

How Demographics Affect Quality of Work Life and Work-Life Balance

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Abstract: This research aims to identify is there any impact on the quality of work life and work-life balance of tourism industry workers given by demographics factor (age,gender and marital status). How age gives impact on quality of work life and work-life balance; how gender gives impact on quality of work life and work-life balance; and how marital status gives impact on quality of work life and work-lifebalance. Methods of data analysis used in this research arethe chi-square method with the help of two categorizations, three and five in all data from all respondents. This research was conducted in some big cities in Indonesia involving 150 male and female workers, working in the tourism industry. The findings show that there is no impact on the quality of work life from age, gender and marital status. Age does give an impact to work-life balance, while gender and marital status do not give any impact to work-life balance.

1 INTRODUCTION

From the time we were born, humans are destined to work. Law 1945 article 27 verse 2 set a rule that every citizen shall have the right to work and to earn a humane livelihood. While seeing ourselves or other people try as hard as we can to compete to earn a degree and try to make our dreams true, we may often wonder what is the purpose of work while at the same time some of us may think it is because we would have no choice about what to do. As a conclusion, we may say that working aims to earn money (White, 2017).

When the person is working, usually it is done after they are finished their study either in high school or university level according to their tendency or age limitation. For male workers, working usually becomes a continuous routine especially after marriage. That is to fulfil their responsibility either from their perspective, local norms or by law. On the other side, a Korean website, Chosun surveyed in April 2017 and concluded that 46% percent of women quit their job after marriage. Though there are women who quit after marriage, some of them still continue. According to Wolfman B.S. (1992) as cited from Sumiyatiningsih (2014) motivation for women who continue working after marriage usually followed by

two factors, motivation to fulfil economic needs and to actualize themselves.

Quality of work life and work-life balance studies mainly conducted due to traditional thinking that women who play two or three roles: as a wife, mom and career woman may find it difficult to play all roles in their lives with averagely equal time spend. This perspective may not wrong eventhough we can see it happens among us or maybe we experience it by ourselves. Men are treated and seen as a strong human who always taught to be the breadwinner since their young age. In opposite, women are treated to be able to do domestic chores to be seen as weak creatures thus make them stay at home and handle all domestic problems. The traditional domestic roles like this may still be applicable for some families. However, in the modern way of living nowadays, it may not be too relevant anymore.

Priherdityo (2016) on CNN stated that Indonesia has the 6th largest career women in the world. With a percentage for senior position for women is in 34%. It means that by time men and women can have the same opportunity to climb the company ladder. Women's position is getting more and more attention by studies. It may be based on the thinking perspective or by another attention. Aside from that, study about quality of work life for men is not as much as about women.

In a general perspective, age usually can be seen as the measurement of how mature someone to see things in their life. It is seen as how someone can organize themselves and everything surrounding them. For example, we may find it is difficult to balance our school life and family life when we were still teenagers. However, as we grow older, now we are facing another problem: how to balancing our work life with family life, social life and leisure time. Another complexity is, when talking about work life, there are times when we feel comfortable at work, but also there are times when we do not feel any positive vibes through work. The problems that may occur is it may reduce our productivity and develop negative feelings in the workplace.

While age usually acts as a measurement of one's maturity, gender is usually seen from people's perspective about how should someone live their life. Even male and female roles are not only set by social norm, but also by law. Indonesian law regulation put men like the one who should protect his wife and give everything she needs, also women are the one who is responsible for the domestic affair (Under Marriage Law of 1974 article 34 verse 1). As human needs have increased, women's role in the workplace cannot be underestimated and make gender diversity is now a modern issue in the workplace. While many efforts were made to make women and men being equal, but there is still another effort that needs to be put.

We can see that even though women roles in the workplace have increased but gender equity has not come out in an equal way between men and women. As people always see men like strong creatures and women as a weak creature but an in-depth study of quality of life and work life balance in men perspective has been rarely found. In this modern era, good quality of life and work life balance are not only limited by how a person's role at the workplace and their family that most people always associate it with women as the employee, a mother and wife. But also, include a person's social life that can be associated with a broader circle: singles and men.

