

The Effect of Work-Life Balance and Emotional Intelligence on Job Satisfaction of K-24 Pharmacy Employees in Jayapura City

Dwi Abdur Rouf^{1*}, Yasir Attamimi²
Universitas Cenderawasih, Indonesia

Email: dwiarouf02@gmail.com^{1*}, yasir.attamimi@feb.uncen.ac.id²

*Correspondence

ABSTRACT

Keywords: work-life balance, emotional intelligence, job satisfaction	The Effect of Work-life Balance and Emotional Intelligence on Job Satisfaction of K-24 Pharmacy Employees in Jayapura City. Management Study Program, Department of Management, Faculty of Economics and Business, Cenderawasih University. The objectives of this study are: 1) To find out and analyze whether work-life balance and emotional intelligence simultaneously affect the job satisfaction of K-24 pharmacy employees in Jayapura city; 2) To find out and analyze whether work-life balance and emotional intelligence partially affect the job satisfaction of K-24 pharmacy employees in Jayapura city; 3) To find out and analyze which variables between work-life balance and emotional intelligence are more dominant in influencing the job satisfaction of K-24 pharmacy employees in Jayapura city. This type of research is quantitative research. The population in this study is all employees of K-24 pharmacies in the city of Jayapura which totals 81 employees. The number of samples is determined using the total sampling technique, which is the number of samples equal to the number of populations. Data analysis using multiple linear regression with the help of the SPSS version 23 program. The results of the study showed: 1) There was a simultaneous influence of work-life balance and emotional intelligence variables on the job satisfaction of K-24 pharmacy employees in Jayapura city; 2) There is a partial influence of work-life balance and emotional intelligence variables on the job satisfaction of K-24 pharmacy employees in Jayapura city; 3) The variable emotional intelligence is a more dominant variable that affects the job satisfaction of K-24 pharmacy employees in Jayapura city.
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Introduction

Organizations have various kinds of resources as inputs to be processed into outputs in the form of products or services. These resources include capital, technology, methods,

people, and so on. Among these various resources, human resources (HR) are the most important element (Nadeak, 2019). Good human resource management will have a positive impact on the organization or company in achieving goals. According to (RISAMASU & WAMBRAUW, 2020) it is stated that humans always play an active and dominant role in every activity of an organization or company because humans play a role in planning, implementing, and determining the achievement of the goals that have been set.

To achieve the goal optimally, the company must have superior human resources. One of the representations of the superiority of human resources can be seen from their ability to meet the demands of the work provided by the company. But in the midst of these various job demands, employees also have a role in personal life such as relationships with hobbies and family. So that wise employees must be able to balance between their work life and personal life.

Work-life balance is a person's ability to harmonize between their work life and personal life. The term work-life balance first appeared in the UK in the late 1970s and began to be widely used in the United States in 1986 to overcome the problem of American workers who often neglect free time for themselves, family, and relationships to pursue organizational goals. (Nabilah, Maszudi, & Samsinar, 2024). According to Delecta (2011), work-life balance is a person's ability to fulfill their work commitments and family commitments as well as other non-work responsibilities.

Based on the results of a survey released in 2022 by SEEK, Boston Consulting Group (BCG), and The Network as reported in sukabumiupdate.com revealed that as many as 43% of respondents in Indonesia stated that work-life balance is the top priority in choosing a job. This indicates that work-life balance participates in determining a person's level of satisfaction in their work. In a previous study conducted by (Nabilah et al., 2024) On the effect of work-life balance on nurses' job satisfaction in the nurse workforce at the Regional Public Service Agency (BLUD) of South Konawe Hospital, it was stated that work-life balance had a positive effect on the job satisfaction of nurses at the Regional Public Service Agency (BLUD) of South Konawe Hospital. However, this is contrary to research on employees at PT. Hasjrat Abadi in Kotamobagu conducted by (Endeka, Rumawas, & Tumbel, 2020) Where in his research, it was said that work-life balance did not affect employee job satisfaction.

Emotional intelligence is an ability that alludes to the capacity to understand feelings in oneself and the sensations of others, the capacity to spur oneself, and the capacity to monitor feelings well in oneself and engage with others (Prabowo, Widiyanti, Yusuf, & Adam, n.d.). Emotional intelligence will help each individual in overcoming various problems that occur in his work and life. In the previous research conducted by Nurjaya (2015) about the influence of emotional intelligence on the job satisfaction of employees of PT. Telkom Siporennu Makassar stated that emotional intelligence has a positive effect on employee job satisfaction. Meanwhile, research conducted by (Sugiharti, Mas, & Mas'ud, 2024) at one of the tire supply companies in the Cikarang industrial estate stated that emotional intelligence did not have a significant effect on

employee job satisfaction. According (Gouwtama, 2024) stated that the better an employee's emotional intelligence, the more the employee will be liked by both superiors and colleagues which can create satisfaction in him.

