

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Study

There is a saying said that people must play hard and work hard, in the modern era, especially in this generation where people have high competitiveness to achieve success in career, working is part of a person life to fulfill their dreams and needs. Beside working life, one's private life is also very important as the gate to increase harmony, social skill in their families and friends. Hence, work-life balance program is required in every company. Work-life balance is a concept how an employee able to manage between work and life, said (Nwagbara, 2020). As people who in productive age, organizing both role in work and life professionally is a very challenging task. For example, a worker who felt down because of family conflict tend to brought the feeling to the work which cause the worker unable to do the work better and highly chance to make mistake because of lack of focus. The author also added that employee with high work-life balance felt their lives in working and private life are fulfilled, this can help to increase the employees' job satisfaction, as the level of stress and depression have decreased.

According to (Assche, 2019) ,both working and life play essential role in affecting one's life either physically or mentally. Therefore, work-life balance is counted as one of the components in managing someone's happiness. Work-Life balance may differ from one person to the other depend on their age generation for example, people who were born in baby bomber generation relatively have a high

stress as they enter the workforce in a young age, employee from baby bomber generation tend to relieve stress by taking several days leaves to enjoy their own time while people from millennial generation will relieve by playing games in game room provided from the company.

Based on the research of ( Hasan et al., 2017), the other factors that can differ the work-life balance from one person to the other is gender. Male and female have a different way to manage work and life especially for the married couple. Married women have quite different work-life balance rather than single female as they need to take care of children, household and also work.

As the time has passed by, people started to concern about their work and life management and the issue of work-life balance came arise. (Bhatnagar, 2017) explained that as the Pandemic Corona virus breakout, the trend of work from home has increased dramatically and the work-life balance can also be affected. For some people, they can manage their work and life better as they spend more time in home with their family. This can help to increase the employee's job satisfaction. But for some people, such as married women will find it hard to manage work-life balance because married women beside working, they must take care of their children, doing house chorus, this can decrease the employee's job satisfaction.

According to (Wenno, 2018), one of the factors that can be influenced as the people started to concerned about work-life balance is the employee job satisfaction. Employees who are satisfied with their job is one of the assets of the company that can help to maintain the company existence in long term, and also increase efficiency and effectiveness. Job satisfaction is a dream of every employee,

they are happy to work which can decrease the stress rate and mental health issues. Job satisfaction can be achieved when an employee is able to manage their work and life balance without any problems. Employees who are happy with their job tend to commit more in their working hours, sometimes employees willing to work overtime.

Beside attaining job satisfaction, work-life balance can also help the company to reduce employee retention rate and turnover rate. Based on (Tanuputri et al., 2019), working in hotel industry, hoteliers are encouraged to have a good work-life balance as they are dealing with many people especially guests and also their working hours tends to be over the standard working hours. According to (Rondonuwu et al., 2018), there is an influence of work-life balance towards job satisfaction, it is better for the hotel to support the work-life program to help their employees. Therefore, to make the hoteliers happy with their job, managing a work-life balance is necessary.

Restaurant Wisma Benteng Medan is a famous restaurant with a long history inside. Many people choose restaurant Wisma Benteng Medan as the place to have wedding ceremony or other important ceremonies. As the popularity increases constantly, employees who work for the restaurant also have increase tasks. Hence, they often work overtime to catch up the deadlines coming to them. This makes them often feel stressed out and pressured in doing their job which can affect them in feeling satisfied with their job. And as the Corona Pandemic has expanded, with unstable economy condition, restaurant has no choice but choose to cut down the employees, which affected the existing employees.

According to one of the employees interviewed, as the Corona Pandemic condition, there are slightly slopped down in number of employees. And the result, the employee has to covered other employees' task which is supposed to be job sharing. She also added that she has felt stress and pressure due to many deadlines that need to submit in a same period of time.

Based on the phenomena mentioned above, the writer chose the title of “**The Influence of Work-Life Balance towards Employees' Job Satisfaction in Restaurant Wisma Benteng Medan.**” In addition, the reason is in this time people are encouraged to be competitive and succeed in both work and their private life. Not affecting their working hours with their personal feeling is included as a professional worker, but not all people are able to manage their work and life to be balance. Therefore, implementing the work-life balance program may help the employees to have a better work and life.

## **1.2 Problem Limitation**

This research will only discuss the problem and the relationship between two variables which are the work-life balance as the independent variable and the job satisfaction of the employee as the dependent variable. The indicators of work-life balance according to (Rondonuwu et al., 2018) consist of time balance, involvement balance and satisfaction balance, while the indicators of employee job satisfaction based on (Rondonuwu et al., 2018) include psychology, social, physical and financial. The research will be conducted in Restaurant Wisma Benteng Medan with the employees of the restaurant as the correspondent.

### **1.3 Problem Formulation**

Below are the questions whose answers will be discussed along this research:

1. How is the work-life balance in Restaurant Wisma Benteng Medan?
2. How is the employee job satisfaction in Restaurant Wisma Benteng Medan?
3. Is there any effect of work-life balance towards employee job satisfaction in Restaurant Wisma Benteng Medan?

### **1.4 Objective of the Research**

The objectives of this research will be defined as:

1. To know how is the work-life balance in Restaurant Wisma Benteng Medan.
2. To know how is the employee job satisfaction in Restaurant Wisma Benteng Medan.
3. To know whether there is the effect of work-life balance towards employee job satisfaction in Restaurant Wisma Benteng Medan.

### **1.5 Benefit**

#### **1.5.1 Theoretical Benefit**

The benefits that can be gained through theoretically as follow:

1. For researcher

As for researcher, this research can be used as the guidance for those who have the same or similar title and help them to get more information with the similar or same variables.

2. For reader

This research can provide more knowledge about the work-life balance and its relationship with employee job satisfaction and also help to raise awareness about work-life balance of employees.

### **1.5.2 Practical benefit**

The following statements are the benefits that can be experienced through practically:

1. For restaurant (employees)

The practical benefit of this research is the employees of the hotel are able to know whether they have how is their work-life balance is and with the solutions provided, they can implement for their lifestyle.

2. For reader

As for the reader, they can use the result of the work-life balance of the employees as the comparison and guidance to manage a better work-life balance, and they can also implement the solutions of work-life balance from this research.

3. For writer

The benefit gained after this research for the writer is able to deepen the knowledge in hospitality management especially work-life balance and job satisfaction of the employees who work in restaurant.