

THE EFFECT OF DAILY UPLIFT, DAILY HASSLES, FAMILY SUPPORT AGAINST WELL-BEING THROUGH WORK ENGAGEMENT



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Abstract

This research aims to determine and analyze the influence of daily uplift, daily hassles, and family support on well-being which is mediated by work engagement. The research method used is quantitative research by testing the validity of the variables daily uplift, daily hassles, and family support towards well-being mediated by work engagement in a service industry. This research uses independent variables including daily uplift, daily hassles, and family support. Meanwhile, the dependent variable includes well-being and there is an intervening variable or mediating variable between the two previous variables, namely work engagement. To find out and analyze the relationship between these variables, the author uses the latest version of SPSS Statistical Data Processing calculations and AMOS 24 Data Processing calculations. The research results show that there is a positive and significant influence between the influence of daily uplift and family support on well-being which is mediated by work engagement. On the other hand, the constant presence of daily hassles does not have a significant effect on well-being which is mediated by work engagement. This research implies that it is hoped that human resource management will be able to minimize daily hassles that occur continuously because they have a negative impact on the employees concerned and also on the progress of the company.

Keywords: Daily Uplift, Daily Hassles, Family Support, Well-Being, Work Engagement

INTRODUCTION

The influence of globalization in Indonesia has not only changed the lifestyle of the majority of Indonesian people, both in urban and rural areas but has given rise to the phenomenon of hustle culture or a state of working too hard and pushing oneself to exceed the limits of one's abilities until it finally becomes a lifestyle (Bachtiar & Yulianti, 2023). In other words, there is no day without work, until there is no time for personal life. This condition places workers in competing to achieve their dream career level by working hard and continuously, regardless of time (Yuningsih et al., 2023). As reported by BBC Indonesia (19/3/2023), this phenomenon causes a condition of "Burnout" or a chronic stress condition where workers feel physically, mentally, and emotionally tired because of their work, this condition occurs in the generation aged 18-24 years (Gen Z).

Along with Burnout conditions, the author released a survey report conducted by the ADP Research Institute's People at Work 2023 on 32,000 workers from 17 countries which showed that young workers tend to spend more time working by doing tasks earlier than the specified working hours until work overtime. Since starting their working careers, Gen Z has been faced with dynamic working conditions as a result of the COVID-19 pandemic in Indonesia. The negative impacts of this pandemic condition are felt by the Indonesian people, especially active workers, these impacts range from economic recession, layoffs, increasing the number of unemployed. On the other hand, for those who are still working, this condition encourages them to start increasing their working hours to prove that they can produce good work, which without realizing it results in fatigue and stress due to excessive work intensity or what is usually called burnout. This is identical to what was stated by Bryant & Constantine "Workloads continue to increase, causing workers to become stressed and spend more time at the office doing overtime" (Bryant & Constantine., 2006).

The emergence of this phenomenon has made some workers/employees in an organization more aware of how to manage their mental health every day. This is a concern for Human Resources (HR) Managers in an organization so that they can maintain the mental health of their employees by ensuring employee welfare (Well-being). This research aims to investigate how well-being is done through activities carried out by workers in their daily

lives, whether positive events (Daily uplift) or negative events (Daily hassles) as well as those mediated by work engagement (something positive related to behavior at work including thoughts regarding the relationship between workers or employees and their work, which is characterized by enthusiasm (vigor) and dedication (dedication) as well as appreciation (absorption) in work.

Well-being (employee welfare) in an organization is used as an indicator that reflects mental health in various management research related to psychology (Aboobaker et.al., 2021). Well-being is also used as a description of a person's state of well-being at work which can be formed through how a person evaluates daily events and how a person perceives the positive and negative events they encounter (Diener et al., 1999, 2020). Effective well-being can reflect how employees can balance the pressures they face at work (Aboobaker et al., 2021). Several studies have revealed that there are factors that influence well-being, including daily uplift and daily hassles which are mediated by work engagement (Junça-Silva et al., 2023).

