnaires which were distributed directly to driver taxibikeonline throughgoogle form. Data obtained through questionnaires will be used in this research using scale measurementsLikert, The answer of strongly agree is worth 5, agree is worth 4, undecided is worth 3, disagree is worth 2, and answer strongly disagree is worth 1.

This research was conducted in Bekasi City and carried out with driver taxibikeonline as his subject, to test how the influencework life balance, flexible working arrangements, and organization support to job satisfaction.

Population is all members of a group of humans, animals, events, or objects who live together in a place in a planned manner to produce research conclusions (Amin Fadilah et al., n.d.).

A sample is part of the population being studied, which is taken in a certain way so that it can be a representation of that population. Because the population is too large, this research uses a sample method, and the sample in this research is a portion of driver taxibikeonline in Bekasi City which includes Go-jek, Grab, and Maxim. In this research, sampling techniques were used in the form of probability sampling.

Approach Structural Equation Model (SEM) based Partial Least Square (PLS) is the approach that will be used to test the hypothesis in this research. The SEM-PLS application can be operated with only 30 samples. SEM-PLS can be used to analyze constructs with reflective and normative indicators, and can also be used for models whose theoretical basis is not yet strong.

The PLS technique used in this research was carried out in two stages, namely the first stage of testing measurement model, each indicator is tested for construct validity and reliability. Then in the second stage a model structure test is carried out, the purpose of this test is to find out whether or not there is an influence between variables or a correlation between the constructs being measured. This test was carried out using the t test and PLS itself.

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