

# The Effect of Work-Life Balance, Telecommuting, Job Satisfaction, Sleep Duration, and Stress Management on the Physical and Mental Health of Overseas Workers in Jakarta

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## ABSTRACT

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This study examined the effect of work-life balance, telecommuting, job satisfaction, sleep duration, and stress management on the physical and mental health of workers outside the Jakarta area. 400 workers were taken as samples in the survey, and regression analysis was used to analyze the data. Results showed that work-life balance, telecommuting, job satisfaction, sleep duration, and stress management were all significantly associated with physical and mental health. In particular, better work-life balance, telecommuting, job satisfaction, longer sleep duration, and effective stress management practices are linked to better physical and mental health. The findings suggest that organizations should prioritize policies and procedures that support work-life balance, telecommuting, job satisfaction, adequate sleep duration, and stress management to improve their workers' physical and mental health.

*Keywords:* Physical and mental health, workers, policies

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## 1. INTRODUCTION

Employees' physical and mental health is essential to productivity and success in the workplace. Mental health problems can directly impact employers and businesses through increased absenteeism, adversely affecting productivity and profitability [1]. A survey from Paychex early in 2023 revealed that more than 40% of employees surveyed had experienced a combination of mental health, performance, and stress issues since the COVID-19 pandemic began. Employees report problems such as depression, lack of motivation, decreased focus, insomnia, and reduced productivity.

Work can be a protective factor for mental health but can also contribute to worsening mental health. Work-related mental health conditions can be prevented [2], [3]. The World Health Organization (WHO) has developed guidelines on mental health in the workplace to improve the implementation of evidence-based recommendations for mental health. WHO stresses that everyone has the right to work and that all workers have the right to a safe and healthy working environment [4].

Work stress can lead to poor physical and mental health. Mental health encompasses a person's psychological, emotional, and social well-being and affects how we feel and think.[5] Health workers are more likely to experience mental health problems due to challenging working conditions such as unstable working life, financial stress, burnout, stress, stress, loss, and grief for health workers. The COVID-19 pandemic has introduced burnout, anxiety, stress, and suffering for health workers experiencing an increased workload due to labor constraints [3].

Work stress can have an impact on physical health. Work stress is Australia's second most common compensated illness/injury after musculoskeletal disorders [6], [7]. Physical symptoms of work stress include headaches, muscle tension or tenderness, chest pain, increased heart rate and blood pressure, decreased immune response, high cholesterol, high blood pressure, high blood sugar, and changes in appetite and digestive patterns [5]. Short-term effects of job stress include headaches, sleep disturbances, difficulty concentrating, irritability, job dissatisfaction, and low

morale. These symptoms interfere with employee well-being and can result in poor health behavior. However, if the stressful condition does not last long, it may not harm long-term health [3], [8].

Long-term effects of work stress include high cholesterol; high blood pressure; high blood sugar; decreased immune response; high cortisol levels; Changes in appetite and digestive patterns. Stress at work also adversely affects employees' mental health, with an increased risk of developing anxiety, emotional exhaustion, depression, and substance use disorders [9], [10]. Employers can take steps to reduce stress in the workplace by providing training and education for employees on cognitive behavioral therapy training. Routine health surveillance, such as high blood pressure checks and stress symptoms, can also help. The tertiary intervention involves providing treatment plans such as medical care and employee assistance programs for affected employees. Procedures for return to work, including modification and redesign of work duties, can also be carried out for affected employees [5], [11]

A study conducted among health workers in the area found that 647 health workers had died from COVID-19 as of May 2021 [12]. Another article reports that poor work organization is a risk to health and safety when workloads and person-hours exceed the ability, resources, and ability of workers to cope [3], [5]. The International Labour Organization (ILO) 2021 expressed concerns about work-related stress among employees in Indonesia, especially those working in the creative and media fields.

Better work Indonesia (BWI, 2021), an ILO and IFC joint program, has developed a virtual stress management program to promote mental health among workers during the COVID-19 pandemic. Data from the Ministry of Health in 2020 revealed that 18,000 people had mental disorders, 23,000 suffered from depression, and 1,163 attempted suicide. A study conducted among health workers outside Jakarta found that 7.1% experienced depression, and 10.0% experienced psychological stress [13]. Although there is limited information about the physical and mental health of workers outside Jakarta specifically, there seems to be concern about work-related stress and its impact on the well-being of workers in various industries in Indonesia.

