

The Impact of Work-Life Balance, Work Environment, and Well-Being on Employee Performance: A Case Study of the Department of Animal Husbandry and Animal Health in Tulang Bawang Barat

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Abstract

This study investigates the impact of work-life balance, work environment, and well-being on employee performance within the Department of Animal Husbandry and Animal Health in Tulang Bawang Barat. Utilizing a quantitative research design, data were collected from 40 employees through a structured questionnaire and analyzed using multiple linear regression. The results indicate that work-life balance and work environment significantly and positively influence employee performance, with the work environment being the most dominant factor. Surprisingly, well-being did not show a significant impact on performance. These findings suggest that organizational leaders should focus on enhancing work-life balance and improving the work environment to boost employee performance. The study contributes to the development of human resource management theories and offers practical recommendations for organizational improvement.

Keywords: *Work-life Balance, Work Environment, Employee Performance*

Introduction

The primary objective of this study is to conduct a comprehensive analysis of how work-life balance, work environment, and employee well-being impact employee performance within the Department of Animal Husbandry and Animal Health in Tulang Bawang Barat. This research aims to assess the relationship between work-life balance and employee performance, evaluating how achieving an equilibrium between work and personal life influences productivity and job satisfaction among employees. It also seeks to examine the effects of the work environment on performance by investigating how various aspects of the physical and organizational environment contribute to or detract from employee efficiency and morale. Additionally, the study will evaluate the role of employee well-being in performance outcomes, analyzing how physical, mental, and emotional health affect job performance and overall effectiveness. By addressing these areas, the research seeks to offer actionable recommendations for organizational leaders to enhance

employee performance through targeted interventions and improvements in these domains.

Employee performance is a fundamental element of organizational success and efficiency (Krishnan et al., 2018) (Sharma & Singh, 2019). Prior research indicates that several factors, including work-life balance, work environment, and employee well-being, play crucial roles in influencing employee performance (Barusman, 2019) ((Krishnan & Loon, 2018) (Qomariah et al., 2020). Work-life balance is vital for reducing employee burnout and enhancing job satisfaction, as it allows individuals to manage their personal and professional responsibilities effectively (Hashim et al., 2022) (Alam et al., 2019). A supportive and positive work environment is known to boost productivity, foster morale, and reduce stress, thereby contributing to better performance (Gabriel & Aguinis, 2022) (Kim et al., 2017). Employee well-being, which encompasses physical health, mental health, and emotional stability, is essential for sustaining high performance levels and preventing disengagement or absenteeism (Giorgi et al., 2017) (Haddon, 2018) (A. R. P. Barusman & Cahyani, 2024).

Despite substantial research on the separate impacts of work-life balance, work environment, and employee well-being on performance, there is a notable gap in studies that explore these factors in an integrated manner within a single organizational setting (Defrizal et al., 2021) (M. Y. S. Barusman, 2018). Moreover, the public sector context, particularly within specialized departments like the Department of Animal Husbandry and Animal Health in Tulang Bawang Barat, has not been thoroughly investigated (Sudirman et al., 2023) (Habiburrahman et al., 2022). This study aims to bridge this gap by providing a holistic analysis of how work-life balance, work environment, and employee well-being interact and collectively influence employee performance in a public sector organization (A. R. P. Barusman & Rulian, 2020). The findings are expected to contribute valuable insights and practical recommendations for enhancing employee performance in similar organizational contexts.

Materials and Methods

This research uses a quantitative approach using descriptive analysis. The individual analysis unit is the PT BPR Lampung Bina Sejahtera bank customer. The population in this research is PT BPR Lampung Bina Sejahtera bank customers. The sampling technique used was a random sampling technique with a total sample of 83 bank customers. The data collection method is carried out online using Google forms. In this research, there are 3 (three) independent variables, namely service fairness, service quality, and relationship quality, as well as 1 (one) dependent variable, namely bank customer loyalty. The questionnaire in this study was adopted from research by (Alefari et al., 2020) with a total of 28 statement items consisting of service justice variables consisting of 3 (three) dimensions, namely interactional justice with 3 (three) statement items, procedural justice with 3 (three) statement items, and distributive justice with 1 (one) statement item. Service quality consists of 7 (seven) statement items.