Events that occur in a person's daily life while working, whether positive conditions (daily uplifts) or negative conditions (daily hassles), are important to know because they have the potential to influence employee well-being at work (Junca-Silva et al., 2023). In daily activities, daily uplifts are seen when someone has a pleasant experience while working in the office, for example receiving praise from a superior. On the other hand, there are unpleasant events (daily hassles) that can make employees frustrated in their work, for example, being given a workload that exceeds capacity or not receiving support from superiors (Junca-silva et al., 2020). Events in employees' daily lives while working influence employees' emotional states and behavior (Junca-silva et al., 2022).

Huang et al (2021) state that apart from the office being the main place where employees spend their time, family is also the main factor for a person in their life to encourage their performance at work. Therefore, family support for employees has an important role in influencing well-being at work. Support from family can also provide positive benefits for workers to be more dedicated to work and have the enthusiasm to achieve better performance (Greenhaus & Powell., 2006).

Having family support allows an employee to show that he or she has good welfare (Huang et al., 2021). In this research, work engagement acts as a medium which is an important factor in seeing the extent to which employees feel prosperous in an organization. According to Hobfoll et al. (2018), work engagement has a big influence on the development of employee well-being and employee performance in the organization.

Schaufeli and Bakker (2010) state that work engagement is a positive and active condition in an organization which is characterized by mental resilience accompanied by an energetic condition when working (vigor), have a high sense of enthusiasm and attachment to work (dedication), and feel happy doing their work until they lose track of time (absorption). The factors that differentiate this research from the main article are location, company industry specifications, employee employment status, and the number of samples taken. In the main article, research was conducted in Barcelona, Spain on several different industrial companies.

In this research, the sample was divided into 2 (two) parts, namely employees with contract status and employees with permanent worker status in the DKI Jakarta, Bogor, Depok, Tangerang, and Bekasi Jabodetabek areas. However, in this research, the samples taken were located in the Special Capital Region (DKI) of Jakarta, Indonesia with employment status that refers to the Employment Law, namely employees with contract status or a Specific Time Work Agreement (PKWT) and employees with permanent employee status (PKWTT). Meanwhile, the industry category chosen to be the sample for this research was specifically determined, namely companies operating in the service sector. The determination of industry specifications was carried out based on the background analyzed by researchers, where employees are faced with provisions for working in shifts which require employees to be able to manage working time and emotional conditions well in their daily work.

This research aims to analyze the influence of daily uplift, daily hassles, work engagement, employee well-being, and job satisfaction on companies in the service sector in DKI Jakarta; analyzing the effect of daily uplift on work engagement in companies in the service sector in DKI Jakarta; analyze the influence of daily hassles on work engagement in

companies in the service sector in DKI Jakarta; analyzing the effect of daily uplift on employee wellbeing through work engagement in companies in the service sector in DKI Jakarta; analyzing the influence of daily hassles on employee wellbeing in companies in the service sector in DKI Jakarta; analyzing the influence of work engagement on employee wellbeing in companies in the service sector in DKI Jakarta, as well as analyzing the influence of work engagement on job satisfaction in companies in the service sector in DKI Jakarta.

The authors include several definitions related to this research, as follows:

1. Daily Uplift, is an increase in things like getting along well with other people, completing tasks, or getting enough sleep that gives people a boost and makes them feel better.
2. Daily Hassles, are daily hassles that are annoying, frustrating, and troublesome demands that people face every day.

These two hassles and increases (HSUP) scales were designed by Delongis et al. (1982) to measure people's attitudes toward everyday situations. The HSUP provides a way to evaluate positive and negative events that occur in a person's daily life, versus more serious life events.

3. Family Support (family support) is action or behavior as well as information that aims to help someone achieve their goals or overcome someone's problems in certain situations, that they are loved and cared for, appreciated and respected which is part of the communication network, and the reciprocal obligations of kinship units related to marriage or blood (Ritandiyono, 2008).
4. Well-Being. According to the American Psychological Association (APA) dictionary, well-being is a state of an individual that is described as a feeling of happiness, satisfaction, low-stress levels, physical and mental health, and good quality of life. In other words, individuals with high well-being maintain physical and mental health so they can solve challenges, and achieve happiness and satisfaction in life. When working, sometimes employee performance and productivity can be influenced by the happiness/well-being felt or experienced by an employee. When employees feel dissatisfied or unhappy, productivity may decrease which will affect work performance.

