

The Effect of Burnout and Work-Life Balance on Psychological Well-Being in Full-Time Working Women

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Abstract

In recent decades, working women's social and economic reality has significantly transformed. Not only contributing to the household but having an important role in the world of work in various professional sectors. This research examines the influence of burnout and work-life balance on psychological well-being in full-time working women. This research uses multiple linear regression analysis as a quantitative method. The sample of this research was 103 full-time working women using a purposive sampling technique. The instruments used were the Maslach Burnout Inventory (MBI), the work-life balance scale, and the psychological well-being scale. The results of the data analysis show that burnout can negatively affect psychological well-being in full-time working women, and work-life balance can positively affect psychological well-being in full-time working women. Then, burnout and work-life balance affect the psychological well-being of full-time working women simultaneously with a significant influence (R-squared) of .604, which means that the burnout and work-life balance variables influence 60.4% on psychological well-being and other variables influence the remaining 39.6%.

Abstrak

Dalam beberapa dekade terakhir, realitas sosial dan ekonomi wanita yang bekerja telah mengalami transformasi yang signifikan. Tidak hanya berkontribusi dalam rumah tangga, tetapi juga berperan penting dalam dunia kerja di berbagai sektor profesi. Tujuan penelitian ini adalah untuk menguji pengaruh *burnout* dan *work-life balance* terhadap kesejahteraan psikologis pada wanita pekerja penuh waktu. Penelitian ini menggunakan analisis regresi linier berganda sebagai metode kuantitatif. Sampel penelitian ini sebanyak 103 wanita pekerja penuh waktu dengan menggunakan teknik *purposive sampling*. Instrumen yang digunakan adalah Maslach Burnout Inventory (MBI), skala *work-life balance*, dan skala kesejahteraan psikologis. Hasil analisis data menunjukkan bahwa *burnout* dapat berpengaruh negatif terhadap kesejahteraan psikologis pada wanita pekerja penuh waktu, dan *work-life balance* dapat berpengaruh positif terhadap kesejahteraan psikologis pada wanita pekerja penuh waktu. Kemudian, *burnout* dan *work-life balance* berpengaruh terhadap kesejahteraan psikologis wanita pekerja penuh waktu secara simultan dengan pengaruh signifikan (R-squared) sebesar 0,604 yang berarti variabel *burnout* dan *work-life balance* memiliki pengaruh sebesar 60,4% terhadap kesejahteraan psikologis dan sisanya sebesar 39,6% dipengaruhi oleh variabel lain.



INTRODUCTION

In ancient times, women had minimal education and careers. However, as time passes, many women have higher education and promising careers. With gender equality, women have the same opportunities as men, especially in work. Reported from GoodStats (Angelia, 2022), Labor Force Participation Rate (Indonesian: *Tingkat Partisipasi Angkatan Kerja*, abbreviated as TPAK) for women in the National Labor Force Survey (Indonesian: *Survei Angkatan Kerja Nasional*, shortened as Sakernas) August 2021 period reached 53.34 percent. According to the Central Agency of Statistics (Indonesian: *Badan Pusat Statistik*), women's formal workforce in 2022 was 35.57 percent, while men's workforce was 43.97 percent ("*Persentase Tenaga Kerja Formal Menurut Jenis Kelamin (Persen)*, 2021-2023," 2024).

Family members, particularly women, are frequently forced to work due to complicated economic circumstances within their households. However, quite a few women from middle- and upper-economic families work (Nilakusmawati & Susilawati, 2012). On the psychological side, there are several reasons why women work, including (1) reasons of economic necessity, like not wanting to depend on other people; (2) the existence of social-relational needs related to the need for recognition (status) and social identity obtained through work; and (3) there is a need for self-actualization (R. P. N. Sari & Anton, 2020).

Working is helpful in fulfilling self-actualization by building self-pride, expressing and developing oneself with others, and discovering and producing something (R. P. N. Sari & Anton, 2020). Working can rehabilitate mental health, increasing feelings of psychological well-being (Nieva & Gutek, as cited in Dirfa & Prasetya, 2019). Research conducted by Apsaryanthi and Lestari (2017), which included 100 non-working women and 100 working women, stated that working women have a higher level of psychological well-being than non-working women. Then, research conducted by Ramadhani et al. (2023) involving 96 working women stated that the psychological well-being of working women is at a reasonably high level.

An individual who is in a state of psychological well-being is defined as one who is continuing to develop positively in their daily life, self-actualization, and maturity while maintaining sound psychological functioning (Ryff & Singer, 2008). Because women tend to experience better personal development than men, women have better psychological well-being than men (Ryff, 1995). Because their status as workers who receive financial compensation increases their psychological well-being. Compared to single or married women, working women's psychological well-being does not differ much from one another (Lakoy, 2009).