We may wonder now, why the quality of work life and work-life balance need to be learned again if they are too common to be learned by scholars? The answer may vary, but the quality of work life and work-life balance will always be the main focus by companies nowadays since many companies are putting more effort to encourage their employees to balance their lives domains. For example, PwC (report) provides some facilities to facilitate their employees' work-life balance. They held: PwC Say,

PwC Away day, PwC Outing and PwC Gathering. Also, they provide lounge, in-house clinic and dental clinic, nursing room and other facilities to support their employees' quality of work life. Some articles also now encourage the interviewee to ask about the company's work-life balance through interview session.

For this research, the researcher chooses men and women aged above 25 years old who works in Jakarta and Tangerang. Jakarta is considered to be the busiest city in Indonesia as it is the capital city of Indonesia and Tangerang is seen as the satellite city that supports workers who work in Jakarta. Reported by Tranghanda in Hamdani (2017), around four million people commute from satellite cities such as Tangerang, Bekasi, Bogor and Depok to work in Jakarta. Since Jakarta and Tangerang are connecting and supporting each other in the economic sector, we consider the workers in these both cities as the workers whom the quality of life and the work-life balance may get affected by their condition in their journey to and from work.

The purpose of this study is to know the impact of demographics to the quality of work life for workers in Jakarta and Tangerang, and The impact of demographics to work-life balance for workers in Jakarta and Tangerang.

2 HYPOTHESES DEVELOPMENT

2.1 Demographic to Quality of Work Life

In her study, Anyaoku (2016) finds that QWL depends on the gender by using Independent Samples Test. In addition, also in her study librarians age 45-60 reported significantly higher satisfaction in contributing to the growth and development to the society compared to those aged 20-29. Related to Anyaoku (2016), Amirtash and Tondnevis (in Mirkamali and Thani, 2011) carried a study and concluded that there is a significant relationship between QWL and some of its aspects with age and number of teaching years in faculty members.

2.2 Demographic to Work-Life Balance

Thriveni and Rama (2012) bring a conclusion that demographic variables such as age, income, experience, marital status influence the women

employees in their work-life balance. McMillan et al. (2011) in Tomažević et al. (2014) describes work/life issues impact everyone without seeing their education level, gender, income level, family structure, occupation, race, age, job status or religion. Panisoara and Serban (2013) did a special study to find a relationship of marital status and work-life balance. To reduce inequity, they divided all respondents into four categories: unmarried, married without children, married with children under 18 and married with children above 18. All four categories do not have a significant relationship to work-life balance.

2.3 Hypothesis

Quality of work life programs mainly focuses on two sectors, productivity and increases the satisfaction of employees (Gadon, 1984 in Ahmad, 2017). In his journal, Wright (2002) also depicts that factors like age, employment, gender, education and income are very important to relate to the level of QWL among the employees. Ahmad (2017) in his study also proved that the study suggested a statistically significant correlation between the demographic variables such as age, a period of service, income and education of employees of University and QWL. The result excluded gender as it has no significant correlation to QWL. From the description above, hence, hypothesis 1 to 3 are offered.

H₁ : Demographic is related to the quality of work life

H_{1a} : Age is related to the quality of work life

H_{1b} : Gender is related to the quality of work life

H_{1c} : Marital Status is related to the quality of work life

Working women at midlife age mostly experience varieties of challenges such as, caring for children, parents, or spouse, yet sustaining marriage in the face of the opposite pulls of overload and complacency, juggling various rules, and stimulating (Whelan Berry and Gordon, 2004; Wallen, 2002 in Marcinkus et al., 2007). Due to the new gender equity which women nowadays are more likely also in work population, shifting role expectations (in the family), and family time scarcity, many men and women are required to find new ways to balance their professional and personal lives (Rao and Indla, 2010). From that findings, hypothesis 4 – 6 are offered.

H₂ : Demographic is related to work-life balance

H_{2a} : Age is related to work-life balance

H_{2b} : Gender is related to work-life balance

H_{2c} : Marital Status is related to work-life balance

3 RESEARCH METHOD

3.1 Sampling Method

The method of this research is purposive sampling that is a type of non-probability sampling technique. Non-probability sampling focuses on units that are investigated based on the judgement by the researcher. This means, before the research has started, the researcher has classified which group of respondents that meet the characteristics the researcher needs. The goal of purposive sampling is to focus on particular characteristics of a population which will enable us to answer the questions (Lund, 2012).