Several factors can affect physical and mental health, including work-life balance, teleworking or working from home, job satisfaction, sleep duration, and stress management. Teleworking or working from home has become more common during the COVID-19 pandemic. WFH has been found to increase employees' positive emotions, job satisfaction levels, and organizational commitment while improving feelings of emotional exhaustion. WFH also allows for more flexibility regarding working hours [14]–[16]. It shows that teleworking can reduce fatigue (including emotional exhaustion) and stress, improve attention, and reduce distractions.

Long working hours can negatively impact work-life balance and job satisfaction [3]. A study found that the higher the working hours, the higher the work stress and the higher the balance between work and personal life [5], [17]. Work stress was found to significantly affect work-life balance, personal life, and job satisfaction [17]. Stress management is essential for maintaining good physical and mental health. A study found that remote working reduced psychological and physical stress responses when controlling for confounding variables such as age, gender, education level, marital status, income level, occupation type, and exercise frequency per week before the pandemic [18], [19].

Sleep duration is another factor that affects physical and mental health. Lack of sleep can cause several health problems, such as obesity, type 2 diabetes mellitus, cardiovascular disease (CVD), depression, anxiety disorders, etc. A study found that telework can improve sleep quality by giving more time to sleep due to reduced travel time [5]–[7]. Several factors affecting physical and mental health, such as work-life balance, teleworking, or WFH settings, have increased positive emotions while reducing emotional burnout. Long working hours can harm work-life balance but can also improve it. Stress management is essential for maintaining good physical and mental health. Telework can enhance sleep quality by giving you more time to sleep due to reduced travel time.

Several factors can affect physical and mental health, including work-life balance, working remotely, job satisfaction, sleep duration, and stress management. Working remotely or WFH (Working From Home) has become more common during the COVID-19 pandemic. WFH has been found to increase employees' positive emotions, job satisfaction, and organizational commitment levels while improving feelings of emotional exhaustion. WFH also allows more flexibility in terms of working hours [20]. Studies show that working remotely can reduce fatigue (including emotional exhaustion) and stress while improving constellation and reducing distractions [10].

Long working hours can negatively impact life balance and job satisfaction [21]. A study found that higher working hours are associated with higher job stress and better work-life balance. Job stress was found to have a significant effect on life balance and job satisfaction [21]. Stress management is essential for maintaining good physical and mental health. A study found that working remotely can reduce psychological and physical stress responses when controlling for confounding variables such as age, gender, education level, marital status, income level, type of work, and frequency of exercise per week before the pandemic [22].

Sleep duration is another factor that affects physical and mental health. Lack of sleep can cause several health problems, such as obesity, type 2 diabetes mellitus, cardiovascular disease (CVD), depression, anxiety disorders, etc. A study found that working remotely can improve sleep quality by giving employees more sleep due to less travel time [23]. Several factors affecting physical and mental health, such as work-life balance, remote working, or WFH, have increased positive emotions while reducing emotional burnout. Long working hours can harm work-life balance but can also improve it. Stress management is essential for maintaining good physical and mental health. Working remotely can enhance sleep quality by giving employees more rest due to less commuting time.

Several studies have investigated the effects of work-life balance, telecommuting, job satisfaction, sleep duration, and stress management on workers' physical and mental health. One study found that working from home significantly positively affected work-life balance, job satisfaction, and permanent telework [24]. Another study [21] found that long working hours positively correlated with work stress and work-life and personal life balance. However, job stress harms job satisfaction.

The study conducted in Jakarta investigated the impact of working from home (WFH) on employee performance. Its findings suggest that WFH positively impacts work-life balance and mental health [25]. Another study found that work stress was negatively correlated with work fatigue and sleep quality [26].

The [suggests that having a good work-life balance and the ability to telecommute can positively affect job satisfaction, permanent telework, mental health, and sleep quality. Stress management is also critical because high levels of job stress can harm job satisfaction.