Several factors, such as equality, lack of social support, and stigma spread in society, affect the psychological well-being of working women. Women with full support from family and relatives tend to have better psychological well-being (Ramadhani et al., 2023). However, the psychological well-being of working women is frequently low, suggesting that role conflict and overload will have detrimental effects, including stress, depression, burnout, and other mental health issues (Pudrovskaya & Karraker, 2014). Low levels of psychological well-being will disrupt employees and companies. Ryff (in M. A. Sari & Monalisa, 2021) states that employees with psychological well-being will be free from anxiety, achieve happiness, have good self-acceptance, have meaning and purpose in life, and have the desire to continue to grow and develop. Employees with good psychological well-being are not easily stressed by various conditions (Satyajati et al., 2020).

Stress can be easily caused by employees who are unable to meet their work demands. Employees who are incapable of managing stress will experience feelings of being entrapped in circumstances that can worsen their mental and physical health. High levels of stress can result in employees feeling

fatigued and unable to concentrate on their tasks, which can negatively impact their performance. This refers to burnout (E. M. P. Dewi et al., 2023). Milfont et al. (2008) define burnout as a syndrome of psychological problems experienced due to work stress. Maslach et al. (2001) describe burnout as a psychological syndrome brought on by ongoing interpersonal pressures at work. Burnout is characterized by three main features: extreme weariness, cynicism, and detachment towards work, as well as a feeling of ineffectiveness and lack of achievement.

The psychological well-being of employees can be affected by their continuous exposure to stressful situations. Employees who experience discomfort in their work environment will never experience psychological well-being (Maheswari et al., 2021). Research conducted by Satyajati et al. (2020) states that burnout is significantly related to psychological well-being, where burnout and the type of profession can predict psychological well-being. Employee burnout may decrease, and their general psychological health may improve with reduced organizational role stress (Thakre & Kawde, 2021). Research by Dahlke et al. (2018) shows that female employees experience burnout more often and have worse psychological well-being.

Existing research explains that women are more susceptible to burnout because they have role conflicts, which cause women to experience emotional exhaustion often. Career women who play two roles need to find a way to balance their private and work lives, sometimes called work-life balance (Darmawan et al., 2015). According to Lockwood (2003), when a person's professional and personal lives are well-balanced, they can meet both demands. Managing professional and personal obligations is what it means to have a work-life balance defined by employees. As seen by employers, work-life balance is the difficulty of developing a culture within the organization that encourages people to concentrate on their work during working hours. In order to achieve happiness with both work and personal life, people engage in a process known as *work-life balance*, which involves splitting their time between work and non-work activities that present challenges and opportunities for improvement in four areas: time, behavior, tension, and energy (Fisher et al., 2009).

Poor employee well-being is associated with a psychological component known as work-life imbalance. Office and home conflicts have an impact on both psychological well-being and work-life harmony (Wikinson, as cited in Dirfa & Prasetya, 2019). Numerous studies indicate that psychological well-being is positively impacted by work-life balance, meaning that psychological well-being increases with work-life balance (R. R. Dewi et al., 2023; Rahmi, 2021). Research conducted by Dirfa and Prasetya (2019) states that psychological well-being and work-life balance are significantly positively correlated.

Female workers with multiple roles can compete in time, energy, attention, and commitment. This can cause conflict in women's roles due to the heavy workload (Darmawan et al., 2015). Heavy workloads and role conflict for female employees can cause burnout and work-life imbalance. This increases the risk of mental disorders, such as anxiety and depression, which in turn reduces the level of psychological well-being (Mulvi & Emilisa, 2024; Setio, 2024). Given the context provided by the researchers, the primary objective of this research is to determine the effect of burnout and maintaining work-life balance on the psychological well-being of women employed full-time.

METHODS

A quantitative approach was implemented to gather data, and Google Forms was implemented to distribute surveys. This research utilized a non-probability sampling approach called purposive sampling. The criteria for inclusion were that the respondents must be female, employed full-time, have worked for at least one year, and be able to work either seven or eight hours per day, six or five days a week. This research involved 103 female respondents who worked full-time, of whom 49 were un-

married, 50 were married, two were divorced, and two were widowed. The items' validity, reliability, and discrimination power were tested using IBM SPSS Statistics 25.

In this research, the Maslach Burnout Inventory (MBI) was used to measure burnout. It was compiled raw from the burnout criteria as outlined by Maslach et al. (1996), which are emotional exhaustion, depersonalization, and personal accomplishment assessment. There are 22 items on the burnout scale in this research. The scale model used is a Likert scale using five answer options (1 = very unsuitable, 2 = unsuitable, 3 = neutral, 4 = suitable, and 5 = very suitable). The validity coefficient values for all items range from .435 to .851, with a calculated *r*-tabel value of .191 and a *p*-value of .000. This means that all items on the burnout scale are valid. After calculating the discrimination power of items, there were no dropped items with a range between .385 and .831 and a reliability of .956.