Tonkin et al (2018) stated that well-being in the scope of work is a factor that has been carried out by many experts to analyze the physical or mental health of an individual in an organization. An individual will unconsciously carry out a personal and subjective evaluation of the life they live and the emotions that arise every day, this is also called subjective well-being (Diener, 1984). Subjective well-being is also a way for someone to assess by linking several factors in their life, such as when someone compares how their family conditions affect their work conditions (Leung et al., 2019). The positive or negative performance of a worker reflects the welfare conditions of an organization.

5. Work Engagement, is a thought concept where employees have a sense of engagement, in other words, feel attached to their work so that when they work, they will be more enthusiastic about doing their work. Schaufeli and Bakker (2004) define work engagement as something positive that is related to behavior at work which includes thoughts about the relationship between workers or employees and their work, which is characterized by enthusiasm (vigor) and dedication (dedication) as well as appreciation (absorption) in work. In other words, employees who have high work engagement will channel all their thoughts and energy toward their work and will be more enthusiastic about working.
6. Work engagement moves beyond satisfaction to combine various employee perceptions that collectively show high performance, commitment, and loyalty (Mujiasih & Ratnaningsih, 2012). Schaufeli (2013) said that workers who have work engagement have motivation which drives them to be active at work, happy, and comfortable with their work. Workers who experience positive emotions feel satisfied and more involved (Engaged) with their work, while workers who experience negative emotions feel burdened and may experience fatigue (Burnout).

Good (Daily uplift) or bad (Daily hassles) events and family support experienced by someone can be mediated through work engagement by looking at how the individual shows an attitude of dedication, and vigor and how someone enjoys the work they do (absorption).

For more details, you can see and observe the Conceptual Framework below:

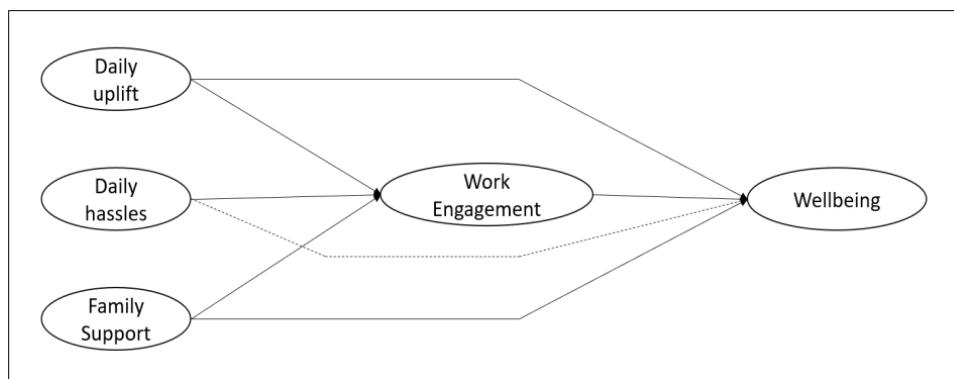


Figure 1.
Conceptual Framework

RESEARCH METHOD

The research method used is quantitative research by testing the validity of the variables daily uplift, daily hassles, and family support for well-being mediated by work engagement in an industry. The data taken in this research is data from employees who work in the service sector. This research was carried out at one time or was carried out once, this is based on the time dimension used, including the type of cross-sectional research. In connection with this type of research, data collection in this research was taken directly from employees who work in the service industry.

This research uses measurement variables which are divided into several types as explained by Hair et al., (2019), namely independent variables, dependent variables or dependent variables, and intervening or mediating variables. The independent variables used in this research are daily uplift, daily hassles, and family support, while the dependent variable used is well-being and there is an intervening variable or mediating variable between the two previous variables, namely work engagement. All research variables, namely daily uplift, daily hassles, family support, work engagement, and well-being, have an interval nature which will be measured through a questionnaire survey given to respondents. The survey will contain statements about each variable, then each statement item will be measured using a Likert scale consisting of a scale of 1 to 5.

