

# CHAPTER I

## INTRODUCTION

### 1.1 Overview of Research Object

At this time the world is facing a problem, namely the emergence of a virus named Covid-19. Due to the emergence of Covid-19, the world has to face a pandemic period, to overcome problems and to end this pandemic period the government issued a policy, namely the Work From Home (WFH) policy, which is a policy to work from home in order to break the chain of transmission of Covid-19, especially in Bandung City. Based on data from the Central Bureau of Statistics in 2020, there are 447,874 women workers, in which these women workers must adapt and be able to balance work with personal life such as the concept Work Life Balance. By using the concept of Work Life Balance, so women workers can easily balance their work and personal life.

### 1.2 Research Background

At the end of 2019 the world was shocked by the discovery of a virus, at that time the World Health Organization (WHO) received a report of pneumonia cases from the Health Commission of the City of Wuhan, China. In Thailand, this Covid-19 case was first reported outside China on January 13, 2020. The World Health Organization (WHO) reported about confirmed cases in the world on January 30, 2020. There were 7818 cases with most of the Chinese population and 82 cases from 18 countries other than China. The World Health Organization (WHO) characterized Covid-19 as a pandemic on March 14, 2020 (Organization, 2020).

The World Health Organization (WHO) explains that Coronavirus can be defined as *"The cause of disease in humans and animals belonging to a large family of viruses. In humans, this virus can cause respiratory tract infections such as the common cold to more severe diseases such as Middle Syndrome, Eastern Respiratory Syndrome (MERS), or severe acute respiratory syndrome (SARS)*. From this definition, Corona Virus is not a new virus but like two viruses that have occurred for two decades, the first is SARS, which is a virus originating from China, the second is MERS, which is a virus originating from Saudi Arabia, and all other viruses. Ever this causes damage to the human respiratory system (Nueangnong et al., 2020).

March 2, 2020 was the first confirmed case of Covid-19 in Indonesia. The President of Indonesia, Joko Widodo, announced two positive people of Covid-19, a woman aged 31 and a mother aged 64. Based on allegations, this case began with the woman's meeting with a Japanese citizen in Jakarta at a dance club on February 14, 2020 (News, 2020). (Agarwal & Kaushik, 2020) in Retno Wulan et al., (2021) because of the Covid-19 in Indonesia, we have to do social distancing when we do daily activities, this social distancing brings changes from the learning system as well as the work system that is by way of online.

**Figure 1.1 Number of Cases Exposed to Covid-19 in Bandung**



(Source: covid19.bandung.go.id accessed on January 20, 2022 at 10.45 WIB)

Based on the data attached in Figure 1.1. on January 20, 2022, the number of confirmed cases of Covid-19 in Bandung was 43,648, with the number of confirmed active cases being 69, the number of confirmed cases being cured was 42,155, and the number of confirmed cases havin died was 1,424. With the increasing number of Covid-19 cases, starting on January 11, 2021, West Java will apply for Work From Home (WFH) policy, especially in the Bogor, Depok, Bekasi, and Bandung areas. Mr. Mochamad Ridwan Kamil, as Governor in West Java, said that this policy was based on the President of Indonesia, Joko Widodo, with the attachment of Government Regulation No. 21 of 2020 regarding the criteria for limiting activities in the community (Barat, 2021).

**Table 1.1 Number of Women Workers in Bandung**

**Tabel 3.2.1** Jumlah Penduduk Berumur 15 Tahun Keatas Menurut Jenis Kegiatan Selama Seminggu yang Lalu di Kota Bandung, 2020  
*Population Aged 15 Years and Over by Type of Activity During The Previous Week and Sex in Bandung Municipality, 2020*