The term satisfaction is a description of an individual's emotions or feelings when they can feel satisfied with what they do or what they get. When you hear the word job satisfaction, it can be described as an employee who feels satisfied with the work or the results of the work they have completed. According to (Nadeak, 2019) Job satisfaction is an assessment, feeling, or attitude of a person or employee towards his or her work and the relationship with the work environment, type of work, compensation, relationships between co-workers, social relations in the workplace, and so on.

(Bukit, Lopian, & Tielung, 2022) In their research entitled "The Effect of Work-Life Balance and Emotional Intelligence on Work Satisfaction at Hotel Sintesa Peninsula Manado". The research method used is the associative method. The population in this study is all employees of Hotel Sintesa Peninsula Manado which totals 150 employees. The sample taken amounted to 60 employees using the Slovin formula sampling technique. The data collection technique uses questionnaire distribution. The analysis method used is multiple linear regression. The results of this study stated that work-life balance and emotional intelligence simultaneously had a significant effect on employee job satisfaction. Partially, work-life balance did not have a significant effect on employee job satisfaction, and emotional intelligence had a significant effect on employee job satisfaction. The variable of emotional intelligence is more dominant in influencing employee job satisfaction at Hotel Sintesa Peninsula Manado.

Nathaya, et al. (2022) in their research entitled "The Effect of Emotional Intelligence with Work-Life Balance and Burnout on Job Satisfaction". The research method used is quantitative. The population in this study is 3,181 teachers of State Vocational Schools in DKI Jakarta. The sample taken amounted to 248 teachers using the purposive sampling technique. The data collection technique uses questionnaire distribution. The analysis method used is the SEM (Structural Equation Modeling) model. The results of this study stated that emotional intelligence and work-life balance partially had a significant effect on teacher job satisfaction at State Vocational Schools in DKI Jakarta. The variable of emotional intelligence is more dominant in influencing the job satisfaction of teachers at State Vocational Schools in DKI Jakarta.

Based on the formulation of the problem that has been described above, the purpose of this research is:

1. To find out whether work-life balance and emotional intelligence simultaneously affect the job satisfaction of K-24 pharmacy employees in Jayapura city.
2. To find out whether work-life balance and emotional intelligence partially affect the job satisfaction of K-24 pharmacy employees in Jayapura city.
3. To find out which variables between work-life balance and emotional intelligence are more dominant in influencing the job satisfaction of K-24 pharmacy employees in Jayapura city.

Method

This research was carried out in all K-24 pharmacies operating in the city of Jayapura. In this study, the population is all employees of the K-24 pharmacy in the city of Jayapura which totals 81 employees.

In this study, because the population is not greater than 100 people, the researcher took the entire population at the K-24 pharmacy in the city of Jayapura to be used as a sample. Thus, the sample in this study is as many as 81 employees of K-24 pharmacies in the city of Jayapura, and the sample filled out from the respondents is 65 respondents.

Data Source

1. Primary Data

In this study, primary data was obtained through observation, interviews, and the distribution of questionnaires to employees of K-24 pharmacies in Jayapura City.

2. Secondary Data

In this study, secondary data was obtained from the collection of literature relevant to the research topic, as well as documents and news about K-24 pharmacies that have been published on the internet.

Data Collection Techniques

1. Questionnaire

In this study, the researcher compiled a questionnaire based on indicators of the research variables, namely Work-life balance (X1), Emotional Intelligence (X2), and Job Satisfaction (Y).

2. Interview

In this study, the researcher conducted interviews with several pharmacists in charge and also several employees of the K-24 pharmacy in the city of Jayapura.

3. Literature Study

This literature study is a research tool used as secondary data. In this study, the researcher collected secondary data through various books, journals, articles, and news related to the research topic.

Data Analysis Methods

The various data tests carried out in this study include frequency distribution for descriptive statistics, instrument tests, and classical assumption tests. In addition, variance analysis (ANOVA) was carried out to test the relationship between one dependent variable and one or more independent variables.

Results and Discussion

Apotek K-24 was officially established on October 24, 2002 by dr. Gideon Hartono. He is a general practitioner who is on duty at the Gondokusuman II Health Center. Initially, the K-24 pharmacy itself appeared because there was anxiety or difficulty in finding medicine in the middle of the night. At that time, there were rarely pharmacies that could be open until night. Even if there is, usually the pharmacy is difficult to reach the general public. In addition, the price pegged must be more expensive than the normal price.