These are some characteristics of the respondents for this research:

- a) Workers aged >21
- b) Workers with minimum one year of work
- c) Workers that work in a formal sector (not civil workers)

3.2 Data Analysis Technique

3.2.1 Validity Test

The importance of validating research instruments especially questionnaires are spread through most studies. Validity test expresses the stage or degree in which the measurements in the research instrument measure the purpose of the research, it varies depending on which instrument the researcher is using when the research is going. Several varieties that can be used are faced validity, construct validity, content validity and criterion validity. Validity tests are categorized into two components, internal and external validities. Internal validity refers to how accurately the measures obtained from the what the research is quantifying what it was designed to measure, while external validity refers to on what stage the measures can obtain from the sample that describes the population general (Bolarinwa, 2015).

Questionnaire validity test was conducted by Pearson Product Moment Correlations using SPSS (SPSS, 2015). The validity test by Pearson was done by seeing the correlation on each item on the

questionnaire in a total score. Here is the basic making decision when using validity test. The Pearson Product Moment formula is as shown below:

$$r = \frac{n(\sum XY) - (\sum X)(\sum Y)}{\sqrt{[\sum n \cdot \sum X^2 - (\sum X)^2][n \sum Y^2 - (\sum Y)^2]}} \quad (1)$$

Source: Siregar (2016)

Where:

- rx_y = Items correlation coefficient
- n = total subject
- ∑x = total score from each item
- ∑y = total multiplication from each item

When the scoring is done, we can decide the next action that we should do after we read the score. These rules applied after we get the score.

- a. Seeing the value of significance:
 - i. If the significance value < 0.05, then the instrument is declared invalid
 - ii. If the significance value > 0.05, then the instrument is declared invalid
- b. Comparing the value of r_{xy} table with r product moment:
 - i. If the value of r_{xy} > r table product moment, then the instrument is declared invalid
 - ii. If the value of r_{xy} < r table product moment, then the instrument is declared invalid

3.2.2 Reliability Test

Reliability can be established by using a pilot test with 20 to 30 respondents outside the sample (Bolarinwa, 2015). This step is used basically to check the consistency of the respondents (Collingridge, 2014). Cronbach Alpha is the most common test used to measure internal consistency reliability. Cronbach Alpha values range from 0-1.0 that the acceptable value range starts from 0.70. In most cases, the lowest value is 0.60 to make the score acceptable.

The formula of Cronbach Alpha can be seen below:

$$r_{11} = \left(\frac{k}{k-1} \right) - \left(1 - \frac{\sum S_i^2}{St^2} \right) \quad (2)$$

Where:

- r₁₁ = the coefficient of instrument reliability
- k = number of questions
- S_i² = score variants from all questions
- St = deviation standard from all instrument

Some conditions could affect Cronbach values, they are:

- a. Numbers of items, the scale of <10 variables could cause Cronbach alpha to be low;
- b. Distribution of score, normality increases Cronbach alpha value while skewed data reduces it;
- c. Timing, Cronbach alpha does not indicate the stability or consistency of the test over time;
- d. The wording of the items, the negative-worded questionnaire should be reversed before scoring;
- e. Items with 0, 1 and negative scores; Ensure that items/statements that have 0 s, 1 s and negatives are eliminated.

3.3 Score Interpretation

Psychology score interpretation is normative, means that all scores that have been collected measure to the relative position of theoretic population score mean as a parameter. In the end, the quantitative score that is still being a number can be interpreted qualitatively (Azwar, 2015). To interpret the score thoroughly, we may make categorization to put each unit to its group which has an elevating position based on the attribute that measured. This research then measures the impact of demography on the quality of work life and demography to work-life balance with two tests. The first one in three categories and the second one in five categories.

Three categories measure each relationship as follows:

$X < (\mu - 1,0\sigma)$	Low
$(\mu - 1,0\sigma) \leq X < (\mu + 1,0\sigma)$	Medium
$(\mu + 1,0\sigma) \leq X$	High

While five categories measure each relationship as follows:

$X \leq \mu - 1,5\sigma$	Very low
$\mu - 1,5\sigma < X \leq \mu - 0,5\sigma$	Low
$\mu - 0,5\sigma < X \leq \mu + 0,5\sigma$	Medium
$\mu + 0,5\sigma < X \leq \mu + 1,5\sigma$	High
$\mu + 1,5\sigma < X$	Very High

Where:

- X = Total score of questionnaires
- μ = Mean
- σ = Deviation standard

Since this research used three variables which demographic has three its variables, in total, six categories are measuring applied in this research to find the precise answer.

