

DAFTAR PUSTAKA

- Adhitarma, A. A. B., & Adnyani, I. G. A. D. (2023). Pengaruh work life balance, kepuasan kerja, dan stres kerja terhadap kinerja pegawai. *E-Jurnal Manajemen Universitas Udayana*, 12(8).
- Adi, A. N., & Fithriana, N. (2018). *Employee Engagement (Pada Sektor Bisnis dan Publik)*. CV IRDH.
- Akanji, B., Mordi, C., & Ajonbadi, H. A. (2020). The experiences of work-life balance, stress, and coping lifestyles of female professionals: insights from a developing country. *Employee Relations: The International Journal*, 42(4), 999–1015.
- Alegre, I., Mas-Machuca, M., & Berbegal-Mirabent, J. (2016). Work-Life Balance And Its Relationship With Organizational Pride And Job Satisfaction. *Journal of Managerial Psychology*, 31(2), 586–602. <https://doi.org/https://doi.org/10.1108/JMP-09-2014-0272>.
- Amirudin, Pratikto, H. ., & Soetjipto, B. E. (2024). The Effect of Emotional Intelligence, Intellectual Intelligence, and Spiritual Intelligence on Employee Performance through Job Satisfaction as an Intervening Variable (Study on Employees of JNE Malang City). *Asian Journal of Management Analytics*, 3(1), 1–16. <https://doi.org/10.55927/ajma.v3i1.7029>
- Amrullah, A., Yulihardi, Y., & Syaiful, S. (2024). Do Work Ethics, Work Stress and Workload Affect on Job Satisfaction? *International Journal of Applied Management and Business*, 2(1), 1–11. <https://doi.org/10.54099/ijamb.v2i1.856>
- Antón, J. I., Fernández-Macías, E., & Winter-Ebmer, R. (2023). Does robotization affect job quality? Evidence from European regional labor markets. *Industrial Relations*, 62(3), 233–256. <https://doi.org/10.1111/irel.12324>
- Argon, B., & Liana, Y. (2020). Kecerdasan Emosional Terhadap Komitmen Organisasi Melalui Kepuasan Kerja. *Aktiva: Jurnal Akuntansi Dan Investasi*, 4(1), 1–14.
- Aruldoss, A., Kowalski, K. B., & Parayitam, S. (2021). The relationship between quality of work life and work-life-balance mediating role of job stress, job satisfaction and job commitment: evidence from India. *Journal of Advances in Management Research*, 18(1), 36-62.
- Asbari, M., Santoso, P. B., & Purwanto, A. (2019). Pengaruh kepemimpinan dan budaya organisasi terhadap perilaku kerja inovatif pada industri 4.0. *JIM UPB (Jurnal Ilmiah Manajemen Universitas Putera Batam)*, 8(1), 7-15.
- Atthohiri, N. A., & Wijayati, D. T. (2021). Pengaruh Employee Engagement terhadap Kepuasan Kerja dengan Work Life Balance sebagai Variabel Intervening. *Jurnal Ilmu Manajemen*, 9(3), 1092–1100. <https://doi.org/10.26740/jim.v9n3.p1092-1100>
- Aziri, B. (2011). Job Satisfaction: A Literature Review. *Management Research and*

Practice, 3(4), 77–86.