Description of Work-life Balance Research Variables (X1)

The description of the *work-life balance* research variable can be seen in the frequency of respondents' responses to each statement item or indicator used.

Table 1
Work-life Balance Variable Frequency Distribution (X1)

Items	STS		TS		KS		S		SS		Average
	F	%	F	%	F	%	F	%	F	%	
X1_1	0	0	0	0	2	3	34	52	29	45	4,42
X1_2	0	0	2	3	7	11	32	49	24	37	4,20
X1_3	0	0	0	0	2	3	31	48	32	49	4,46
X1_4	0	0	0	0	3	5	36	55	26	40	4,35
X1_5	0	0	1	2	9	14	36	55	19	29	4,12
X1_6	0	0	1	2	7	11	38	58	19	29	4,15
Overall average of Work-life Balance variables (X1)											4,28

Source: Data processed, 2024

Based on table 2, it can be stated that the response to the assessment of the *work-life balance* variable obtained an overall average value of 4.28 which is in the interval (4.20–5.00) or in the very good category. Based on the results of this assessment, it shows that the *work-life balance* in the company is felt to be very good by employees.

Description of Emotional Intelligence Research Variables (X2)

The description of the variables of *emotional intelligence* research can be seen in the frequency of respondents' responses to each statement item or indicator used.

Table 2
Variable Frequency Distribution of Emotional Intelligence (X2)

Items	STS		TS		KS		S		SS		Average
	F	%	F	%	F	%	F	%	F	%	
X2_1	0	0	1	2	8	12	43	66	13	20	4,05
X2_2	0	0	0	0	5	8	45	69	15	23	4,15
X2_3	0	0	0	0	7	11	45	69	13	20	4,09
X2_4	0	0	1	2	2	3	39	60	23	35	4,29
X2_5	0	0	2	3	11	17	35	54	17	26	4,03
X2_6	0	0	0	0	9	14	41	63	15	23	4,09

X2_7	0	0	0	0	4	6	47	72	14	22	4,15
X2_8	0	0	0	0	3	5	48	74	14	22	4,17
X2_9	0	0	0	0	4	6	41	63	20	31	4,25
X2_10	0	0	0	0	3	5	40	62	22	34	4,29
Overall average of Emotional Intelligence Variables (X2)											4,16
<i>Source: Data processed, 2024</i>											

Based on table 2, it can be stated that the response to the assessment of the emotional intelligence variable obtained an overall average score of 4.16 which is in the interval (3.40–4.19) or in the good category. Based on the results of this assessment, it shows that the emotional intelligence in the company is felt to be good by employees.

Description of Job Satisfaction Research Variables (Y)

The description of the job satisfaction research variable can be seen in the frequency of respondents' responses to each statement item or indicator used.

Table 3
Frequency Distribution of Job Satisfaction Variables (Y)

Items	STS		TS		KS		S		SS		Average
	F	%	F	%	F	%	F	%	F	%	
Y_1	0	0	0	0	3	5	29	45	33	51	4,46
Y_2	0	0	0	0	5	8	34	52	26	40	4,32
Y_3	0	0	1	2	7	11	44	68	13	20	4,06
Y_4	0	0	1	2	6	9	41	63	17	26	4,14
Y_5	0	0	0	0	6	9	38	58	21	32	4,23
Y_6	0	0	1	2	4	6	40	62	20	31	4,22
Y_7	0	0	2	3	13	20	32	49	18	28	4,02
Y_8	0	0	1	2	8	12	40	62	16	25	4,09
Y_9	1	2	0	0	16	25	33	51	15	23	3,94
Y_10	1	2	1	2	8	12	45	69	10	15	3,95
Y_11	0	0	0	0	5	8	36	55	24	37	4,29
Y_12	0	0	0	0	1	2	37	57	27	42	4,40
Y_13	0	0	0	0	2	3	37	57	26	40	4,37
Y_14	0	0	1	2	4	6	48	74	12	18	4,09
Overall average of Job Satisfaction Variable (Y)											4,18
<i>Source: Data processed, 2024</i>											

Based on table 3, it can be stated that the response to the assessment of the job satisfaction variable obtained an overall average score of 4.18 which is in the interval (3.40–4.19) or in the good category. Based on the results of this assessment, it shows that job satisfaction in the company is felt to be good by employees.