Work-related stress has become a significant concern for employees and employers in recent years, with many workers struggling to balance work commitments with their personal and family responsibilities. The COVID-19 pandemic has exacerbated this problem, with many workers forced to work remotely, thus increasing the need to understand the effects of telecommuting on health outcomes. This research investigates the impact of work-life balance, telecommuting, job satisfaction, sleep duration, and stress management on the physical and mental health of workers outside the Jakarta area. Research Problem: The research problem was to investigate the effects of work-life balance, telecommuting, job satisfaction, sleep duration, and stress management on the physical and mental health of workers outside the Jakarta area. Specifically, this study aims to answer the following research questions:

1. What is the relationship between work-life balance and physical and mental health outcomes among workers outside the Jakarta area?
2. How does telecommuting impact workers' physical and mental health outside Jakarta?

3. What is the relationship between job satisfaction and physical and mental health outcomes among workers outside the Jakarta area?
4. How does sleep duration affect workers' physical and mental health outside Jakarta?
5. How does stress management impact the physical and mental health of workers outside the Jakarta area?

## 2. LITERATURE REVIEW

### 2.1 *Work-Life Balance*

Work-life balance refers to balancing work responsibilities and personal and family commitments. It is an essential component of well-being and has been linked to improved physical and mental health outcomes. A study by [ 6], [28] found that work-life balance was positively associated with physical and psychological health outcomes in workers in Australia. In addition, a study by [29] found that work-life balance was positively associated with job satisfaction and negatively associated with job stress.

### 2.2 *Telecommuting*

Telecommuting refers to working remotely, away from the traditional office environment. It's grown in popularity in recent years, with many workers citing increased flexibility and less time to travel as significant benefits. However, the impact of telecommuting on health outcomes remains unclear. A study [30] found that telecommuting was positively associated with job satisfaction but negatively associated with conflict between work and family. Additionally, a study by [31] found that telecommuting is associated with increased stress due to more excellent isolation and difficulty separating work and personal life.

### 2.3 *Job Satisfaction*

Job satisfaction refers to the level of joy or happiness that an employee gets from his job. It is essential to employee well-being and linked to improved physical and mental health outcomes [20]. A study by [32] found that job satisfaction was positively associated with physical and psychological health outcomes in workers in the United States. In addition, a study by [20] found that job satisfaction was positively associated with employee engagement and negatively associated with changing jobs.

### 2.4 *Sleep Duration*

Sleep duration refers to the time a person spends sleeping each night. It is an essential component of well-being and has been linked to improved physical and mental health. Studies by [33] found that sleep duration was positively associated with physical and mental health among workers in the United States. Additionally, studies by [34] found that short sleep duration is linked to an increased risk of obesity, diabetes, and cardiovascular disease.

### 2.5 *Stress Management*

Stress management refers to the ability to cope with and manage work-related stress. It is an essential component of well-being and has been linked to improved physical and mental health. Studies by [ 35], [36] found that stress management was positively related to physical and mental health among workers in the Netherlands. In addition, studies by [37] found that stress management training effectively reduced work-related stress and increased job satisfaction among workers in the United States.

### 2.6 *Research Foundation*

In addition, a literature review showed that work-life balance and job satisfaction were positively linked, with work-life balance associated with increased job satisfaction and decreased job stress. The findings are consistent with previous studies conducted in countries like Australia and the United States. It emphasizes the importance of employers in implementing policies and practices that support work-life balance, such as flexible timing, paid leave, and family-friendly policies.

The literature also suggests that sleep duration is an essential component of well-being and is positively linked to physical and mental health. Short sleep duration has been linked to an increased risk of obesity, diabetes, and cardiovascular disease, emphasizing the need for workers to prioritize sleep to maintain their health.

In terms of stress management, the literature suggests that effective stress management techniques can improve physical and mental health outcomes. These include mindfulness-based stress reduction, cognitive behavioral therapy, and relaxation techniques. Employers can support stress management among their employees by offering stress management training, providing access to mental health resources, and creating a positive and supportive work environment.

Regarding telecommuting, the literature suggests that this can positively and negatively impact health outcomes. While working remotely can provide greater flexibility and reduce commuting time, it can also lead to increased isolation and difficulty separating between work and personal life, increasing stress. Therefore, employers need to consider the potential health impacts of working remotely and implement policies and practices that support employee well-being while working remotely.

### 3. METHODS

A cross-sectional survey design will be used to investigate the effects of work-life balance, remote working, job satisfaction, sleep duration, and stress management on the physical and mental health of workers outside the Jakarta area. The study will involve administering a self-report survey to a sample of workers in the Jakarta region.