- Bano, S., Mubashir, A., Aijaz, U., Hayat, A., & Hakeem, S. (2023). Organizational cease of healthcare workers in Pakistan investigating covid & post covid effects of work-family conflict, lack of appraisal and job demand. *Journal of positive school psychology*, 12(4), 1285-1310.
- Bhastary, M. D. (2020). Pengaruh etika kerja dan stres kerja terhadap kepuasan kerja karyawan. *Maneggio: Jurnal Ilmiah Magister Manajemen*, 3(2), 160–170. <https://doi.org/10.30596/maneggio.v3i2.5287>
- Bougie, R., & Sekaran, U. (2026). *Research Methods for Business: A Skill Building Approach* (9th ed.). Wiley.
- Butt, R. S., Wen, X., Hussain, R. Y., & Pervaiz, S. (2020). Effect of Job Stress, Benefits and Salary on Employee Job Satisfaction Based on Mediating and Moderating Role of Work Environment and Leadership: Evidence from Telecom Sector. *International Journal of Engineering and Management Research*, 10(3), 121–130. <https://doi.org/10.31033/ijemr.10.3.19>
- Castillo-López, Á. G. del, & Domínguez, M. P. (2024). Employees' emotional intelligence and job satisfaction: The mediating role of work climate and job stress. *Administrative Sciences*, 14(9). <https://doi.org/10.3390/admsci14090205>
- Chakraborty, T., Gohain, D., & Saha, R. (2020). What comes in the way of engagement? Moderation analysis of stress on women marketing executives' work life balance. *International Journal of Human Resources Development and Management*, 20(3–4), 349–368. <https://doi.org/10.1504/IJHRDM.2020.107991>
- Cheng, S. C., & Kao, Y. H. (2022). The Impact Of The COVID-19 Pandemic On Job Satisfaction: A Mediated Moderation Model Using Job Stress And Organizational Resilience In The Hotel Industry Of Taiwan. *Heliyon*, 8(3), e09134. <https://doi.org/10.1016/j.heliyon.2022.e09134>
- Choi, S. Y. (2021). Concept analysis of emotional intelligence in nursing. *Journal of Korean Academy of Fundamentals of Nursing*, 28(2), 263-274.
- Cruz-Portilla, A. C. de la. (2020). Relación Entre Sobrecarga Y Funcionamiento Familiar En Cuidadores Informales De Pacientes Con Alzheimer. *Revista UNIMAR*, 38(1), 187–200. <https://doi.org/https://doi.org/10.31948/Rev.unimar/unimar38-1-art9>
- Demerouti, E. (2025). Job demands-resources and conservation of resources theories: How do they help to explain employee well-being and future job design? *Journal of Business Research*, 192, 115296. <https://doi.org/10.1016/j.jbusres.2025.115296>
- Demerouti, E., & Bakker, A. B. (2023). Job demands-resources theory in times of crises: New propositions. *Organizational Psychology Review*, 13(3), 209–236. <https://doi.org/10.1177/20413866221135022>
- Deniz, E. U., Ceylan, C., Eren, R., & Memiş, O. B. (2024). Advancing empathy and

- emotional intelligence among pharmacy students: A comparative mixed-methods study with peer role-play simulation intervention. *Currents in Pharmacy Teaching and Learning*, 16(8), 102112. <https://doi.org/10.1016/j.cptl.2024.102112>
- Dias, Á., Feixeira, C., Pereira, L., da Costa, R. L., & Gonçalves, R. (2022). The work-life balance and job satisfaction. *International Journal of Services and Operations Management*, 43(3), 401–420. <https://doi.org/10.1504/ijssom.2022.126981>
- Dina, D. (2018). Pengaruh work-life balance terhadap kinerja karyawan DI KUD Minatani Brondong Lamongan. *Jurnal Indonesia Membangun*, 17(2), 1–16.
- Edward, Y. R., & Purba, K. (2020). The effect analysis of emotional intelligence and work environment on employee performance with organizational commitment as intervening variables in PT Berkas Bima Sentana. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*.
- Fardah, F. F., & Ayuningtias, H. G. (2020). Pengaruh Stress Kerja Terhadap Kepuasan Kerja (Studi pada CV Fatih Terang Purnama). *Jurnal Mitra Manajemen*, 4(5), 831–842.
- Febrian, M. R., Handaru, A. W., & Sholikhah. (2021). The Consequence Of Work Stress And Work-Life Balance On Employee Job Satisfaction At Pt Taspen (Persero) Indonesia. *Jurnal Dinamika Manajemen dan Bisnis*, 20–41. <https://doi.org/10.21009/JDMB.05.1.2>
- Fisher, G. G., Bulger, C. A., & Smith, C. S. (2009). Beyond work and family: a measure of work/nonwork interference and enhancement. *Journal of occupational health psychology*, 14(4).
- Fukuzaki, T., Iwata, N., Ooba, S., Takeda, S., & Inoue, M. (2021). The effect of nurses' work-life balance on work engagement: The adjustment effect of affective commitment. *Yonago Acta Medica*, 64(3), 269–281. <https://doi.org/10.33160/yam.2021.08.005>
- Garg, K., Dar, I. A., & Mishra, M. (2018). Job Satisfaction and Work Engagement: A Study Using Private Sector Bank Managers. *Advances in Developing Human Resources*, 20(1), 58–71. <https://doi.org/10.1177/1523422317742987>
- Gazi, M. A. I., Yusof, M. F., Islam, M. A., Amin, M. B., & bin S Senathirajah, A. R. (2024). Analyzing the impact of employee job satisfaction on their job behavior in the industrial setting: An analysis from the perspective of job performance. *Journal of Open Innovation: Technology, Market, and Complexity*, 10(24), 100427. <https://doi.org/10.1016/j.joitmc.2024.100427>
- Gentina, E., Tang, T. L. P., & Dancoine, P. F. (2018). Does Gen Z's emotional intelligence promote iCheating (cheating with iPhone) yet curb iCheating through reduced nomophobia?. *Computers & Education*, 126, 231–247.
- Ghozali, I. (2021). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 26 (10th ed.)*. Badan Penerbit Universitas Diponegoro.