Kegiatan Utama Main Activity	Jenis Kelamin/Sex		Jumlah / Total
	Laki-Laki Male	Perempuan Female	
(1)	(2)	(3)	(4)
Angkatan Kerja/Economically Active	811 988	502 942	1 314 930
Bekerja/Working	719 975	447 874	1 167 849
Pengangguran Terbuka/ Unemployment	92 013	55 068	147 081
Bukan Angkatan Kerja Economically Inactive	210 598	506 571	717 169
Sekolah/Attending School	...	...	191 618
Mengurus Rumah Tangga/ Housekeeping	...	...	414 355
Lainnya/Others	...	...	111 196
<b>Jumlah/Total</b>	<b>1 022 586</b>	<b>1 009 513</b>	<b>2 032 099</b>
Tingkat Partisipasi Angkatan Kerja / Economically Active Participation Rate	79,41	49,82	64,71
Tingkat Pengangguran/ Unemployment Rate	11,33	10,95	11,19

Sumber/Source: : BPS, Survei Angkatan Kerja Nasional Agustus/ August National Labor Force Survey

(Source: [bandungkota.bps.go.id](https://bandungkota.bps.go.id) accessed on March 29, 2021 at 14.05 WIB)

Based on the data attached in Table 1.1, 447,874 women workers in Bandung. During the implementation of Work From Home (WFH), women workers must be able to balance work and personal life, which is included in the theory Work Life Balance. Women workers include not only single but also women who already have families and children but still choose to work and can have a promising career (Darmawan et al., 2015). Several factors make women choose to work. According to Kartono (1985) in Ananda (2013) women choose to work because of the economy, wanting to have a promising career, and women's self-awareness that it takes male and female workers to carry out development.

Alam (2016) in Rene & Wahyuni (2018) a study from the New World of Work made by Microsoft with 200 people as respondents from Indonesia, shows a change from the traditional concept of a working person. One of these changes is the balance between work and personal life, which is currently a challenge. This study indicates that 77% of respondents think that the balance between work and personal life is an important aspect to support their work, but only 47% of the respondents can do that balance. This is because, there are

jobs that cannot be finished at 17.00, so that 93% of respondents are required to work outside of their working hours, so that the work can be completed.

The balance between work and personal life is an essential thing that an organization or company must consider to make some policies that aim to maintain and improve the quality of employees. Currently, employees are aware that work life balance is essential. Hence, employees choose jobs with time flexibility to focus on work and focus on their personal lives (Andarani, 2020). Between work and personal life must have a balance, if one of the things of the balance is not balanced, there will be problems that must be faced. The balance between work and personal life is taken from the psychological concept of Work Life Balance. Schermerhorn (2005) in Budaya (2018) work life balance is the ability possessed by a person to balance the demands of work and personal and family needs. A good balance between work and personal life will affect high morale, job satisfaction, and create a sense of full responsibility in one's work and personal life (Andarani, 2020).

Hastuti (2008) in Kalendesang et al., (2017) a study conducted in America states that 65% of women workers have an unfavorable future. Because they have conflicts at work that make them experience stress. Women who have roles as wives, mothers, and workers tend to have conflicts in their lives. A man can also experience a conflict, but women have the main focus because they are housewives and as workers or career women. "Gender time" or "gendered" means the unequal time between men and women (Lendák-Kabók, 2020).

By understanding our own interpersonal needs as well as the interpersonal needs of others, it is useful to know the differences between women and men. The difference between women and men can be seen from the way they express something by giving and needs such as inclusion, control, and affection. Women and men can express the same thing but in different ways (Knapp & Vangelisti, 2009: 89-90). Anna (2013) in Darmawan et al., (2015) a professor of psychology, namely Freeman, stated that a woman has a high vulnerability to emotional stress. The pressure that women feel in the environment is greater than men. Women are considered perfect when they can take care of their career, family, and appearance.

Problems that can lead to fights in the family are when homework cannot be completed, so it must be brought to the office, and vice versa, namely office work that is brought home, which causes the family to be neglected because of work (Prayogi et al., 2019). Bintang & Astiti (2016) in Prayogi et al., (2019) the factors that can interfere with the concept of work life balance are having problems in personal life, with colleagues, and in social life to customary time and the same working time. Bodkin & Fleming (2019) in McDonald & Hatcher (2020) there are examples of poor balance, namely from faculty and doctoral students who have poor mental health and experience fatigue and choose non-academic careers. When the work-life balance cannot be achieved, we will surely lose.