3.4 Chi-Square

Chi-Square is a statistical measure used in the context of sampling analysis for comparing a variance to a theoretical variance (Kothari, 2004). As a non-parametric test, chi-square can be used as a test of goodness of fit and as a test of independence.

Before applying the chi-square method, some conditions should be applied:

- Observations recorded and used are collected on a random basis.
- All the items in the sample must be independent, means no relation between items
- A group should not contain very few items (less than 10).
- The overall number of items must also be reasonably large. It should normally be at least 50, howsoever small the number of groups may be.
- The constraints must be linear. Constraints which involve linear equations in the cell frequencies of a contingency table (i.e., equations containing no squares or higher powers of the frequencies) are known as linear constraints

Chi-square is then calculated as follows:

$$\chi^2 = \sum \frac{O_{ij} - E_{ij}}{E_{ij}} \quad (3)$$

Where:

χ^2 = chi square

O_{ij} = observed frequency of the cell in i^{th} row and j^{th} column

E_{ij} = expected frequency of the cell in i^{th} row and j^{th} column.

\sum = Summation

Observed frequency can be defined as counts made from experimental data. In other words, the observed frequency is obtained after the experiment happen. In another side, expected frequency is the number from calculations made by using theory (Statisticshowto, 2017). In chi-square, both units are said having a relationship if the significant value is under 0,05. Alternatively, if it is written in number sentence, the statement becomes, $\text{sig} < 0,05$.

4 RESULTS AND DISCUSSION

4.1 Results

4.1.1 Quality of Work Life (QWL)

Quality of Work Life uses two categorization, three and five. For each different categorization calculation applied. The calculation is done using SPSS with score result, minimum = 22; maximum = 80, mean = 42.87 and deviation standard = 6.68. From this calculation, all 150 questionnaires were used and classified into each suitable category as shown in Table 1.

Table 1: Quality of Work Life 3 Categorization

No.	Formula	Interpretation	Total	Percentage
1.	$X < 38.9$	Low	15	10%
2.	$38.9 \leq x < 52.723$	Medium	120	80%
3.	$52.723 \leq x$	High	15	10%

From the table, it shows that 15 respondents have a low level, 120 respondents have a medium level, and 15 respondents have a high level of quality of work life. The interesting part is, the majority of respondents fall in the medium level of quality of work life. For the next step, the researcher has broken down the categories from three to five categories to get the detail result.

Table 2: Quality of Work Life 5 Categorization

No.	Formula	Interpretation	Total	Percentage
1.	$X \leq 35.45$	Very low	7	5%
2.	$35.45 < x \leq 42.36$	Low	38	25%
3.	$42.36 < x \leq 49.26$	Medium	72	48%
4.	$49.26 < x \leq 56.17$	High	28	19%
5.	$56.17 < x$	Very high	5	3%

Source: Researcher's own SPSS Result, 2018

According to Table 2, in this categorization, we have found that 7 respondents can be classified in the very low level of QWL, 38 respondents in low level, 72 respondents in medium level, 28 respondents in high level and 5 respondents in very high level. Compare to results in three categorization; the finding is still related that respondents vastly have a medium level of quality of work life.

4.1.2 Work-Life Balance (WLB)

There are two categorizations for Work-Life Balance (WLB), three and five categorizations. The calculation is done using SPSS with the following result: minimum = 16.00, maximum = 39.00, mean = 27.24 and deviation standard = 3.60. The same questionnaires (respondents) were used for this calculation. The result for three categorisations can be seen in Table 3.

Table 3: Work-Life Balance 3 Categorizations

No.	Formula	Interpretation	Total	Percentage
1.	$X < 23.63$	Low	8	5.34%
2.	$23.63 \leq x < 27.23$	Medium	50	33.34%
3.	$27.23 \leq x$	High	92	61.32%

From the table shown above, there are 8 respondents fall in low level, 50 respondents fall in medium level, and 92 respondents fall in the high level of work-life balance. Moreover, from the results majority fall in high level. To get the detail result, the researcher did another test of WLB in five categorizations. The result can be seen in Table 4.