- Goleman, D., & Boyatzis, R. (2017). Emotional intelligence has 12 elements. Which do you need to work on. *Harvard business review*, 84(2), 1–5.
- Hada, R. I. P., Fanggidae, R. E., & Nursiani, N. P. (2020). Flexible working arrangement dan pengaruhnya terhadap work-life balance pada resellers online shop. *Jurnal Ekobis: Ekonomi Bisnis & Manajemen*, 10(2), 162-171.
- Hair, J. F., Babin, B. J., Anderson, R. E., & Black, W. C. (2022). *Multivariate Data Analysis*. Cengage Learning.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2021). *Multivariate Data Analysis* (9 ed.). Cengage Learning.
- Hakiki, A., Purwanto, A., & Mulyono. (2022). Pengaruh emotional intelligence dan work-life balance terhadap kepuasan kerja dan kinerja. *Jurnal Ekonomi Efektif*, 8(1).
- Hapsari, I. N. (2020). Meta Analisis Hubungan Antara Stres Kerja (Job Stress) dan Kepuasan Kerja (Job Satisfaction). *Psikostudia : Jurnal Psikologi*, 9(2). <https://doi.org/10.30872/psikostudia.v9i2.3906>
- Hartono, S., Yakin, I., Rosyid, B., Fatkhulloh, A., & Citra, A. (2025). Pengaruh Lingkungan Kerja Dan Beban Kerja Terhadap Turnover Intention Melalui Stres Kerja Sebagai Variabel Moderasi. *Jurnal Lentera Bisnis (Volume 14, Nomor 2)*, 14(2). <https://doi.org/10.34127/jrlab.v14i2.1680>
- Hasan, N. A. B. B., & Teng, L. S. (2017). Work-Life Balance and Job Satisfaction among Working Adults in Malaysia: The Role of Gender and Race as Moderators. *Journal of Economics, Business and Management*, 5(1), 18–24. <https://doi.org/10.18178/joebm.2017.5.1.478>
- Hasia, Y. F., Sugiyanto, H., & Widayati, I. A. (2024). Pengaruh Beban Kerja dan Stres Kerja Terhadap Kinerja Karyawan pada PT. Graha Resik di Surabaya. *Soetomo Administrasi Bisnis*, 2(1), 15-22.
- Hasniati. (2023). *Stres dan perilaku kerja*. UNHAS Press.
- Husain, M. E., Trang, I., & Lumantow, R. Y. (2022). Pengaruh Work Life Balance, Kecerdasan Emosional dan Pengembangan Karyawan terhadap Kinerja Karyawan Pada Pt. Hasjrat Abadi Manado. *Jurnal EMBA : Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 10(4), 1613–1624.
- Indriani, A., Yuliantini, N. N., & Bagia, I. W. (2019). Pengaruh stres kerja dan budaya kerja terhadap kinerja karyawan. *Jurnal Manajemen Indonesia*, 7(1), 33–41.
- Irawanto, D. W., Novianti, K. R., & Roz, K. (2021). Work from Home: Measuring Satisfaction between Work–Life Balance and Work Stress during the COVID-19 Pandemic in Indonesia. *Economies*, 9(3). <https://doi.org/https://doi.org/10.3390/economies9030096>
- Jackson, L. T., & Fransman, E. I. (2018). Flexi work, financial well-being, work–life balance and their effects on subjective experiences of productivity and job satisfaction of females in an institution of higher learning. *South African Journal of Economic and Management Sciences*, 21(1), 1-13.