RESULTS AND DISCUSSION

Respondent Profile

Characteristics of respondents in this study based on gender. Respondents with male gender were 155 people or 62%, while respondents with female gender were 95 people or 38%. Based on this data, it shows that employees working in the service industry are dominated by male employees compared to female employees. This is due to the company's operating hours regulations, most of which operate 24 hours and require employees to work in shifts.

In terms of age, respondents aged less than 20 years were 12 people or 4.80%, respondents aged 21 to 30 years were 133 people or 53.20%, and respondents aged 31 to 40 years were 74 people or 29.60%, respondents aged 41 to 50 years were 12 people or 4.80%, and respondents aged more than 50 years were 19 people or 7.60%.

Furthermore, the level of education, respondents with a diploma or D3 education level were 93 people or 37.20%, respondents with a Bachelor's or S1 level of education were 149 people or 59.60%, respondents with a postgraduate or Master's level of education were 8 people or 3.20%. Based on this data, it shows that companies prioritize employees with bachelor's degrees because these employees tend to have a deeper understanding and knowledge related to the field they are working in and have more skilled competencies for certain tasks.

Descriptive Statistics Test and Data Processing Test AMOS 24

The results of the descriptive statistical test on the Daily Uplift variable produced an average value of 4.044, which shows that employees in the service industry in DKI Jakarta agree with the statement items in this variable and feel the existence of the Daily Uplift in their daily work at the company.

The results of the descriptive statistical test on the Daily Hassles variable produced an average value of 1.599 which shows that employees in the service industry in DKI Jakarta do not agree with the statement items in this variable and state that Daily Hassles occur in their daily work at the Company but with little frequency.

The results of the descriptive statistical test on the Family Support variable produced an average value of 3.809, indicating that employees in the service industry in DKI Jakarta agree with the statement items in this variable and feel the existence of Family Support in their daily work at the company.

The results of the descriptive statistical test on the Work Engagement variable produced an average value of 4.114, indicating that employees in the service industry in DKI Jakarta agree with the statement items in this variable and feel the existence of Work Engagement in their daily work at the company.

Furthermore, the results of the descriptive statistical test on the Well-being variable produce an average value of 3.5208, indicating that employees in the service industry in DKI Jakarta agree with the statement items in this variable and feel the existence of Well-being in their daily work at the company.

Based on the results of AMOS 24 data processing, it is known as follows:

1. Daily Uplift has a coefficient value of 0.429, meaning that the higher the perceived value of Daily Uplift, the higher the perception of Well-Being, namely 0.429 units. This means that the Daily Uplift has a positive effect on Well-Being so it can be continued by looking at the significance test, which is $0.012/2 = 0.006 < 0.05$ (alpha 5%). In other words, H_0 is rejected or H_a is accepted, and it is concluded that statistically there is a significant positive influence between Daily Uplift on Well-Being.
2. Daily Hassles has a coefficient value of -0.233, meaning that the higher the perceived value of Daily Hassles, the lower the perception of Well-Being, which is -0.233 units. This means that Daily Hassles has a negative effect on Well-Being so a significance value of $0.000/2 = 0.000 < 0.05$ (alpha 5%) is obtained. In other words, H_0 is rejected or H_a is accepted and it is concluded that statistically there is a significant negative influence between Daily Hassles on Well-Being.
3. Family support has a coefficient value of 0.370, meaning that the higher the perceived value of Family support, the higher the perception of Well-Being, namely 0.429 units. This means that Daily Uplift has a positive effect on Well-Being so a significance value of $0.028/2 = 0.0014 < 0.05$ (alpha 5%) is obtained. In other words, H_0 is rejected or H_a

is accepted and it is concluded that there is a significant positive influence between family support on Well-Being.