The imbalance of work and personal life can cause conflict or stress on women workers, this can affect the interpersonal communication of women workers verbally or non-verbally. Such a natural phenomenon occurs due to an imbalance between work and personal life that involves interpersonal communication. Yustiya (2013) in Fauzi (2018) found many hospital phenomena. These nurses were impatient, often scolded patients, spoke curtly to patients and patient's families, and caused negligence such as giving wrong drugs and being late for injections.

Mulyana (2007) in Al et al., (2019) meanwhile, communication itself is a process of choosing what is important, discarding what is not essential, and sending symbols to help listeners understand the message they received from the communicator. Wulang (2013) in Fauzi (2018) disruptions and problems that arise in completing tasks have a relationship with psychological factors in women, because of that woman have a sense of guilt for leaving their families because of work, pressure due to limited time, and the immense workload and unpleasant work environment. Conflicts or problems that occur can affect the performance of women workers. Lasima (2014) in Kalendesang et al., (2017) excess workload completed in a long time will be a source of work stress.

Devito (1976) in Hidayat (2012: 41) communication can occur between 2 people who have a clear relationship. Barnlid (1968) in Hidayat (2012) interpersonal communication is sending and receiving messages with direct feedback. A sudden and unstructured meeting of two or more people. De Vito (1997) in Suseno (2012: 15) interpersonal communication is a process of

receiving and receiving carried out by two people or small groups that are carried out spontaneously and informally.

Interpersonal communication leads to clear messages and can be understood easily by the recipient. Someone who sends can control the types of messages, such as verbal and non-verbal messages, such as controlling the channel of verbal communication using written and spoken words. Non-verbal communication channels are one's face, one's hand movements, one's body movements, one's color, and one's voice (Liliweri, 2015: 56-58). Berger (2014) in Supratman & Mardianti (2016) interpersonal communication is created with many interrelated processes, namely producing messages, processing messages, coordinating interactions, and social perception.

Aw (2011) in Supratman & Mardianti (2016) states that a process of interpersonal communication can occur if there is a message sender to convey information in the form of a verbal and non-verbal symbol to the recipient of the message through the human voice and also with writing media. Due to the policy of Work From Home, women who also have families and female heads of household must be able to balance their work and personal lives according to the theory Work Life Balance. So, this phenomenon becomes the urgency of this research to see the effect of Work Life Balance on Interpersonal Communication. With the aim to examining how much the influence from Work Life Balance on Interpersonal Communication of women workers in Bandung City.

This research will use quantitative methods. The quantitative research method is a traditional method because it has been used so often that it has become a tradition for research. This method can also be called the positivistic method because it is based on the philosophy of positivism. This scientific method fulfills the principles of scientific work such as objective, concrete, measurable, systematic, and rational. This method can be called the discovery method, because it can develop and discover new science and technology. It is called the quantitative method because the analysis uses statistics and the type of data is in the form of numbers (Sugiyono, 2019: 16).

**Table 1.2 Sub-districts in Bandung**

**Tabel 2.1.1** Jumlah Desa/Kelurahan Menurut Kecamatan di Kota Bandung, 2016–2020  
**Table** Number of Villages/Kelurahan by Subdistrict in Bandung Municipality, 2016–2020