- JobStreet.com. (2022). *73% Karyawan Tidak Puas dengan Pekerjaan Mereka, Mengapa? 2022*.
- Kandasamy, I., Kandasamy, W. V., Obbineni, J. M., & Smarandache, F. (2020). Indeterminate Likert scale: feedback based on neutrosophy, its distance measures and clustering algorithm: I. Kandasamy *et al.* *Soft Computing*, 24(10), 7459-7468.
- Katarya, M., & Kumar, S. (2019). Role of NPA in Job Satisfaction : A Study on Indian Banking. *Journal of Advances and Scholarly Researches in Allied Education*, 16(1), 673–678.
<https://ignited.in/index.php/jasrae/article/view/9576/18955>
- Katebi, A., HajiZadeh, M. H., Bordbar, A., & Salehi, A. M. (2022). The relationship between “job satisfaction” and “job performance”: A meta-analysis. *Global Journal of Flexible Systems Management*, 23(1), 21-42.
- Kelly, M., Soles, R., Garcia, E., & Kundu, I. (2020). Job Stress, Burnout, Work-Life Balance, Well-Being, and Job Satisfaction among Pathology Residents and Fellows. *American Journal of Clinical Pathology*, 153(4), 449–469.
<https://doi.org/10.1093/ajcp/aqaa013>
- Kholifah, A. N., & Fadli, J. A. (2022). Pengaruh kepemimpinan transformasional dan work life balance terhadap keterikatan kerja dan kinerja karyawan. *SIBATIK JOURNAL: Jurnal Ilmiah Bidang Sosial, Ekonomi, Budaya, Teknologi, Dan Pendidikan*, 1(10), 2301-2318.
<https://doi.org/10.54443/sibatik.v1i10.340>
- Khoury, M. M. (2021). Work-Life Balance Constructs and Job Satisfaction: Evidence from the Palestinian Investment Sector. *International Business Research*, 14(2). <https://doi.org/10.5539/ibr.v14n2p13>
- Kinnary, N. R., Tanuwijaya, J., S, K. I. P., Fatimah, T., & Mirici, I. H. (2023). *The Influence of Emotional Intelligence on Employee Engagement and Job Satisfaction through Work-Life Balance*. 6(8).
- Kusuma, R. S., & Nugroho, A. S. (2026). Pengaruh Gaya Kepemimpinan, Komitmen Organisasional, Keterlibatan Kerja, dan Kepuasan Kerja Terhadap Kinerja Karyawan di PT. Sun Lee Jaya. *eCo-Fin*, 8(1), 408-418.
- Lange, T. (2021). Job satisfaction and implications for organizational sustainability: A resource efficiency perspective. *Sustainability (Switzerland)*, 13(7). <https://doi.org/10.3390/su13073794>
- Lesener, T., Gusy, B., & Wolter, C. (2019). The job demands-resources model: A meta-analytic review of longitudinal studies. *Work & Stress*, 33(1), 76–103.
<https://doi.org/10.1080/02678373.2018.1529065>
- Lin, M. H., Yen, Y. H., Chuang, T. F., Yang, P. S., & Chuang, M. D. (2024). The impact of job stress on job satisfaction and turnover intentions among bank employees during the COVID-19 pandemic. *Frontiers in Psychology*, 15, 1482968.
- Lionello, M., Aletta, F., Mitchell, A., & Kang, J. (2021). Introducing a method for

- intervals correction on multiple Likert scales: A case study on an urban soundscape data collection instrument. *Frontiers in psychology*, 11, 602831.
- Lumunon, R. R., Sendow, G. M., & Uhing, Y. (2019). Pengaruh Work Life Balance, Kesehatan Kerja Dan Beban Kerja Terhadap Kepuasan Kerja Karyawan PT. Tirta Investama (Danone) Aqua Airmadidi. *Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi*, 7(4), 4671–4680.
- Luthans, F. (2021). *Organizational Behavior: Organizational Contexts*. In Contexts.
- Mahira, W., & Rozaq, K. (2025). Pengaruh Work-Life Balance terhadap Work Engagement melalui Kepuasan Kerja sebagai Variabel Mediasi pada Karyawan BPJS Ketenagakerjaan Kantor Cabang Mojokerto. . *Jurnal Kajian Pendidikan Ekonomi dan Ilmu Ekonomi (OIKOS)*, 9(2), 127–135.
- Maimunah, F., Lestari Kadiyono, A., & Nugraha, Y. (2024). Reliabilitas dan Validitas Konstruk Work-Life Balance Pada Remote Working Employee di Indonesia. *Tekmapro*, 19(1), 94–103. <https://doi.org/10.33005/tekmapro.v19i1.387>
- Mandala, E. A., & Dihan, F. N. (2018). Pengaruh Kecerdasan Emosional Dan Kecerdasan Spiritual Pada Kepuasan Kerja Yang Berdampak Terhadap Kinerja Karyawan PT. Madu Baru Bantul, Yogyakarta. *Jurnal Kajian Bisnis*, 26(1), 13-28.
- Marseno, W. A., & Muafi, M. (2021). The effects of work-life balance and emotional intelligence on organizational commitment mediated by work engagement. *International Journal of Business Ecosystem & Strategy*, 3(2), 01–15. <https://doi.org/10.36096/ijbes.v3i2.257>
- Marylin, P., Ghosh, A., Isaac, O., Aravinth, S. J. V., & Ameen, A. (2019). The impact of emotional intelligence on work life balance among pharmacy professionals in Malaysia. *International Journal of Management and Human Science (IJMHS)*, 3(1), 29–34.
- Maskhuliah, P., Vidiyanti, V. A., Putri, A. D. J. M., Wailusu, M., Zulfadli, & Supraman, S. (2025). *Hipotesis penelitian dalam statistik manajemen pendidikan: Konsep, jenis, dan prosedur pengujian*. *Menulis: Jurnal Penelitian Nusantara*, 1(8), 425–433. <https://doi.org/10.59435/menulis.v1i8.600>
- Maslichah, N. I., & Hidayat, K. (2017). *Pengaruh work-life balance dan lingkungan kerja terhadap kepuasan kerja karyawan (Studi pada perawat RS Lavalette Malang tahun 2016)*.
- Mayer, & Salovey. (2017). *Mayer-Salovey-Caruso emotional intelligence*. Multi Health System.
- Mensah, A. (2021). Job stress and mental well-being among working men and women in Europe: The mediating role of social support. *International journal of environmental research and public health*, 18(5), 2494.
- Mérida-López, S., Quintana-Orts, C., Hintsä, T., & Extremera, N. (2022).