Validity Test

The validity test aims to find out how accurate and precise a measuring tool is in performing its measurement function. The validity test of the measuring tool in this study uses the correlation of *Pearson's product moment*, namely by using each statement with a total score, then the results of the correlation are compared with a significant number of 5% and the r table at n = 65 is 0.244. The test results can be stated in the following table:

Table 4
Validity Test Results

It	Items	r calculate	r table	Sig.	Information
1.	X1_1	0,617	0,244	0,000	Valid
	X1_2	0,542	0,244	0,000	Valid
	X1_3	0,669	0,244	0,000	Valid
	X1_4	0,553	0,244	0,000	Valid
	X1_5	0,687	0,244	0,000	Valid
	X1_6	0,664	0,244	0,000	Valid
2.	X2_1	0,746	0,244	0,000	Valid
	X2_2	0,460	0,244	0,000	Valid
	X2_3	0,560	0,244	0,000	Valid
	X2_4	0,706	0,244	0,000	Valid
	X2_5	0,630	0,244	0,000	Valid
	X2_6	0,533	0,244	0,000	Valid
	X2_7	0,441	0,244	0,000	Valid
	X2_8	0,398	0,244	0,001	Valid
	X2_9	0,620	0,244	0,000	Valid
	X2_10	0,666	0,244	0,000	Valid
3.	Y_1	0,412	0,244	0,001	Valid
	Y_2	0,660	0,244	0,000	Valid
	Y_3	0,512	0,244	0,000	Valid
	Y_4	0,492	0,244	0,000	Valid
	Y_5	0,621	0,244	0,000	Valid
	Y_6	0,731	0,244	0,000	Valid
	Y_7	0,567	0,244	0,000	Valid

Y_8	0,514	0,244	0,000	Valid
Y_9	0,633	0,244	0,000	Valid
Y_10	0,680	0,244	0,000	Valid
Y_11	0,418	0,244	0,001	Valid
Y_12	0,441	0,244	0,000	Valid
Y_13	0,693	0,244	0,000	Valid
Y_14	0,491	0,244	0,000	Valid

Source: Data processed, 2024

Based on table 4, it can be seen that all indicators used have a calculated r value greater than the r table. This means that all statement items based on feasible or valid variable indicators are used as research data collection.

Reliability Test

The reliability test aims to measure a questionnaire which is an indicator of a variable or construct. A questionnaire is said to be reliable or reliable if a person's answers to statement items are consistent or stable over time. According to Ghozali (2018) it shows that *Cronbach's alpha* is acceptable if the value is > 0.6 . The closer *Cronbach's alpha* is to 1, the higher the internal consistent reliability.

Classical Assumption Test

According to Ghozali (2018), the classical assumption test is the initial stage carried out before multiple linear regression analysis. This test is carried out to be able to provide certainty so that the regression coefficient is unbiased and consistent and accurate in elimination. Classical assumption tests are carried out to show that the tests carried out have escaped data normality, multicollinearity, heteroscedasticity, and autocorrelation so that linear regression testing can be performed.

Normality Test

According to Ghozali (2018), the normality test aims to find out whether in the regression model, the bound variable and the free variable have a normal distribution. This test can be carried out using Kolmogorov-Smirnov (K-S) statistical analysis, with the provision that a data is said to be normal if the magnitude of the significant value of the variable $> \alpha = 0.05$ and vice versa if the significant value of the variable $< \alpha = 0.05$ then it does not meet the assumption of normality.

Table 5
Results of the Normality Test (K-S)

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		65
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	3,39015629
Most Extreme Differences	Absolute	,078
	Positive	,078
	Negative	-,077
Test Statistic		,078
Asymp. Sig. (2-tailed)		,200 ^{c,d}
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		
Source: Data processed, 2024		

Based on table 5, it can be seen that the bound variable and the free variable have a normal distribution because the significant value of the variable $> \alpha = 0.05$.

Multicollinearity Test

Multicollinearity can be detected with *tolerance* values and *Variance Inflation Factor (VIF)* values. The value to indicate that multicollinearity does not occur is a tolerance value > 0.10 or equal to $VIF < 10$ (Ghozali, 2018).

Table 6
Multicollinearity Test Results

Testing	Variable	Collinearity Statistics		Information
		Tolerance	VIF	
Y	<i>Work-life Balance</i>	0,513	1,948	Free of Multicollinearity
Y	<i>Emotional Intelligence</i>	0,513	1,948	Free of Multicollinearity
Source: Data processed, 2024				

Based on table 6, it can be seen that all variables have a *tolerance value* of > 0.10 and $VIF < 10$, which means that the classical assumption test in this study is free from multicollinearity deviation.