4. Daily Uplift has a coefficient value of 0.603, meaning that the higher the perceived value of Daily Uplift, the higher the perception of Work Engagement, namely 0.603 units. This means that Daily Uplift has a positive effect on Work Engagement so that a significance value of $0.000/2 = 0.000 < 0.05$ (alpha 5%) is obtained. This means that H_0 is rejected or H_a is accepted and it is concluded that statistically there is a significant positive influence between Daily Uplift on Work Engagement.
5. Daily Hassles has a coefficient value of -0.218, meaning that the higher the perceived value of Daily Hassles, the lower the perception of Work Engagement, namely 0.218 units. This means that Daily Hassles has a negative effect on Work Engagement so a significance value of $0.000/2 = 0.000 < 0.05$ (alpha 5%) is obtained. This means that H_0 is rejected or H_a is accepted and it is concluded that statistically there is a significant negative influence between Daily Hassles on Work Engagement.
6. Family support has a coefficient value of 0.201, meaning that the higher the perceived value of Family support, the higher the perception of Work Engagement, namely 0.201 units. This means that family support has a positive effect on work engagement so a significance value of $0.009/2 = 0.0045 < 0.05$ (alpha 5%) is obtained. This means that H_0 is rejected or H_a is accepted and it is concluded that statistically there is a significant positive influence between family support and work engagement.
7. Work Engagement has a coefficient value of 0.330, meaning that the higher the perceived value of Work Engagement, the higher the perception of Well-Being, namely 0.330 units. This means that Work Engagement has a positive effect on Well-Being so a significance value of $0.007/2 = 0.0035 < 0.05$ (alpha 5%) is obtained. This means that H_0 is rejected or H_a is accepted and it is concluded that statistically there is a significant positive influence between Work Engagement and Well-Being.
8. Daily Uplift influences Well-Being which is mediated by Work Engagement of 0.139, meaning that the higher the perception of Work Engagement which mediates the relationship between Daily Uplift, the higher the perception of Well-Being is 0.139 units. The test results show a p-value of $0.033121187 < 0.05$ (alpha 5%) so that H_a is accepted

- or H_0 is rejected and it is statistically concluded with a 95% confidence level. Work Engagement can fully and significantly mediate between Daily Uplift and Well-Being.
9. The results of statistical testing through AMOS Data Processing show that Daily Hassles influences Well-Being mediated by Work Engagement of -0.105, meaning that the higher the perception of Work Engagement which mediates the relationship between Daily Hassles, the lower the perception of Well-Being is -0.105 units. The test results show that the p-value is $0.01604393 < 0.05$ (alpha 5%) so H_a is accepted or H_0 is rejected and it is concluded statistically with a confidence level of 95% Work Engagement can fully and significantly mediate between Daily Hassles and Well-Being.
 10. The results of statistical testing through AMOS Data Processing show that Family support influences Well-Being which is mediated by Work Engagement of 0.142, meaning that the higher the perception of Work Engagement which mediates the relationship between Family support, the higher the perception of Well-Being is 0.142 units. The test results above show that the p-value is $0.02621965 < 0.05$ (alpha 5%) so that H_a is accepted or H_0 is rejected and it is concluded statistically at a confidence level of 95% Work Engagement can mediate fully and significantly between Family support and Well-Being.

Based on the results of hypothesis testing through statistical tests and data processing through AMOS 24 calculations, the following results were obtained:

1. The Daily Uplift test on Well-Being has a p-value of $0.006 < 0.05$, which shows that H_{01} is rejected and H_{a1} is accepted with an estimated value of 0.429. The results of this research are supported by previous research conducted by Junça-Silva et al., (2023), stating that daily uplift influences well-being. This journal was used as the main article in this research. Thus, it can be concluded that employees who work in companies in the service sector have a significant positive influence on Daily Uplift's Well-Being.
2. The Daily Hassles test on Well-Being has a significance value of $0.000/2 = 0.000 < 0.05$ (alpha 5%) so H_0 is rejected or H_a is accepted with an estimated value of -0.233. The results of this research are supported by previous research conducted by Junça-Silva et al., (2023), stating that employees who experience repeated Daily Hassles have a significant negative effect on Well-Being.