- Emotional intelligence and social support of teachers: Exploring how personal and social resources are associated with job satisfaction and intentions to quit job. *Revista de Psicodidáctica (English ed.)*, 27(2), 168-175.
- Mladenović, M. (2020). Equilibrium between business and private life of employees and managers: Benefits for balance of life and their effects. *Ekonomski Izazov*, 9(17), 67–79. <https://doi.org/10.5937/ekoizazov2017067m>
- Morin, A. J. S., Gillet, N., Blais, A.-R., Comeau, C., & Houle, S. A. (2023). A multilevel perspective on the role of job demands, job resources, and need satisfaction for employees' outcomes. *Journal of Vocational Behavior*, 141, 103846. <https://doi.org/10.1016/j.jvb.2023.103846>
- Munawaroh, S., Farida, U., & Hartono, S. (2023). Pengaruh Stres Kerja, Lingkungan Kerja, Dan Gaya Kepemimpinan Terhadap Kepuasan Kerja Guru Pada SMK Negeri 1 Ponorogo. *AKTUAL*, 21(1 SE-Articles).
- Nasikhudin, N., Muttaqijn, I., & Gumilar, A. (2024). Analysing the Influence of Job Stress and Work- Life Balance on DGT Employees' Performance, with Job Satisfaction as Mediating Factor. *Jurnal Pajak Indonesia (Indonesian Tax Review)*, 8(1), 1–26.
- Ningrum, S. D., Sembiring, F. U. S., Keliat, H. A. br, Pulungan, & Fatmawina, D. (2026). Work-Life Balance dan Kepuasan Kerja : Mediasi oleh Stres Kerja. *Humanitas*, 10(1), 59–80.
- Noe, R. A., Hollenbeck, J. R., & Gerhart, B. A. (2020). *Human Resource Management: Gaining a Competitive Advantage*. McGraw-Hill Education.
- Nurdiah, S. (2025). Peran kecerdasan emosional dalam menyelesaikan konflik di tempat kerja: Sebuah tinjauan konseptual. *E-logis: Jurnal Ekonomi Logistik*, 7(1), 120-136.
- Nurendra, A. M., & Saraswati, M. P. (2016). Model peranan work life balance, stres kerja dan kepuasan kerja pada karyawan. *Humanitas*, 13(2), 84–94.
- Nurhabiba, M. (2020). Social support terhadap work-life balance pada karyawan. *Cognicia*, 8(2), 277–295.
- Nurmalitasari, S., & Andriyani, A. (2021). Pengaruh pelatihan, pengembangan karier, work life balance terhadap retensi karyawan dengan kepuasan kerja sebagai variabel pemediasi (Studi pada karyawan tetap PT. BPR Restu Artha Makmur Kota Semarang). *Diponegoro Journal of Management*, 10(4).
- Nwagbara, U. (2020). Institutions and organisational work-life balance (WLB) policies and practices. *Journal of Work-Applied Management*, 12(1), 42–54. <https://doi.org/10.1108/jwam-11-2019-0035>
- Obrenovic, B., Jianguo, D., Khudaykulov, A., & Khan, M. A. S. (2020). Work-Family Conflict Impact on Psychological Safety and Psychological Well-Being: A Job Performance Model. *Frontiers in Psychology*, 11, 1–18. <https://doi.org/10.3389/fpsyg.2020.00475>
- Pahira, S. H., & Rinaldy, R. (2023). Pentingnya manajemen sumber daya manusia (MSDM) dalam meningkatkan kinerja organisasi. *COMSERVA: Jurnal*

Penelitian Dan Pengabdian Masyarakat, 3(03), 810-817.