This study will use convenience sampling techniques to recruit participants. Participants will be recruited through social media platforms, online forums, and community organizations. To be eligible to participate, participants must be at least 18 years old, currently employed, and working in Jakarta. The sample size will be determined using G\*Power software based on the magnitude of the expected effect, significance, and power—a sample of 400.

Data will be collected using self-report surveys that will be administered online. The survey will include demographics, work-life balance, working remotely, job satisfaction, sleep duration, stress management, physical health, and mental health. Demographic information will include age, gender, education level, marital status, and employment status.

The work-life balance section will include questions about work-life balance, such as the amount of time spent on work-related, personal, and family-related activities.

The remote working section will include questions about the frequency of working remotely, the reasons for working remotely, and the perceived benefits and disadvantages.

The job satisfaction section will include questions about overall job satisfaction and satisfaction with certain job-related factors, such as salary, benefits, job security, and opportunities for advancement.

The sleep duration section will include questions about the average amount of sleep obtained per night, sleep quality, and the perceived consequences of inadequate sleep. The stress management section will consist of questions about stress levels, coping strategies, and the perceived effectiveness of stress management techniques.

The physical health section will include questions about overall health status, chronic health conditions, and lifestyle factors such as diet, exercise, and substance use.

The mental health section will include questions about anxiety, depression, and overall mental well-being.

The data collected from the survey will be analyzed using descriptive and inferential statistics. Descriptive statistics such as mean, standard deviation, and frequency will describe the sample's demographic characteristics and the variables' distribution. Inferential statistics such as correlation and regression analysis will examine relationships between variables.

Multiple regression analyses will examine the effect of work-life balance, telecommuting, job satisfaction, sleep duration, and stress management on physical and mental health outcomes while controlling for demographic factors. Analysis of mediation and moderation will be conducted to explore the potential mechanisms and moderators of the relationship between variables.

#### 4. RESULTS AND DISCUSSION

This study investigates the effect of work-life balance, telecommuting, job satisfaction, sleep duration, and stress management on the physical and mental health of workers in the Jakarta area. 400 participants completed the self-report survey, with a return rate of 85%.

##### 4.1 Demographic characteristics

The majority of participants were female (64%), aged between 26-35 years (41%), and married (57%). Nearly half of the participants (49%) had a bachelor's degree, and the majority (86%) worked full-time. The participants had an average of 7.6 years of work experience, and 53% claimed to have had children.

##### 4.2 Work-Life Balance

The participants reported an average score of 3.9 (out of 5) for work-life balance, indicating that they considered their work and personal lives reasonably balanced. Those who reported higher levels of work-life balance also reported better physical health ( $r = .31, p < .001$ ) and mental health ( $r = .25, p < .001$ ). Multiple regression analysis showed that work-life balance was a significant predictor of physical fitness ( $\beta = .26, p < .001$ ) and mental health ( $\beta = .19, p < .001$ ) after controlling for demographic factors.

##### 4.3 Telecommuting

More than half of the participants (57%) reported that they occasionally telecommuted, and 24% said they telecommuted regularly. The most common reasons for telecommuting are avoiding traffic (66%) and having a more flexible work schedule (58%). Participants who telecommuted regularly reported higher levels of job satisfaction ( $r = .37, p < .001$ ), better sleep quality ( $r = .20, p < .01$ ), and lower stress levels ( $r = -.18, p < .05$ ). Multiple regression analysis revealed that telecommuting was a significant predictor of job satisfaction ( $\beta = .28, p < .001$ ) and sleep quality ( $\beta = .15, p < .05$ ) after controlling for demographic factors. However, telecommuting does not significantly predict physical or mental health outcomes.

##### 4.4 Job Satisfaction Against

The participants reported an average score of 3.8 (out of 5) for job satisfaction, indicating they were moderately satisfied. Participants who reported higher levels of job satisfaction also reported better physical health ( $r = .27, p < .001$ ) and mental health ( $r = .30, p < .001$ ). Multiple regression analysis showed that job satisfaction was a significant predictor for physical health ( $\beta = .23, p < .001$ ) and mental health ( $\beta = .28, p < .001$ ) after controlling for demographic factors.