Heteroscedasticity Test

According to Ghozali (2018), the heteroscedasticity test aims to find out whether in the regression model there is an inequality *of variance* from residual or observation to other observations, to find out whether the regression model to be used is suitable to be used in estimating dependent variables influenced by independent variables, it will be carried out using the glacier test with the provision that if the significance value > 0.05, no heteroscedasticity occurs.

Table 7
Heteroscedasticity Test Results

Coefficients^a					
Type	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error			
1 (Constant)	-3,635	3,706		-,981	,331
Work-life Balance	-,106	,171	-,106	-,619	,538
Emotional Intelligence	,211	,120	,303	1,759	,084

a. Dependent Variable: ABS_RES
 Source: Data processed, 2024

Based on table 7, it can be seen that in this regression model, heteroscedasticity does not occur because the significance value > 0.05.

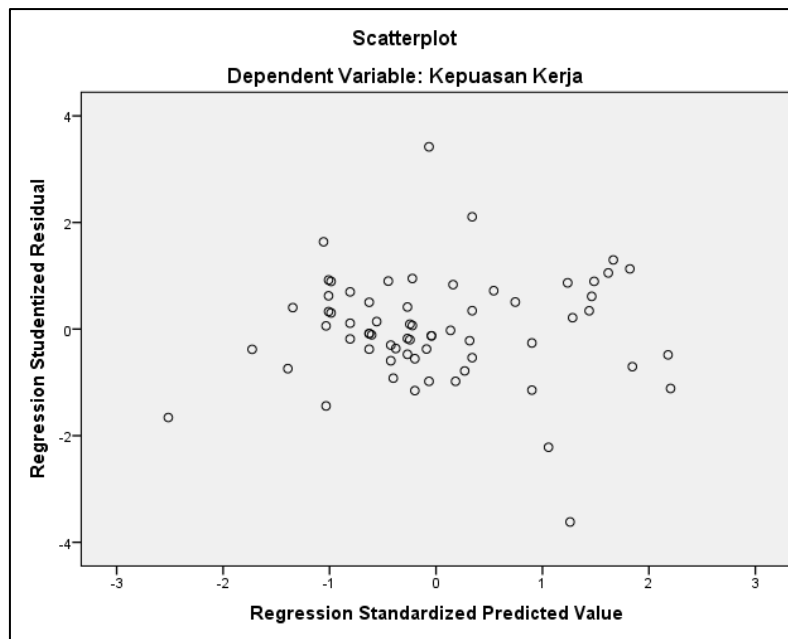


Figure 1
Heteroscedasticity Test Results (Scatterplot Graph)

Autocorrelation Test

According to Ghozali (2018), the autocorrelation test aims to test whether in the linear regression model there is a correlation between the tester error in the t -period and the tester error in the $t-1$ period (previously). Autocorrelation testing is carried out by a *run test* with the provisions, if the *Asymp value. Sig (2-tailed) < 0.05* then there is an autocorrelation symptom, on the other hand if the *Asymp value. Sig (2-tailed) > 0.05* then there were no autocorrelation symptoms.

A good regression model is one that is free of autocorrelation. Detecting autocorrelation can be done using *Durbin-Watson* values with the following criteria (Trihendradi, 2013 in Mardiatmoko, 2020):

1. If $0 < d < dL$, there is a positive autocorrelation
2. If $4 - dL < d < 4$, there is a negative autocorrelation
3. If $2 < d < 4 - dU$ or $dU < d < 2$, there is no positive or negative autocorrelation
4. If $dL \leq d \leq dU$ or $4 - dU \leq d \leq 4 - dL$, the test is inconclusive. For this reason, it can be used for other tests or add data
5. If the value of $du < d < 4-du$, then there is no autocorrelation

Multiple Linear Regression Analysis

In this study, the data analysis technique used is multiple linear regression. This technical analysis was used to determine the magnitude of the influence between work-life balance and emotional intelligence on the job satisfaction of K-24 pharmacy employees in Jayapura city by data processing using the SPSS version 23 program, the following regression results were obtained:

Table 8
Multiple Linear Regression Analysis Results

Type	Coefficients ^a					Collinearity Statistics	
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Tolerance	VIF
	B	Std. Error	Beta				
1 (Constant)	12,191	5,498		2,218	,030		
Work-life Balance	,742	,254	,352	2,920	,005	,513	1,948
Emotional Intelligence	,657	,178	,444	3,687	,000	,513	1,948

a. Dependent Variable: Job Satisfaction
Source: Data processed, 2024

Based on table 8, a regression equation was obtained for the influence of work-life balance and emotional intelligence variables on employee job satisfaction as follows:

$$Y = 12,191 + 0,742X_1 + 0,657X_2 + e$$

1. Constants = 12,191

This means that if the respondents' responses to the *work-life balance* and *emotional intelligence variables* are assumed to be fixed, the increase in employee job satisfaction is 12,191.