- Pakaya, B. S., & Rozak, H. A. (2025). Pengaruh Keseimbangan Kehidupan Kerja, Stres Kerja, dan Keterlibatan Kerja terhadap Kinerja Karyawan (Studi pada PT. Nusantara Sakti Group Cabang Boja). *Jurnal Ilmiah Edunomika.*, 9(4).
- Patton, C. M. (2020). Breaking the health-care workplace conflict perpetuation cycle. *Leadership in Health Services*, 33(2), 147-162.
- Permadi, I. K. O., Diputra, I. K. S., & Sanjiwani, P. A. P. (2023). The effect of work-life balance and workload on job satisfaction to affect nurse performance. *Ekonomis: Journal of Economics and Business*, 7(2), 884-891.
- Pratama, F. A., & Solihin, A. (2024). The Role Of Work Stress In Mediating The Effect Of Workload And Compensation On Job Satisfaction. *Review: Journal of Multidisciplinary in Social Sciences*, 1(09), 347–355. <https://doi.org/10.59422/rjmss.v1i09.565>
- Pratama, H. P., & Setiadi, I. K. (2021). Pengaruh Work Life Balance Terhadap Kepuasan Kerja Karyawan Milenial Perusahaan Startup Di Jakarta. *Business Management Analysis Journal (BMAJ)*, 4(2), 145-159.
- Purbowati, R., & Hendrawan, S. A. (2018). Menganalisis permasalahan kredit macet pada Koperasi Simpan Pinjam. *MBR (Management and Business Review)*, 2(1), 1-15. <https://doi.org/10.21067/mbr.v2i1.4612>
- Puspitasari, T., & Adi, A. N. (2023). Pengaruh work stress terhadap work engagement dengan job satisfaction sebagai mediasi. *Jurnal Kewirausahaan Dan Inovasi*, 2(4), 1028-1038.
- Putri, S. E., Hartono, S., & Pristi, E. D. (2024). Pengaruh Gaya Kepemimpinan, Motivasi Kerja, Dan Lingkungan Kerja Terhadap Kepuasan Kerja Pegawai Di Rri Madiun. *Innovative: Journal Of Social Science Research*, 4(4 SE-Articles), 4191–4200. <https://doi.org/10.31004/innovative.v4i4.13424>
- Qiu, F., & Dauth, T. (2022). Virtual work intensity, job satisfaction, and the mediating role of work-family balance: A study of employees in Germany and China. *German Journal of Human Resource Management*, 36(1), 77-111.
- Rani, E. A. P., Budiharjo, A., & Jannah, K. D. (2022). Pengaruh work life balance, beban kerja dan burnout terhadap kepuasan kerja karyawan pada PT Primatexco Indonesia. In *Prosiding Seminar Nasional Hasil Riset (SNHR)*.
- Rathi, S. R., & Islam, A. (2024). Work-Life Balance and Job Satisfaction as Predictors of Job Performance among Bankers: A Cross-Sectional Study. *International Journal of Indian Psychology*, 12(1), 120–129. <https://doi.org/https://doi.org/10.25215/1201.011>
- Riggio, R. E. (2019). *Introduction to Industrial/Organizational Psychology*. Pearson.
- Rizky, D., & Afrianty, T. W. (2018). Pengaruh beban kerja terhadap stres kerja dengan work life balance sebagai variabel intervening. *Jurnal Administrasi Bisnis (Jab)*, 61(4).