3. Family support testing for Well-Being has a significance value of $0.028/2 = 0.0014 < 0.05$ (alpha 5%) so H_0 is rejected or H_a is accepted with an estimated value of 0.370. The results of this research are supported by previous research conducted by Junça-Silva et al., (2023), stating that there is a significant positive influence between family support on Well-Being.
4. The Daily Uplift test on Work Engagement has a significance value of $0.000/2 = 0.000 < 0.05$ (alpha 5%) so H_0 is rejected or H_a is accepted with an estimated value of 0.603. The results of this research are supported by previous research conducted by Junça-Silva et al., (2023), stating that there is a significant positive influence between Daily Uplift on Work Engagement.
5. The Daily Hassles test on Work Engagement has a value of $0.000/2 = 0.000 < 0.05$ (alpha 5%) so H_0 is rejected or H_a is accepted with an estimated value of -0.218. The results of this research are supported by previous research conducted by Junça-Silva et al., (2023), stating that there is a significant negative influence between repeated experiences (Daily Hassles) on work behavior (Work Engagement) or work.
6. Family support testing on Work Engagement has a significance value of $0.009/2 = 0.0045 < 0.05$ (alpha 5%) so H_0 is rejected or H_a is accepted with an estimated value of 0.201. The results of this research are supported by previous research conducted by Junça-Silva et al., (2023), stating that there is a significant positive influence between family support and work engagement. In other words, family support has a big contribution to employee enthusiasm in carrying out their work.
7. Testing Work Engagement on Well-Being has a significance value of $0.007/2 = 0.0035 < 0.05$ (alpha 5%) so H_0 is rejected or H_a is accepted with an estimated value of 0.330. The results of this research are supported by previous research conducted by Junça-Silva et al., (2023), stating that there is a significant positive influence between Work Engagement and Well-Being. In other words, increasing employee morale has a major contribution or positive influence on the welfare of employees and their families.
8. The Daily Uplift test on Work Engagement has a p-value of $0.033121187 < 0.05$ (alpha 5%) so H_a is accepted or H_0 is rejected with an estimated value of 0.139. The results of this research are supported by previous research conducted by Junça-Silva et al., (2023),

stating that the presence of Work Engagement can fully and significantly mediate between Daily Uplift and Well-Being. In other words, increasing employee morale in their daily lives at work will improve employee welfare by completing their work on time and with maximum results.

9. The Daily Hassles test on Well-Being mediated by Work Engagement has a p-value of $0.01604393 < 0.05$ (alpha 5%) so H_a is accepted or H_o is rejected with an estimated value of -0.105. The results of this research are supported by previous research conducted by Junça-Silva et al., (2023), stating that Work Engagement can fully and significantly mediate between Daily Hassles and Well-Being. In other words, employee work behavior in their daily work at work which is characterized by enthusiasm (vigor) and dedication (dedication) as well as appreciation (absorption) in work, will mediate Daily Hassles, which in the end employees will channel all the thoughts and energy they have towards their work and be more enthusiastic about their work.
10. Testing Family support for Well-Being mediated by Work Engagement has a p-value of $0.02621965 < 0.05$ (alpha 5%) so H_a is accepted or H_o is rejected with an estimated value of 0.142. The results of this research are supported by previous research conducted by Junça-Silva et al., (2023), stating that with a confidence level of 95% Work Engagement can fully and significantly mediate between Family support and Well-Being. In other words, the existence of high work morale for employees in the service sector is certainly influenced by good family support so that it will be able to improve the welfare of workers and their families.

CONCLUSION

Based on the research results which are supported by the results of statistical test calculations by processing the latest version of SPSS statistical data and data processing via AMOS 24, it can be concluded that there is a positive and significant influence between the influence of daily uplift and family support on well-being mediated by work engagement. However, the continuous presence of daily hassles does not have a significant effect on well-being which is mediated by work engagement. Thus, it is hoped that company management

in the service sector will be able to minimize the occurrence of daily hassles that occur continuously because these conditions can contribute negatively to the company and the employees concerned.

Based on this research, it is hoped that future researchers can complement and perfect this research by examining how daily hassles are not repeated continuously in the company's work environment.

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