This research assesses work-life balance by adapting a scale based on Fisher et al. (2009), which are work interference with personal life, personal life interference with work, work enhancement of personal life, and personal life enhancement of work. Seventeen domains of the work-life balance measure were used in this investigation. The scale model used is a Likert scale using five answer options (1 = very unsuitable, 2 = unsuitable, 3 = neutral, 4 = suitable, and 5 = very suitable). The validity coefficient values for all items range from .486 to .809 with a calculated *r*-tabel value of .191 and a *p*-value of .000. This means that all items on the work-life balance scale are valid. With a reliability of .941, no items were dropped once item discrimination calculations were completed, with a range of .417 to .775.

The psychological well-being measure in this research was derived from the psychological well-being scale developed in accordance with the dimensions outlined by Ryff and Keyes (1995), which are autonomy, environmental mastery, personal growth, positive relations with others, purpose in life, and self-acceptance. This research included 18 items from the psychological well-being scale. The scale model used is a Likert scale using five answer options (1 = very unsuitable, 2 = unsuitable, 3 = neutral, 4 = suitable, and 5 = very suitable). The validity coefficient values for all items range from .448 to .792 with a calculated *r*-tabel value of .191 and a *p*-value of .000. This means that all items on the psychological well-being scale are valid. One item was deleted after item discrimination calculation because the correlation coefficient value was less than .30. Seventeen items remained with a range of .383 to .795, and the reliability was .913. Using the SPSS, a multiple linear regression test was used as the data analysis technique for this research.

RESULTS

Table 1 displays the demographic statistics of the respondents and details the individual's employment history, marital status, number of children, monthly income, and living arrangements. Regarding age, most respondents were between 20 and 29 years old. In terms of their occupation, most respondents were employed by private companies. Most respondents had worked for one to five years, based on their tenure of employment. Most respondents had a bachelor's degree in education. Regarding their marital status, most respondents were married and had children. Regarding the monthly income bracket, most respondents earned between Rp5,000,000 and Rp10,000,000. Most respondents worked a standard 40-hour week, eight hours each day for five days.

Table 1.
Demographic Data Description

Description	N	%
Age (years old)		
20–29	67	65%
30–39	15	15%
40–49	18	17%
50–59	3	3%
Job		
Private employees	89	86%
Employees of state/municipally-owned corporation	10	20%
Civil servant	3	3%
Professional	1	1%
Working Period (years)		
1–5	77	75%
6–10	9	9%
11–15	6	6%
16–20	6	6%
> 20	5	5%
Education Level		
High school	12	12%
Diploma	6	6%
Bachelor	78	76%
Master	7	7%
Marital Status		
Unmarried	49	48%
Married	50	49%
Divorced	2	2%
Widowed	2	2%
Number of Children		
0	49	49%
1	28	27%
2	16	16%
3	8	8%
4	2	2%
Monthly Income		
Rp1,000,000–Rp5,000,000	35	34%
Rp5,000,000–Rp10,000,000	45	44%
> Rp10,000,000	23	22%
Working Hours		
7 hours a day (6 working days a week)	33	32%
8 hours a day (5 working days a week)	70	68%

Based on the results of the normality test in Table 2, the data for the burnout, work-life balance, and psychological well-being variables in full-time working women are not normally distributed, with significance values of .000, .001, and .000, respectively.

Table 2.
Normality Test

Variables	Sig.	p	Conclusion
Burnout	.000	$\leq .05$	Not Normal
Work-Life Balance	.001	$\leq .05$	Not Normal
Psychological Well-Being	.000	$\leq .05$	Not Normal

Based on the results of the linearity test in Table 3, both the data on the burnout and psychological well-being variables and the data on the work-life balance and psychological well-being variables are linear, with a significance value of .000 each.

Table 3.
Linearity Test

Variables	Sig.	p	Conclusion
Burnout*Psychological Well-Being	.000	$< .05$	Linear
Work-Life Balance*Psychological Well-Being	.000	$< .05$	Linear

A significant correlation value of .000 ($p < .05$) is associated with the burnout variable in Table 2. This exemplifies how burnout impacts the mental health of working women. The work-life balance variable ($p < .05$) significantly affected the psychological well-being of full-time female workers, with a value of .003.

In Table 4, a regression line of $y = 61.834 - .307$ shows that burnout is a significant predictor of psychological health. Meanwhile, the work-life balance variable has a significant influence on psychological well-being, with a regression line of $y = 61.834 + .295$.