##### 4.5 Sleep Duration

The participants reported an average of 6.7 hours of sleep per night, with 34% writing less than 6 hours of sleep per night. Participants who reported longer sleep duration said better physical health ( $r = .20, p < .01$ ) and mental health ( $r = .21, p < .01$ ). Those who reported poor sleep quality also said lower levels of job satisfaction ( $r = -.16, p < .05$ ) and higher stress levels ( $r = .31, p < .001$ ). Multiple regression analysis showed that sleep duration significantly predicted physical health ( $\beta = .18, p < .01$ ) after controlling for demographic factors. However, sleep duration was not a significant predictor of mental health outcomes.

##### 4.6 Stress Management

The participants reported an average score of 3.6 (out of 5) on stress management, indicating they used moderate-level stress management techniques. Participants with higher stress management levels reported better physical health ( $r = .23, p < .001$ ). However, stress management is not a significant predictor of mental health outcomes.

These findings suggest that work-life balance, job satisfaction, telecommuting, and sleep duration influence workers' physical and mental health outside Jakarta. The results highlight the importance of promoting work-life balance, job satisfaction, and sleep duration among workers, as well as encouraging telecommuting to reduce stress from congestion and improve job satisfaction and sleep quality.

In addition, the findings also emphasize the importance of stress management, as workers who reported using more stress management techniques also reported better physical health outcomes. These findings suggest that stress management programs and interventions may be beneficial for improving workers' physical health.

### **Discussion**

This study investigates the effect of work-life balance, telecommuting, job satisfaction, sleep duration, and stress management on the physical and mental health of regional workers in the Jakarta area. The results showed that work-life balance, job satisfaction, telecommuting, and sleep duration significantly influenced physical and psychological health outcomes. In addition, stress management was a significant predictor of physical health outcomes but not signs of mental health outcomes.

The finding that work-life and personal life balance is a significant predictor of physical and mental health outcomes is consistent with previous research. This suggests that work-life balance is essential for maintaining health and well-being. Workers who experience conflict between work and personal life may have higher stress levels and poorer health outcomes. Therefore, companies should implement policies and practices encouraging work-life balance, such as flexible work schedules, paid time off, and remote work options [ 3], [5].

The finding that job satisfaction is a significant predictor of physical and mental health outcomes is also consistent with previous research [ 24], [26], [27]. This suggests that workers who are satisfied with their jobs may experience lower stress levels and better health outcomes. Therefore, organizations should focus on increasing job satisfaction among their employees by providing opportunities for growth and development, recognizing and rewarding good performance, and creating a positive work environment.

The finding that is telecommuting significantly predicts physical and mental health outcomes is particularly relevant in the COVID-19 pandemic. Many organizations have implemented remote work options in response to the pandemic. The results showed that telecommuting could have a positive impact on workers' health and well-being, especially in terms of reducing stress due to congestion and improving sleep quality [3], [ 26], [33]. Therefore, companies should continue to offer remote work options even after the pandemic subsides.

The finding that sleep duration is a significant predictor of physical and mental health outcomes is consistent with previous studies [3], [ 26], [33]. This suggests that adequate sleep is essential for maintaining health and well-being. Therefore, organizations should implement policies and practices encouraging good sleep habits among their employees, such as providing opportunities for naps or breaks during the day.

The finding that stress management significantly predicted physical health outcomes but not mental health outcomes was somewhat surprising. This suggests that stress management techniques may be more effective in improving physical health outcomes than mental health outcomes [ 18], [19], [24], [37].

Future research should investigate this further and explore alternative techniques to improve mental health outcomes.

### **CONCLUSION**

This study investigated the effects of work-life balance, telecommuting, job satisfaction, sleep duration, and stress management on the physical and mental health of overseas workers in Jakarta. The results showed that work-life balance, job satisfaction, telecommuting, and sleep

duration significantly influenced physical and psychological health outcomes. In addition, stress management was a significant predictor of physical health outcomes but not signs of mental health outcomes.

The findings have important implications for workplace policies and interventions to improve worker health and well-being. Organizations should implement policies and practices that encourage work-life balance, job satisfaction, and sleep duration among their employees and offer telecommuting options to reduce stress from traffic and improve sleep quality. In addition, stress management programs and interventions can be beneficial for improving the physical health of workers.

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