2. *Work-life Balance Coefficient* (X_1) = 0.742

This means that if the respondent's response with a change of 1 work-life balance unit every time there is *a work-life balance*, it will affect the increase in employee job satisfaction by 0.742.

3. *Emotional Intelligence Coefficient* (X_2) = 0.657

This means that if the respondent's response with a change of 1 unit of *emotional intelligence* every time occurs, it will affect the increase in employee job satisfaction by 0.657.

Hypothesis Test

1. Test f (simultaneous)

The f test aims to test the hypothesis of the study that states that work-life balance (X_1) and emotional intelligence (X_2) simultaneously affect employee job satisfaction (Y). The results of hypothesis testing can be seen in the following table:

Table 9
Test Result f (simultaneous)

ANOVAa					
Type	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	858,222	2	429,111	36,169	,000 B
Residual	735,562	62	11,864		
Total	1593,785	64			

a. Dependent Variable: Job Satisfaction
 b. Predictors: (Constant), Emotional Intelligence, Work-life Balance
 Source: Data processed, 2024

F count = 36.169

F table

DF1 = k-1 = 3-1 = 2

DF2 = n – k = 65 – 3 = 62

Then, F table = 3.15

Based on Table 9 and the calculation above, it can be seen that this test is carried out by comparing the value of the F calculation with the F table. Because the calculated F value is greater than the F value of the table ($36.169 > 3.15$) with a significant level of 0.000 less than 0.05, the result is obtained that H_0 is rejected and H_a is accepted, which means that this shows that *work-life balance* and *emotional intelligence* simultaneously affect employee job satisfaction.

Test t (partial)

The t-test aims to test the hypothesis of the study that states that work-life balance (X_1) and emotional intelligence (X_2) partially affect employee job satisfaction (Y). The results of hypothesis testing can be seen in the following table:

Table 10
Test Results t (partial)

Coefficients					
Type	Unstandardized Coefficients	Standardized Coefficients	t	Sig.	Collinearity Statistics

	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	12,191	5,498		2,218	,030		
Work-life Balance	,742	,254	,352	2,920	,005	,513	1,948
Emotional Intelligence	,657	,178	,444	3,687	,000	,513	1,948

a. Dependent Variable: Job Satisfaction
 Source: Data processed, 2024

T calculate variable $X_1 = 2.920$

T calculate variable $X_2 = 3.687$

$DF = n - k = 65 - 3 = 62$

So, T table = 1.99897

Based on Table 11 and the above calculations, it can be concluded that:

- a. The calculated t-value for the *work-life balance* variable (X_1) is greater than the t-value of the table ($2.920 > 1.99897$) with a significant value of 0.005 less than 0.05, then H_0 is rejected and H_a is accepted, which means that this shows that *the work-life balance* (X_1) has an effect on employee job satisfaction (Y).
- b. The calculated t-value for the *emotional intelligence* variable (X_2) is greater than the t-value of the table ($3.687 > 1.99897$) with a significant value of 0.000 less than 0.05, then H_0 is rejected and H_a is accepted, which means that this shows that *emotional intelligence* (X_2) has an effect on employee job satisfaction (Y).

Dominant test

The dominant test aims to test the hypothesis of the study that states that *emotional intelligence* (X_2) is more dominant in influencing employee job satisfaction (Y). The results of hypothesis testing can be seen in the following table:

Table 11
Dominant Test Results

Type	Unstandardized Coefficients		Standardized Coefficients		t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta				Tolerance	VIF
1 (Constant)	12,191	5,498			2,218	,030		
Work-life Balance	,742	,254	,352		2,920	,005	,513	1,948
Emotional Intelligence	,657	,178	,444		3,687	,000	,513	1,948

a. Dependent Variable: Job Satisfaction
Source: Data processed, 2024

Based on Table 11, it can be concluded that emotional intelligence (X_2) is a more dominant variable that affects employee job satisfaction (Y) with a Standardized Coefficient Beta value of 0.444 greater than the work-life balance variable (X_1) with a Standardized Coefficient Beta value of 0.352.