- Robbins, S. P., & Judge, T. (2017). *Organizational Behavior (17th ed.)*. Pearson.
- Robbins, S. P., & Judge, T. (2022). *Organizational Behavior (J. T. Robbin S, Ed.; 18th edition)*. Pearson Education.
- Robbins, S. P., & Judge, T. A. (2019). *Sikap dan Kepuasan Kerja*. In A. Susila & P. P.
- Rondonuwu, F. A., Rumawas, W., & Asaloei, S. (2018). Pengaruh work-life balance terhadap kepuasan kerja karyawan pada hotel Sintesa Peninsula Manado. *Jurnal Administrasi Bisnis*, 7(2), 30-38.
- Rumengan, G. E. D., & Idawati, L. (2024). Pengaruh servant leadership, emotional intelligence, dan organizational citizenship behavior terhadap job satisfaction guru SD. *Jurnal Akuntabilitas Manajemen Pendidikan*, 12(1), 103–114. <https://doi.org/10.21831/jamp.v12i1.71374>
- Rustamov, E., Aliyeva, M., Rustamova, N., Nuriyeva, U. Z., & Nahmatova, U. (2023). Aggression mediates relationships between social media addiction and adolescents' wellbeing. *The Open Psychology Journal*, 16, 1.
- Salsabila, H., & Yasmin, D. (2024). Work-Life Balance, Job Stress and Employee Engagement on Employee Job Satisfaction. *International Journal of Economics Development Research*, 5(5), 4500-4509.
- Sari, R. L., & Seniati, A. N. L. (2020). The role of job satisfaction as mediator between work-life balance and organizational commitment among lecturers. *Psychology and Education*, 57(2), 106-110.
- Septenti, E. R., & Budiarti, W. (2024). Pengaruh kepribadian, budaya organisasi dan work life balance (WLB) terhadap kepuasan kerja karyawan PT. Timur Megah Steel Driyorejo-Gresik. *Soetomo Management Review*, 2(2), 168-195.
- Shadab, M., & Arif, K. (2018). Impact of work-life balance on job satisfaction: a case of health care services in Pakistan. *Developing Country Studies*, 5(9), 132–138. [https://doi.org/10.21511/ppm.14\(2-2\).2018.07](https://doi.org/10.21511/ppm.14(2-2).2018.07)
- Sharma, V. (2024). Work-Life Balance and Job Satisfaction for Hotel Employees in Delhi NCR, India. *International Journal of Asian Business and Management*, 3(2), 169–176. <https://doi.org/10.55927/ijabm.v3i2.7671>
- Sinambela, L. P. (2018). *Reformasi Pelayanan Publik: Teori, Kebijakan dan Implementasi*. Bumi Aksara.
- Singh, S., & Chaturvedi, S. (2023). Emotional intelligence, occupational stress, and job satisfaction at the workplace. *Journal of Lifestyle and SDGs Review*.
- Sirgy, M. J., & Lee, D. J. (2018). Work-life balance: An integrative review. *Applied Research in Quality of Life*, 13(1), 229-254.
- Soriano-Vázquez, I., Cajachagua Castro, M., & Morales-García, W. C. (2023). Emotional intelligence as a predictor of job satisfaction: the mediating role of conflict management in nurses. *Frontiers in public health*, 11, 1249020.
- Stefanny, M., & Putri, H. I. W. (2024). The role of emotional intelligence and work-life balance in enhancing job satisfaction among Generation Z employees. *In*

International Conference Of Business And Social Sciences Учредители: Sekolah Tinggi Ilmu Ekonomi Indonesia (STIESIA) Surabaya, 275–283.

- Subagyo, L. T., & Meria, L. (2025). Peran Stres Kerja, Motivasi, dan Work-Life Balance terhadap Kepuasan Kerja serta Dampaknya terhadap Kinerja Karyawan. *Jurnal Lentera Bisnis*, 14(2).
- Sugianti, E. O., Hartono, S., & Rapini, T. (2024). The Effect of Career Development, Self-Efficacy and Non-Physical Work Environment on Employee Job Satisfaction. *Jurnal Ilmiah Manajemen Kesatuan*, 12(4 SE-Articles), 1367–1376.
- Sugiyono. (2022). *Metode Penelitian Kualitatif, Kuantitatif, dan R&D*. Alfabeta.
- Suparman, Z. A., & Wirayudha, A. (2023). Pengaruh beban kerja terhadap kepuasan kerja dengan work life balance sebagai variabel intervening. *In Bandung Conference Series: Business and Management*, 3(2), 908–918.
- Supriatna, D., Latifah, L., Karyadi, H., Widyastuti, W., & Tahalele, O. (2025). Pengaruh Work-Life Balance, Beban Kerja, Dan Stres Kerja Terhadap Employee Engagement. *Jurnal Lentera Bisnis*, 14(2), 2707-2717.
- Supriyanto, R., & Masdjojo, G. N. (2025). The Effect Of Stress And Work Environment On Generation Z Employee Performance With Job Satisfaction As An Intervening Variable. *Jurnal Manajemen Bisnis*, 12(2), 201–215. <https://doi.org/10.70076/simj.v2i1.57>
- Tanessa, V. I., & Halida, A. N. (2025). Hubungan antara kecerdasan emosional dengan work-life balance pada karyawan di PT. X. *Character: Jurnal Penelitian Psikologi*, 12(2), 714–729. <https://doi.org/10.26740/cjpp.714-729>
- Tennakoon, W. D. N. S. M., & Senarathne, R. B. C. P. (2020). Investigating the determinants of work-life balance (WLB): Insights from Generation Y employees in Sri Lanka. *South Asian Journal of Social Studies and Economics*, 8(4), 142-154. <https://doi.org/10.9734/SAJSSE/2020/v8i430226>
- Tirado-Vides, M. M., Cudris-Torres, L., Redondo-Marín, M. P., & Jiménez-Ruiz, L. K. (2020). Inteligencia emocional, clima organizacional y estrés ocupacional en profesionales que prestan servicios en primera infancia. *Clío América*, 14(27), 441-453.
- Ubaidillah, U., Syukri, M., Azima, K., & Astuti, Y. R. (2024). Strategi Pengelolaan Work Life Balance dan Pengaruhnya Terhadap Kinerja Karyawan PT. Bank Negara Indonesia (Persero) Tbk Kota Jambi. *Jurnal Ilmu Manajemen Terapan*, 5(4), 267–275. <https://doi.org/10.38035/jimt.v5i4.2677>
- Utama, S. P., Arifin, & Darnawati. (2025). Pengaruh Kecerdasan Emosional Terhadap Kinerja Melalui Kepuasan Kerja Sebagai Variabel Intervening Pada Kantor Perwakilan Bank Indonesia Provinsi Gorontalo. *Journal of Artificial Intelligence and Digital Business (RIGGS)*, 4(4), 3287–3298. <https://journal.ilmudata.co.id/index.php/RIGGS/article/download/4140/2885/23940>
- Wahda, S. R., Pitoyo, B. S., & Giningroem, D. S. W. (2024). Pengaruh Stres Kerja