Table 4: Work-Life Balance 5 Categorizations

No.	Formula	Interpretation	Total	Percentage
1.	$X \leq 21.84$	Very low	3	2%
2.	$21.84 < x \leq 25.44$	Low	9	6%
3.	$25.44 < x \leq 29.04$	Medium	105	70%
4.	$29.04 < x \leq 32.64$	High	31	20.7%
5.	$32.64 < x$	Very high	4	1.3%

Source: Researcher’s own SPSS result, 2018

Among those 150 respondents, there are 3 respondents with very low WLB level, 9 respondents fall in low level, 105 respondents in medium level, 31 respondents in high level and 4 respondents fall in the very high level of WLB. Compare to the previous Table 4.6 there is a different result that from all respondents that classified to a high level of WLB in three categorizations, when it is all broken down to five categories, most of all respondents that classified to the high level had been classified to medium level of WLB.

4.1.3 Chi-square Test

In this research, the researcher uses three demographics factor: age, gender and marital status

as an X and both QWL and WLB as Y. The impact level from X to both Ys is seen from the result of Chi-square test using SPSS software. The rule is if the Pearson chi-square test shows result score >0.05 it means X has an impact to Y. In contrast, if the Pearson chi-square test shows result score <0.05 it means X does not have an impact to Y. Since there are two categorizations for both Y variables, each demographic factor will be tested separately with each Y categorization.

4.1.4 Demographics Crosstabulation Age

Two tests were done for both variables, demographic (age) to QWL. each test shows the impact of age to QWL in three or five categorizations. In age classifications, there are originally six age classifications, but since there are two classifications that did not get any respondents thus both of them will not be shown in this table or any test.

Table 5: Crosstabulation Age to QWL 3 Categorizations

Age	Quality of Work Life (Categorization)			Total
	1	2	3	
21 – 25	8	57	4	69
26 – 35	6	54	9	69
36-45	1	7	2	10
46-55	0	2	0	2
Total	15	120	15	150

Source: Researcher’s own SPSS Result, 2018

Based on Table 5, the score of sig. χ^2 test is 0.696 that rejects the hypothesis and has a meaning that there is no relationship between age and quality of work life. After finished doing this test, the researcher did another test for QWL in five categorizations. The result shows in Table 6.

Table 6: Crosstabulation Age to QWL 5 Categorizations

Age	Quality of Work Life (Categorization)					Total
	1	2	3	4	5	
21 - 25	4	18	35	10	2	69
26 - 35	3	17	31	15	3	69
36-45	0	3	4	3	0	10
46-55	0	0	2	0	0	2
Total	7	38	72	28	5	150

Source: Researcher’s own SPSS Result, 2018

In this test, QWL has divided into five categorizations which makes the researcher able to analyze deeper. The sig. χ^2 score is known at 0.935 which also rejects the hypothesis from the researcher

and confirm the finding from the previous table that these two variables have no relationship which age has no impact on QWL of the respondents. On the next step, two tests were done between age and WLB (three and five categorizations).

Table 7 : Crosstabulation Age to WLB

Age	Work-LifeBalance (Categorization)					Total
	1	2	3	4	5	
21 - 25	3	1	49	12	4	69
26 - 35	0	7	45	16	0	68
36-45	0	1	9	1	0	11
46-55	0	0	0	2	0	2
Total	3	9	103	31	4	150

Source: Researcher's own SPSS Result, 2018

Based on Table 7, in this test sig. $\chi^2 = 0.036$ confirms that there is an impact on age to WLB. This brings hypothesis 2a can be accepted and rejects H0. Even though most of the respondents fall in the third category, but compare to older respondents (aged >35) younger respondents have more tendency to have higher work life balance.

Gender

Gender only falls into two classifications: male and female. In this section, gender will be tested with QWL and WLB. For each Y variable, there will be 2 tests. Each table shows the connection between two variables in three and five categories.

Table 8: Crosstabulation Gender to QWL 3 Categorizations

Gender	Work-Life Balance (Categorization)			Total
	1	2	3	
Male	5	44	10	59
Female	10	76	5	91
Total	15	120	15	150

Source: Researcher's own SPSS Result, 2018

According to Table 8, this test shows there is no relationship between gender to WLB from the test score, sig. $\chi^2 = 0.71$, while in the chi-square method, two variables are said having a relationship if the significance test is < 0.05. To confirm the finding in this test, the researcher did another test with QWL in five categorizations.

Table 9: Crosstabulation Gender to QWL 5 Categorizations

Gender	Quality of Work Life (Categorization)	Total
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	1	2	3	4	5	
Male	2	17	25	11	4	59
Female	5	21	47	17	1	91
Total	7	38	72	28	5	150

Source: Researcher's own SPSS Result, 2018

Similar to the previous table, according to Table 9, the sig. χ^2 score also rejects the relationship and any impacts from gender to QWL by score of 0.296. This means for this research, all respondents come from both gender (male and female) tend to have a balance level of QWL.