Coefficient of Determination Test

Determination analysis in multiple linear regression was used to determine the percentage of contribution of independent variables consisting of work-life balance (X_1) and emotional intelligence (X_2) to the dependent variable, namely employee job satisfaction (Y). The results of the determination can be seen in the following table:

Table 12
Determination Coefficient Test Results

Model Summary				
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,734a	,538	,524	3,444

a. Predictors: (Constant), Emotional Intelligence, Work-life Balance
b. Dependent Variable: Job Satisfaction

Based on Table 12, it can be concluded that:

1. An R of 0.734 means that the correlation between *the work-life balance* (X_1) and *emotional intelligence* (X_2) variables to the employee job satisfaction variable (Y) is quite high.
2. The R square is 0.538 which means that the relationship of the independent variable to the dependent variable is quite strong.
3. The value of *the Adjusted R Square* coefficient is 0.524 (52.4%). This shows that the variation of employee job satisfaction variables (Y) can be explained by the variables

of *work-life balance* (X1) and *emotional intelligence* (X2) while the remaining 47.6% are other independent variables that are not explained in this study.

The Simultaneous Effect of *Work-life Balance* (X1) and *Emotional Intelligence* (X2) on Job Satisfaction (Y) of K-24 Pharmacy Employees in Jayapura City

The results of simultaneous testing (f-test) show that the calculated f-value is greater than the f-value of the table ($36.169 > 3.15$) and the significant value is $0.000 < 0.05$. Based on this, it can be interpreted that the variables of *work-life balance* and *emotional intelligence* simultaneously affect the job satisfaction of K-24 pharmacy employees in the city of Jayapura. Work-life balance has been very well felt by K-24 pharmacy employees in Jayapura city because the pharmacy management can manage the work-life balance of its employees wisely such as a fair division of work schedules and so on. This is also supported by the attitude of K-24 pharmacy employees in the city of Jayapura who have an awareness or sensitivity to *work-life balance* which is characterized by the acquisition of an average value of the frequency distribution of the research variable is 4.28 where the number is included in the very good category. Then emotional intelligence (*emotional intelligence*) was also well felt by the employees of the K-24 pharmacy in the city of Jayapura which was marked by the acquisition of the average value of the frequency distribution of the research variable was 4.16 where the number was included in the good category.

The results of this study are in line with the results of previous research conducted by (Bukit et al., 2022) in his research entitled "The Effect of Work-Life Balance and Emotional Intelligence on Work Satisfaction at Hotel Sintesa Peninsula Manado" which stated that work-life balance and emotional intelligence simultaneously affect employee job satisfaction at Hotel Sintesa Peninsula Manado.

Work-life balance and emotional intelligence serve as important resources that help manage job demands and improve employee well-being. Work-life balance and emotional intelligence contribute positively to job satisfaction, with emotional intelligence allowing employees to more effectively handle stress and conflict, and work-life balance providing a stable foundation for employee well-being.

The Job Demands-Resources (JD-R) model proposed by Bakker & Demerouti (2007) states that every job has job demands and resources. Work-life balance is considered a resource that helps employees manage the demands of work. When employees can achieve a balance between work and personal life, they feel better able to cope with the demands of the job, which in turn will increase job satisfaction. Emotional intelligence can be considered as a personal resource that helps employees manage job demands. With high emotional intelligence, employees can reduce the negative impact of high job demands, increase the use of available job resources, and manage emotions and stress more effectively which can lead to increased job satisfaction.

According to Herzberg's Two-Factor Theory, factors that affect job satisfaction are divided into two categories, namely motivator factors (intrinsic) and hygiene factors (extrinsic). Motivating factors include achievement, recognition, the job itself, responsibility, and progress. Work-life balance and emotional intelligence can be

considered as intrinsic factors that increase motivation and job satisfaction because they contribute to emotional well-being and the ability to handle stress. Meanwhile, hygiene factors include company policies, supervision, interpersonal relationships, working conditions, and salaries. Although work-life balance and emotional intelligence are not directly included in hygiene factors, they can affect how employees feel about these factors.

The Effect of Work-life Balance (X1) and Emotional Intelligence (X2) Partially on Job Satisfaction (Y) of K-24 Pharmacy Employees in Jayapura City

1. Effect of Work-life balance (X1) on Job Satisfaction (Y) of K-24 pharmacy employees in Jayapura City

Based on partial testing (t-test), it was shown that the work-life balance variable (X1) had a calculated t-value greater than the t-value of the table ($2.920 > 1.99897$) with a significant value of 0.005 smaller than 0.05. So it can be concluded that work-life balance affects the job satisfaction of K-24 pharmacy employees in the city of Jayapura. The results of this study are in line with previous research conducted by (Saputra, Natassia, & Utami, 2021) in his research entitled "The Influence of Work-Life Balance, Proactive Personality, and Emotional Intelligence on Career Satisfaction" which stated that work-life balance affects employee career satisfaction at the Pasaman district secretariat office. It can be concluded that with good work-life balance management by company management, employees will tend to feel satisfaction in their work.