Relationship quality consists of 3 (three) dimensions, namely trust with 1 (one) statement item, satisfaction with 2 (two) statement items, and commitment consisting of 2 (two) indicators, namely affective commitment with 2 (two) statement items and calculative commitment. as many as 2 (two) statement items. Customer loyalty consists of two dimensions, namely attitudinal loyalty consisting of 3 (three) statement items and behavioral loyalty consisting of 4 (four) statement items. The analytical tool used in the research is SPSS. Data quality tests were carried out using validity tests, reliability tests and data normality tests, then classical assumption tests were carried out, namely autocorrelation tests, multicollinearity tests and heteroscedasticity tests. Next, hypothesis testing is carried out using the t test and F test.

Results and Discussion

The multiple linear regression model derived from the study was:

$$Y = 2.008 + 0.287X_1 + 0.422X_2 - 0.149X_3$$

where (Y) represents employee performance, (X1) denotes work-life balance, (X2) signifies the work environment, and (X3) stands for well-being. This model illustrates how each of these independent variables contributes to variations in employee performance.

The results reveal that work-life balance had a coefficient of 0.287, which was positive and statistically significant. This indicates that improvements in work-life balance are associated with enhanced employee performance, suggesting that employees who manage to achieve a better equilibrium between their professional and personal lives tend to perform better. In contrast, the work environment had the highest positive coefficient of 0.422, underscoring its role as the most influential factor affecting employee performance among the variables studied. This highlights the critical importance of a supportive and resource-rich work environment in boosting productivity and employee morale.

Interestingly, the coefficient for well-being was -0.149 and was not statistically significant. This unexpected finding implies that, within the context of this study, well-being did not significantly impact employee performance. It suggests that the measures used to assess well-being may not have fully captured its influence or that other mediating factors could be at play.

The study's findings emphasize the significant roles of both work-life balance and work environment in enhancing employee performance. The positive impact of work-life balance aligns with existing literature, which underscores the benefits of flexible working arrangements and work-life integration for improving job satisfaction and performance. Similarly, the dominant influence of the work environment is consistent with research indicating that a positive and supportive workplace is crucial for maximizing employee performance.

However, the negative and non-significant impact of well-being suggests that the study's measures may not fully encapsulate the complexities of well-being or its

potential effects on performance. This result points to the need for further research that explores more nuanced aspects of well-being and utilizes longitudinal designs to capture its long-term effects on performance. Future studies should also consider other potential mediators or moderators to gain a more comprehensive understanding of how well-being influences employee performance.

Conclusions

This study provides valuable insights into the factors influencing employee performance within the Department of Animal Husbandry and Animal Health in Tulang Bawang Barat. The multiple linear regression analysis demonstrated that work-life balance and work environment significantly impact employee performance, while well-being did not show a meaningful effect in this context. The positive and statistically significant coefficient for work-life balance indicates that employees who achieve a better equilibrium between their professional and personal lives tend to exhibit higher levels of performance. This underscores the importance of implementing policies that support work-life integration, as these measures can lead to improved job satisfaction and enhanced performance. Organizations should consider adopting flexible working arrangements to help employees balance their work and personal responsibilities more effectively.

In addition, the work environment emerged as the most dominant factor affecting employee performance, with a highly significant positive coefficient. This finding highlights the crucial role of creating a supportive and resourceful workplace. A positive work environment boosts employee morale and productivity, suggesting that organizational leaders should focus on improving workplace conditions to enhance overall performance. Conversely, the negative and non-significant impact of well-being suggests that the current measures used to assess well-being may not fully capture its complexities or its influence on performance. This result points to the need for further research to explore more detailed aspects of well-being and its long-term effects on employee performance. Future studies should consider using longitudinal designs and examining additional mediators or moderators to provide a more comprehensive understanding of how well-being affects performance.

In summary, while work-life balance and work environment are crucial factors for enhancing employee performance, the role of well-being requires more nuanced investigation. The study's findings offer practical insights for organizational leaders to focus on improving work-life balance and optimizing the work environment to drive better performance outcomes. Service fairness, service quality, relationship quality simultaneously have a positive and significant effect on customer loyalty of PT BPR Lampung Bina Sejahtera.

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