Table 10: Crosstabulation Gender to WLB 3 Categorizations

Gender	Work-Life Balance (Categorization)			Total
	1	2	3	
Male	3	20	36	59
Female	5	30	56	91
Total	8	50	92	150

Source: Researcher's own SPSS Result, 2018

Based on Table 10, the researcher finds that gender does not give any impacts to WLB based on the sig. χ^2 score, 0.989. To support this finding, the researcher did another test which between gender to WLB in five categorizations.

Table 11: Crosstabulation Gender to WLB 5 Categorizations

Gender	Work-Life Balance (Categorization)					Total
	1	2	3	4	5	
Male	0	6	38	14	1	59
Female	3	3	65	17	3	91
Total	3	9	103	31	4	150

Source: Researcher's own SPSS Result, 2018

Based on Table 11, this test was done by compiling data of gender variable to WLB, and the categorization has been spread into five to see the relationship from both variables thoroughly. The sig. χ^2 score for this test is at 0.214 which support the previous test and rejects the researcher's hypothesis. This means, ones' work life balance does not affected by gender.

Marital Status

This research divides marital status into three classifications: single, married, widowed. The researcher will do four test for this variable. Two tests to know the connection (impact) between

marital status to QWL (3 and 5 categorizations) also another to between marital status to WLB (3 and 5 categorizations).

Table 12: Crosstabulation Marital Status to QWL 3 Categorizations

Marital Status	Quality of Work Life (Categorization)			Total
	1	2	3	
Single	13	84	12	109
Married	2	31	3	36
Widowed	0	5	0	5
Total	15	120	15	150

Source: Researcher’s own SPSS Result, 2018

As shown in Table 12, this test was done by compiling data from the marital status variable and quality of work life. The sig. χ^2 score for this test is at 0.581 which shows there is no relationship between marital status and QWL and rejects the researcher’s hypothesis

Table 13: Crosstabulation Marital Status to QWL 5 Categorizations

Marital Status	Quality of Work Life (Categorization)					Total
	1	2	3	4	5	
Single	7	23	52	23	4	109
Married	0	12	19	4	1	36
Widowed	0	3	1	1	0	5
Total	7	38	72	28	5	150

Source: Researcher’s own SPSS Result, 2018

To support the previous finding, the researcher did another test which broadens the quality of work life variable to five categorizations as shown in Table 13. According to sig. χ^2 test, the researcher got the score at 0.313 which rejects the researcher’s hypothesis. In another word, marital status does not give any impact to ones’ work life balance.

Table 14: Crosstabulation Marital Status to WLB 3 Categorizations

Marital Status	Work-Life Balance (Categorization)			Total
	1	2	3	
Single	7	34	68	109
Married	1	13	22	36
Widowed	0	3	2	5
Total	8	50	92	150

Source: Researcher’s own SPSS Result, 2018

After compiling data and did test to marital status and quality of work life, the researcher did two more tests. This test is between marital status to work-life balance in three categorizations as shown in Table 14. From sig. χ^2 score, 0.620 it shows that

marital status does not give any impact to work life balance and rejects the researcher’s hypothesis.

Table 15: Crosstabulation Marital Status to WLB 5 Categorizations

Marital Status	Work-Life Balance (Categorization)					Total
	1	2	3	4	5	
Single	3	6	73	23	4	109
Married	0	2	26	8	0	36
Widowed	0	1	4	0	0	5
Total	3	9	103	31	4	150

Source: Researcher’s own SPSS Result, 2018

This last test was done to support the previous finding. Based on Table 15, from sig. χ^2 test, the researcher found the score is at 0.690. This test result is similar to the previous test and also rejects the researcher’s hypothesis which means marital status does not give any impacts to ones’ work life balance.

Results Analysis

In this research, demographics are presented by three variables: age, gender and marital status while quality and work life and work-life balance present themselves. In the calculation method, all demographics were tested to each Y variable with two categorizations (three and five). Results show that from 12 tests, 11 tests indicate invalidation of the hypotheses (sig. $\chi^2 > 0.05$) and only one test appears to confirm the researcher’s hypothesis (sig. $\chi^2 < 0.05$).