- Dan Disiplin Kerja Terhadap Kinerja Karyawan Pada PT Puninar Yusen Logistik Di Jakarta. *Jurnal Rumpun Manajemen dan Ekonomi*, 1(3), 843-852.
- Wahyudi, W. D., & Tupti, U. (2019). Pengaruh Budaya Organisasi, Motivasi dan Kepuasan Kerja Terhadap Kinerja Pegawai. *Maneggio: Jurnal Ilmiah Magister Manajemen*, 2(1), 31-44. <https://jurnal.umsu.ac.id/index.php/MANEGGIO/article/view/3363/3166>
- Widarjono, A. (2020). *Analisis Multivariat Terapan*. UPP STIM Yogyakarta.
- Widya, R. N. (2021). *Kecerdasan Emosi Remaja Ditinjau Dari Pola Asuh Permisif Orang Tua (Studi Kasus Remaja Masjid Al-Ma'arij Mancasan)*. Universitas Muhammadiyah Yogyakarta.
- Wolor, C. W., Solikhah, S., Fidhyallah, N. F., & Lestari, D. P. (2020). Effectiveness of E-Training, E-Leadership, and Work Life Balance on Employee Performance during COVID-19. *Journal of Asian Finance, Economics and Business*, 7(10), 443-450. <https://doi.org/10.13106/jafeb.2020.vol7.no10.443>
- Wong, C. S., & Law, K. S. (2017). The effects of leader and follower emotional intelligence on performance and attitude: An exploratory study. In *Leadership perspectives (pp. 97-128)*. Routledge.
- Wood, J., Oh, J., Park, J., & Kim, W. (2020). The Relationship Between Work Engagement and Work-Life Balance in Organizations: A Review of the Empirical Research. *Human Resource Development Review*, 19(3), 240-262. <https://doi.org/10.1177/1534484320917560>
- Yas, Q. M., ALazzawi, A., & Rahmatullah, B. (2023). A Comprehensive Review of Software Development Life Cycle methodologies: Pros, Cons, and Future Directions. *Iraqi Journal for Computer Science and Mathematics*, 4(4). <https://ijcsm.researchcommons.org/ijcsm/vol4/iss4/14/>
- Yasa, I. G., & Dewi, A. S. (2019). Pengaruh stres kerja terhadap kepuasan kerja dengan motivasi kerja sebagai variabel mediasi. *E-Jurnal Manajemen Unud*, 8(7), 4221-4240. <https://doi.org/10.24843/EJMUNUD.2019.v08.i07.p1>
- Znidaršič, J., & Marič, M. (2021). Relationships between Work-Family Balance, Job Satisfaction, Life Satisfaction and Work Engagement among Higher Education Lecturers. *Organizacija*, 54(3), 227-237. <https://doi.org/10.2478/orga-2021-0015>