

Analysis of Work-Life Balance and its Impact on Employee Performance in the Office of the Governor of North Sumatra

Sari Wulandari¹, Nirma Yunita Siregai², Nur Hazizah³, Sucitra Putri⁴, Syarianda Syafitri⁵

^{1,2,3,4,5} Faculty of Economics and Business, Al Washliyah Muslim Nusantara University
Email: Nirmasr12042@gmail.com

Abstrak

Penelitian ini bertujuan untuk menganalisis pengaruh keseimbangan kehidupan kerja terhadap kinerja pegawai di kantor gubernur Sumatera utara. Dalam era kerja modern, tekanan pekerjaan yang tinggi seringkali menyebabkan ketidakseimbangan antara kehidupan pribadi dan profesional, yang berpotensi menurunkan produktivitas dan kepuasan kerja. Penelitian ini menggunakan pendekatan deskriptif-analitis yang bertujuan untuk menggambarkan secara mendalam kondisi keseimbangan kehidupan kerja dan menganalisis dampaknya terhadap kinerja pegawai di Kantor Gubernur Sumatera Utara. Pegawai yang merasa memiliki keseimbangan yang baik cenderung menunjukkan kinerja yang lebih tinggi, lebih loyal, dan lebih puas terhadap pekerjaannya. Ini memberikan implikasi bagi manajemen sumber daya manusia di lingkungan pemerintahan untuk memperhatikan keseimbangan kerja sebagai strategi peningkatan kinerja organisasi.

Kata Kunci: *Work-Life Balance, Kinerja Pegawai, Produktivitas, Pegawai Negeri, Pemerintahan.*

Abstract

This study aims to analyze the effect of work-life balance on employee performance in the North Sumatra governor's office. In the modern work era, high work pressure often leads to an imbalance between personal and professional life, which has the potential to reduce productivity and job satisfaction. This research uses a descriptive-analytical approach that aims to describe in depth the condition of work-life balance and analyze its impact on employee performance in the Office of the Governor of North Sumatra. Employees who feel they have a good balance tend to show higher performance, be more loyal, and more satisfied with their work. This provides implications for human resource management in the government environment to pay attention to work balance as a strategy to improve organizational performance.

Keywords: *Work-Life Balance, Employee Performance, Productivity, Civil Servants, Government.*

Introduction

Changes in the world of work and increasing job demands have an impact on the balance between employees' personal and professional lives. Work-life balance is a condition in which a person is able to manage work responsibilities and personal responsibilities in a balanced manner (Lockwood, 2003) . Civil servants, especially those working in government environments such as the Office of the Governor of North Sumatra, face pressure to meet administrative targets, public services, and other complex bureaucratic tasks.

In the long run, work-life imbalance can lead to stress, burnout and reduced productivity. Therefore, it is important to know the extent to which this balance affects employee performance, so that human resource management policies can be directed towards improving employee well-being as well as organizational performance.

Literature Review

1. Work-Life Balance

According to (Greenhaus, 2011), work-life balance is the extent to which individuals are equally involved and satisfied in their work life and personal life. Factors that influence work-life balance include workload, flexibility of working time, social support from superiors and coworkers, and household responsibilities.

Work-life balance is most often used to describe the balance between responsibilities outside of work and while at work, having a good work-life balance can mean that this balance is in the right place and good for the individual concerned. (Nadhifah & Muflihatin, 2023)

2. Employee Performance

Performance comes from the words Job Performance or Actual Performance or can be interpreted as the quality and quantity of a person's work results in accordance with the responsibilities given to him (Lukmiati, 2020). Employee performance refers to the results of work achieved by individuals in carrying out their duties according to the responsibilities given (Mangkunegara, 2013).