Table 16: Sig. Chi-square Test Result Demographics to QWL

Hypothesis	Hypothesis Statement	Sig. χ^2 score	Interpretation
H1a	Age is related to the quality of work life	0.696	Age is not related to the quality of work life
		0.935	
H1b	Gender is related to the quality of work life	0.71	Gender is not related to the quality of work life
		0.296	
H1c	Marital status is related to the quality of work life	0.581	Marital status is not related to the quality of work life
		0.313	

Source: Researcher’s own SPSS Result, 2018

As shown in Table 16, the data show based on χ^2 test all hypotheses are rejected ($\chi^2 > 0.05$). H1a is rejected from this test based on the χ^2 test. Age, gender, and marital status are not related to ones’ quality of work life. This score means that no matter how young or old is someone, their quality of work

life will not be affected by it and contrast with Anyaoku’s (2016) study that states about QWL is significantly related to age. Although, in five categorization the results come in more detail which shows respondents also have a tendency to move from medium to low level or medium to high level.

After finding the relationship between age and QWL, the researcher did a test to find the relationship between gender and QWL. This research starts with the initiative about how women often become the object of QWL and WLB studies with low attention to men. The table above shows that there is no relationship between gender to QWL ($\chi^2 > 0.05$). Which means, men and women do not have a significant different level of QWL thus, make H1b is rejected. This may be explained from respondents’ job that does not provide any differences between male and female workers. Since all workers have the same responsibilities, it makes employees feel that they are equal and make a good relationship between all workers.

Another test is to find a relationship between marital status and QWL. It appears that marital status is not related to QWL ($\chi^2 > 0.05$), rejects H1c. This shows that in every status each respondent has, it does not have any impact on their quality of work life level. The results can be happened since the respondents taken for this research is too homogenous (single) that makes the data calculation be tendentious to one data and make the result unrelated to another one.

Table 17: Sig. Chi-square Test Result Demographics to WLB

Hypothesis	Hypothesis Statement	χ^2 score	Interpretation
H2a	Age is related to work-life balance	0.036	Age is related to work-life balance
H2b	Gender is related to work-life balance	0.989	Gender is not related to the quality of work life
		0.214	
H2c	Marital status is related to work-life balance	0.620	Marital status is not related to the quality of work life
		0.690	

Source: Researcher’s own SPSS Result, 2018

The latest tests were done to find the result of those three hypotheses given by the researcher. From the Table 17, p-value only confirms H2a which stated age is related to work-life balance.

From this research, it shows that the younger respondents tend to have high work-life balance level than the older respondents. This against the perception that older respondents may have a high level of work-life balance.

In contrast to Poulouse and Sudarsan (2014) study which shows gender is related to WLB, this research shows that gender is not related to WLB ($\chi^2 > 0.05$), rejects H2b. The rejection may come from many aspects. The respondents used in this research may not come in the balance amount thus make the information given becomes more tendentious into only one gender. In another side, the contrast result may also come from the balance work and no discrimination applied at a workplace that makes workload between male and female workers are no far from different. Thus, make all workers have a possible chance to spend their after-work time with their personal life longer.

From gender, the latest test is done between marital status and work-life balance. The χ^2 score for this test is > 0.05 which shows there is no relationship between marital status and work life balance. The rejection of H2c may come from some causes for the example, the homogenous data from the respondents and there is a significant difference from one cluster to others. Data used in this research comes from 73% single respondents. This means, the score from the calculation may not represent the whole respondents since there is a significant difference of three clusters used in this research. This make this research’s finding contrast with Thriveni and Rama (2012) that states demographics (marital status) has a significant relationship with work life balance. Instead, this research matches the finding from Panisoara and Serban (2013) that states marital status has no relationship with work life balance.

The results of this study are not consistent with the result of the previous study, Anyaoku (2016) that shows there is a relationship of age to QWL. Also is not consistent with Poulouse and Sudarsan (2014) about their review that states there is a relationship between demographics to WLB. Moreover, the cause of major rejection in this study may come from the majority of answers from respondents. In QWL part, the average of respondents answer agree 95 throughout all statements that over 100 respondents agree they work in a nice building company, get good facilities from their workplace, they participated in sounding their opinion, satisfied at their work, and have good coworkers.

While in WLB part, the answers vary between disagree and agree, but the majority is still in “agree”

part with 70 respondents. From that, over 100 respondents agree they work, or they job encourage them to enjoy their personal life. Although, this study may be consistent with other studies. The different results of this study with other may come from the characteristics of the respondents used that is too homogenous, the psychological condition of the respondents when filling in this questionnaire, and also how the respondents react to the questionnaire.