Spillover theory states that experiences in one domain of life (work) can affect experiences in another domain (personal life), both positively and negatively. When employees have a good work-life balance, positive experiences at work can be felt in their personal lives and vice versa, which improves the employee's overall well-being and job satisfaction. (Bakker & Demerouti, 2007) state that every job has job demands and resources. Work-life balance is considered a resource that helps employees manage the demands of work. When employees can achieve a balance between work and personal life, they feel better able to cope with the demands of the job, which in turn will increase job satisfaction.

2. The Effect of Emotional Intelligence (X2) on Job Satisfaction (Y) of K-24 Pharmacy Employees in Jayapura City

Based on partial testing (t-test), it was shown that the emotional intelligence variable (X2) had a calculated t-value greater than the t-value of the table ($3.687 > 1.99897$) with a significant value of 0.000 less than 0.05. So it can be concluded that emotional intelligence affects the job satisfaction of K-24 pharmacy employees in the city of Jayapura. The results of this study are in line with previous research conducted by (Nathaya, Hidayat, & Dalimunthe, 2022) in his research entitled "The Effect of Emotional Intelligence with Work-Life Balance and Burnout on Job Satisfaction" which states that emotional intelligence has an effect on job satisfaction of State Vocational School teachers in DKI Jakarta. It can be concluded that good

management of emotional intelligence by individuals, will tend to have an impact on increasing feelings of satisfaction in working for the individual.

Goleman (1995) stated that emotional intelligence consists of five main components, namely self-awareness, self-management, motivation, empathy, and social skills. Employees who have a high level of emotional intelligence can recognize their own emotions and their impact on work life, manage emotions, especially negative emotions so that they can work effectively without excessive emotional disturbances, have high intrinsic motivation to achieve work goals that can increase job satisfaction, understand and consider the feelings and perspectives of colleagues who can improve work relationships and the work environment, and building good relationships with colleagues and management that contribute to a positive work environment. Employees who have this ability tend to be more satisfied with their jobs because they are better able to handle stress, conflict, and other job demands well.

The more dominant variable affects the Job Satisfaction (Y) of K-24 Pharmacy employees in Jayapura city.

Based on the results of multiple linear regression analysis tests and hypothesis tests, it can be found that emotional intelligence is a more dominant variable that affects employee job satisfaction. It can be proven from the significant results of the emotional intelligence variable which is $0.000 < 0.05$ and also the beta value (coefficient) of 0.444 which is greater than the beta value (coefficient) of the work-life balance variable which is 0.352. The results of this study are in line with previous research conducted by Bukit, et al. (2022) in his research entitled "The Effect of Work-Life Balance and Emotional Intelligence on Work Satisfaction at Hotel Sintesa Peninsula Manado" which stated that the variable of emotional intelligence is more dominant in influencing employee job satisfaction at Hotel Sintesa Peninsula Manado. Furthermore, research conducted by (Nathaya et al., 2022) entitled "The Effect of Emotional Intelligence with Work-Life Balance and Burnout on Job Satisfaction" also stated that the variable of emotional intelligence has a more dominant effect on the job satisfaction of State Vocational School teachers in DKI Jakarta.

The Job Demands-Resources (JD-R) model proposed by (Bakker & Demerouti, 2007) states that emotional intelligence can be considered a personal resource that helps employees manage job demands. With high emotional intelligence, employees can reduce the negative impact of high job demands, increase the use of available job resources such as social support and recognition, and manage emotions and stress more effectively which can lead to increased job satisfaction.

Emotional intelligence can influence motivator and hygiene factors in Herzberg's Two-Factor Theory. With high emotional intelligence, employees can increase motivators such as being more able to achieve work goals due to good emotional management, more likely to get recognition because of good interpersonal skills, and feeling more satisfied with work because they can manage stress and conflict well.

Conclusion

The Effect of Work-Life Balance and Emotional Intelligence on Job Satisfaction of K-24 Pharmacy Employees in Jayapura City

1. Simultaneously, Work-life Balance and Emotional Intelligence affect the Job Satisfaction of K-24 pharmacy employees in Jayapura city.
2. Partially, Work-life Balance and Emotional Intelligence affect the Job Satisfaction of K-24 pharmacy employees in the city of Jayapura.
3. The Emotional Intelligence variable is a more dominant variable that affects the Job Satisfaction of K-24 pharmacy employees in the city of Jayapura.

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