Performance indicators include quality of work, quantity, timeliness, attendance, and cooperation. Employee performance measurement is important to monitor individual progress, provide constructive feedback, and to identify strengths and areas for improvement. (Lestari, 2023)

3. Relationship between Work-Life Balance and Performance

Several previous studies have shown that work-life balance has a positive effect on employee performance. Employees who are able to manage time well between work and personal life tend to have low stress levels, are more motivated, and more focused at work. (Friedman, 2000)

Research Methodology

1. Research Type and Approach

This research uses a descriptive qualitative approach with a case study method. This approach aims to gain an in-depth understanding of how work-life balance is experienced by employees, as well as how it impacts their performance in real terms in the work environment of the North Sumatra Governor's Of

2. Location and Time of Research

The research was conducted at the Office of the Governor of North Sumatra, Medan City, during the period January 6 - February 7, 2025.

3. Research Informants

Informants were selected purposively, with criteria:

- Permanent employees
- Come from various parts of the General Bureau

- Consisting of structural and functional positions
Number of informants: 8 people.

4. Data Collection Technique

1. In-depth interviews: Conducted in a semi-structured manner to explore employees' subjective experiences of work-life balance and their perceptions of their own performance.
2. Non-participatory observation: The researcher observed the work situation, overtime work, and social interactions between employees.
3. Documentation: Using attendance data, performance records, and internal policies related to working hours and leave.

Results and Discussion

1. Result

Theme 1: Flexibility of Working Hours and Workload

The majority of employees stated that rigid working hours and often disproportionate workloads make it difficult for them to balance their time between work and personal life. Some employees mentioned frequent overtime without clear compensation.

“I sometimes come home late at night, while the kids are already in bed. It feels like I'm losing time with my family.”

Theme 2: Social Support from Bosses and Coworkers

Employees who feel emotionally supported and tolerated by their superiors tend to have positive feelings towards their work, despite high workloads.

“If I have urgent family needs, my boss understands and gives me permission. So I feel more loyal too.”

Theme 3: Impact on Performance

Employees who have a good work-life balance tend to show more stable work performance, are focused and less prone to burnout. Meanwhile, employees who experience imbalance claim to lose their morale more often, get tired quickly, and

even intend to apply for a transfer.

2. Discussion

The research findings show that work-life balance plays an important role in shaping the quality of employee performance. This balance is not only determined by the number of working hours, but also by the extent to which the organization provides flexibility and space for employees to adjust their roles in work and family.

Support from the work environment, especially from direct supervisors, is a crucial determinant in maintaining employee morale. This is in line with the Spillover Theory, which explains that positive experiences in one domain of life (for example, family) can affect performance in another domain (work), and vice versa.

The non-use of reductive analysis methods in this study allows for a fuller understanding of employees' subjective experiences. The thematic and narrative approach highlights the complexity of work realities that cannot be simplified into numbers or scores.

Conclusions and Suggestions

Conclusions

1. Work-life balance has not been fully achieved within the Office of the Governor of North Sumatra, mainly due to busy working hours, high workload, and lack of time flexibility.
2. Employees who have a good work-life balance show more optimal performance, including productivity, work focus, and loyalty to the agency.
3. Support from superiors and coworkers has a significant influence in creating a sense of comfort and maintaining employee motivation, even when workloads are high.

4. An imbalance between work demands and personal needs can result in decreased morale, stress, and potential burnout, which ultimately impairs overall employee performance.

Suggestions

1. The implementation of flexible working hours or hybrid working policies (where possible) can be a solution to improve work-life balance without sacrificing productivity.
2. Increase the managerial capacity of direct supervisors in providing emotional support, tolerance, and open and empathetic communication to their subordinates.
3. Periodic evaluation of workload, so that the division of tasks becomes more proportional and fair, so as not to cause excessive pressure on certain employees.
4. Periodic provision of psychological support programs or job counseling to help employees manage stress and maintain mental health.
5. Rewarding employees' performance achievements and contributions in non-financial forms (such as additional leave time, formal recognition, etc.) that can serve as additional motivation.

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