4.2 Research Findings

Based on this research, there are some findings can be found from each Y variable. Quality of work life and work-life balance may be affected by demographics if some certain conditions applied to the respondents and also the researcher uses certain measurements to classify which respondents can be used as the respondent in the research. Thus, data used in this research did not support the hypotheses, certain conditions such as time and the current condition when the respondents answer the questionnaire, the level of understanding when the respondent read the questionnaire and also honesty level of what the respondent truly feel may affect the answers given. Certain measurements that may be needed can be about how many respondents needed for each cluster.

Age is not related to the quality of work life from the χ^2 score result, 0.696 and 0.935. Gender also is not related to the quality of work life from the χ^2 score result 0.71 and 0.296. The last, marital status is also not related to the quality of work life from the χ^2 score 0.581 and 0.313. From all the tests score above H1 is rejected. In contrast, age is related to work life balance with χ^2 score 0.045 that confirms H2a. But the following score tests for gender to work life balance are at 0.433 and 0.821, also another latest score tests marital status to work life balance are at 0.098 and 0.894. In another word, H2b and H2c are rejected.

4.3 Results Limitations

There are some limitations for this research that may give some insights for the next research as corrections, those are:

- a. There are only 150 respondents used in this research.
- b. This research used too homogenous respondents, means majority respondents used in this research are either in one or two clusters of demographic variables. This research used

respondents majority age 21-25, female, and single.

- c. Respondents may respond to the questionnaire with an unclear statement. This may happen if the respondents do not understand the statement.
- d. Variables used in this research are only two without intervening connection.

5 CONCLUSIONS

5.1 Summary

This study observed how demographics related to the quality of work life and work-life balance. Alternatively, in another word, is there any impact from demographics of ones' life to their quality of work life and work-life balance. Literature review for these variables may vary with a different result, but most of them are a study about women.

Based on the tests had taken, there are six findings that among those six, five of them rejects the hypotheses. The results are explained as follow:

- a. Age is not related to the quality of work life. This means, whether the person is relatively young or old, their quality of work life will not be affected. Younger people can have a high level of quality of work life, and older people also can have the same level as younger people.
- b. Gender is not related to the quality of work life. This result shows that male and female workers can have the same level of quality of work life.
- c. Marital status is not related to the quality of work life. People with single, married or widowed status can have the same level of quality of work life. This means, having own family does not give any impact of ones' quality of work life.
- d. Age is related to work-life balance. In this result, Age does give any impact of ones' work-life balance. For this research, it shows that younger people tend to have a high level of work-life balance. While in contrast, older people tend to have a lower level of work-life balance.
- e. Gender is not related to work-life balance. In this category, the researcher does not find any impact from gender to work-life balance.
- f. Marital status is not related to work-life balance. This means, in any status of a person it does not give any impact to ones' work-life balance.

5.2 Recommendations

Based on the results had shown above, the researcher has some recommendations as follow:

- a. For employer around Jakarta and Tangerang
Quality of work life and work-life balance are two important things that caught more and more attention lately. This means, in years to come employee will not only looking for work with a goodsalary but also with good facilities and flexibilities to the employee. To attract high potential employees, the employerneeds to be more flexible to give an adequate salary, fair bonus and at least a basic facility to all employees. For the example, nursery room, fair leaves days for all employees and vehicle to rent or borrow for employees who urgently needed.
- b. For the successor of this research
This research used respondents that being a majority in this research. This makes this research's *P*-value be affected. Thus, to have a fair result, diversity of respondents may need. In another option, a balance amount of respondent can produce a fair result.

5.3 Implications

There are two implications can be used from this research, they are:

- a. Practical Implication
This research may be implied in daily life by the employer to increase their employees quality of work life and work-life balance. Readers also can imply this research findings by trying to put all lives domains in an equal balance. In another side, many employers prefer to hire single candidates as an employee because most employers are afraid that married employees may put their personal life as a priority of work. Since this research shows that marital status is not related to either quality of work life and work-life balance, thus, employers may need not to doubt the integrity of married workers.
- b. Theoretical Implication
The researcher hopes that the result of this research may bring new insight to employers about how the quality of work life and work-life balance level of employees in the hospitality industry in Jakarta and Tangerang.

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