Table 4.
Regression Coefficient of Burnout, Work-Life Balance, and Psychological Well-Being

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
	B	Std. Error			
(Constant)	61.834	9.572		6.460	.000
Burnout	-.307	.077	-.461	-3.984	.000
Work-Life Balance	.295	.098	.349	3.015	.003

Furthermore, Table 5 shows a significant coefficient of .000 ($p < .05$) and an F-value of 76.412. This demonstrates that work-life balance and burnout significantly impact the psychological well-being of women who work full-time. With an R-squared value of .604, it is evident that work-life balance and burnout have a simultaneous 60.4% impact on the psychological well-being of full-time working women, with other factors accounting for the other variation.

Table 5.
Regression Test Results for Burnout, Work-Life Balance, and Psychological Well-Being

F	Sig.	p	R-squared
76.412	.000	$\leq .05$.604

DISCUSSION

This research shows that burnout negatively influences the psychological well-being of women who work full-time. This indicates that psychological well-being decreases with increasing burnout. This is consistent with earlier studies by Arrogante and Aparicio-Zaldivar (2020), which stated that burnout can affect health status and levels of psychological well-being. Three dimensions of burnout can predict psychological well-being. Burnout is considered a syndrome because it can cause mental illness. However, a more accurate indicator of psychological health is self-acceptance. Positive psychological functioning requires a positive attitude toward oneself, and a positive attitude toward oneself will characterize people who have high self-esteem.

Research by Rehman et al. (2020) demonstrates the significant effect of burnout as a syndrome on one's physical and psychological well-being. Burnout is considered to be one of the main causes of ongoing stress and has the potential to lower psychological well-being. Research conducted by Maheswari et al. (2021) states that burnout negatively influences psychological well-being. Psychological well-being decreases with increasing levels of burnout.

This research confirms previous findings that work-life balance improves the psychological well-being of women who work full-time. It means that psychological well-being increases with work-life balance levels. This is consistent with earlier studies by Saraswati and Lie (2020), which stated that work-life balance affects psychological well-being. Balancing roles is a challenging thing for every individual. Each role has its demands, and balancing work and personal life is physiologically and psychologically stressful. Balancing life and work can result in stress, which will affect individual well-being.

Findings by Yudiani and Istiningtyas (2022) suggest that work-life balance impacts psychological well-being. There exists a robust relationship between work-life balance and psychological well-being. Women who successfully balance their private and professional lives will find happiness and psychological well-being. For career women, the two most important things are work and family. Women will feel psychologically prosperous when they have both. Psychological well-being will have a positive impact on work productivity.

A study by Issahaku et al. (2020) states that work-life balance influences psychological well-being. Women can express feelings of dissatisfaction, annoyance, and anxiety when work gets in the way of taking care of the family, resulting in work-life balance difficulties. This research stated that burnout and work-life balance simultaneously influence the psychological well-being of full-time working women, with an influence of 60.4%. A significant level of burnout will lower an individual's psychological well-being (Dhamija et al., 2022; Siddiqui et al., 2021) and vice versa. In other words, burnout has a negative influence on psychological well-being. Meanwhile, work-life balance has a different impact on psychological well-being, namely having a positive impact (Issahaku et al., 2020; Rahmi, 2021). Burnout is frequently linked to poor work-life balance and can harm an individual's psychological well-being. Employees may get mentally disoriented and fatigued due to this strain, which may cause an imbalance between their personal and professional lives. Stress brought on by juggling the demands of life and work will impact psychological well-being (Rosnani et al., 2023).

Three categories of female employees are more vulnerable to burnout: (1) women workers who have the shortest work experience will begin to adapt to job demands; (2) women who work and attempt to balance their jobs as wives and mothers; and (3) a group of adaptive women workers do not show burnout symptoms. This group comprises single and childless women who will concentrate on their work (Zaluski & Makara-Studzińska, 2022).

Women who manage their personal and professional lives well have a work-life balance, while those who don't may experience depression, psychological issues, or a decrease in their psychological well-being (Tasnim et al., 2017). Compared to women who do not work, women who work report higher levels of life satisfaction. Apart from that, the family conditions and work environment experienced by women working in dual-income families impact psychological well-being (Sinha, 2017).

Duxbury and Higgins (in (Mayangsari & Amalia, 2018) state that women who work will place a double burden on themselves as women. Women are asked to be as committed to their work as men, but at the same time, women must also prioritize their families as housewives. This condition can make women unable to balance themselves, and there can be a conflict between their responsibilities as employees and homemakers.

CONCLUSION

In light of the findings of the analysis done for this research, the psychological well-being of full-time working women can be impacted by burnout, and the psychological well-being of full-time working women is impacted by work-life balance. Work-life balance and burnout together can impact psychological well-being. It is recommended that future researchers look into additional variables not examined in this research, such as family support, subjective well-being, and hardiness. It is also recommended that future researchers look more closely at other elements that may impact working women's psychological well-being. Next, researchers are advised to conduct research with a larger sample and see the difference in average scores in the respondents' demographic data description.

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