Kecamatan/ Subdistrict	2016	2017	2018	2019	2020
(1)	(2)	(3)	(4)	(5)	(6)
Bandung Kulon	8	8	8	8	8
Babakan Ciparay	6	6	6	6	6
Bojongloa Kaler	5	5	5	5	5
Bojongloa Kidul	6	6	6	6	6
Astanaanyar	6	6	6	6	6
Regol	7	7	7	7	7
Lengkong	7	7	7	7	7
Bandung Kidul	4	4	4	4	4
Buah Batu	4	4	4	4	4
Rancasari	4	4	4	4	4
Gedebage	4	4	4	4	4
Cibiru	4	4	4	4	4
Panyileukan	4	4	4	4	4
Ujungberung	5	5	5	5	5
Cinambo	4	4	4	4	4
Arcamanik	4	4	4	4	4
Antapani	4	4	4	4	4
Mandalajati	4	4	4	4	4
Kiaracondong	6	6	6	6	6
Batununggal	8	8	8	8	8
Sumur Bandung	4	4	4	4	4
Andir	6	6	6	6	6
Cicendo	6	6	6	6	6
Bandung Wetan	3	3	3	3	3
Cibeunying Kidul	6	6	6	6	6
Cibeunying Kaler	4	4	4	4	4
Coblong	6	6	6	6	6
Sukajadi	5	5	5	5	5
Sukasari	4	4	4	4	4
Cidadap	3	3	3	3	3
<b>Kota Bandung</b>	<b>151</b>	<b>151</b>	<b>151</b>	<b>151</b>	<b>151</b>

Sumber/Source: Badan Pusat Statistik

(Source: [bandungkota.bps.go.id](https://bandungkota.bps.go.id) accessed on March 29, 2021 at 14.05 WIB)

Based on the data attached in Table 1.2, there are 30 sub-districts in Bandung City. So, this research will use cluster sampling. The regional sampling technique is a way to select a comprehensive sample of the data source, for example, the population of the State or Province (Sugiyono, 2019: 131). By distributing questionnaires in 10 districts in Bandung, namely Bandung Wetan, Cibeunying, Cicendo, Cidadap, Coblong, Kiaracondong, Lengkong, Sumur Bandung, Sukajadi, and Sukasari. Considering the characteristics of the ten sub-districts chosen by the author are office areas, campus areas, and crowded areas.

### **1.3 Problem Identification**

Based on the background above, the formulation of the problem can be drawn, namely:

- a. Is there any effect of Work Life Balance on Interpersonal Communication?
- b. How much the influence of Work Life Balance on influencing Interpersonal Communication together?

### **1.4 Research Objectives**

Based on the problem identification above, it can be seen that the research objectives are:

- a. To find out whether there is an effect of Work Life Balance on Interpersonal Communication.
- b. To find out how much the influence Work Life Balance on influencing Interpersonal Communication together.

### **1.5 Research Uses**

This research is expected to provide benefits for all parties involved. Among others:

#### **a. For Academics**

This research is expected to be a reference for further research and provide knowledge in balancing life.

#### **b. For Researchers**

This research is expected to add insight into what impacts there are on women who have double burdens and how to balance them.



## 1.6 Research Time and Period

The following is a breakdown of the time and period of the research to be carried out:

**Table 1.3 Time and Period of Research**

No	Research Stages	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Des	Jan
1.	Research preparation											
2.	Determine topic and title											
3.	Arrange Chapter I-III											
4.	Research Proposal Revision											
5.	Proposal Defense											
6.	Proposal Defense Revision											
7.	Research											
8.	Arrange Chapter IV-V											
9.	Thesis Defense											

(Source: Researcher Processed Data, 2022)

## **1.7 Research Writing Systematics**

To make it easier to read, in general, this research will be divided into five chapters consisting of:

### **a. Chapter 1 Introduction**

This chapter contains a general explanation that can describe the content of this research. This chapter includes Research Overview, Background, Problem Identification, Research Objectives, Research Uses, Research Systematics.

### **b. Chapter 2 Literature Review**

This chapter contains the theoretical basis, which is a reference for this research. This chapter includes a Review of Research Literature, Past Research, Framework for Thinking, Scope of Research.

### **c. Chapter 3 Research Method research**

This chapter contains approaches, methods, and techniques that collect and analyze data that can answer and explain research problems. This chapter includes Types of Research, Operational Variables, Population and Sample, Data Collection, and Data Analysis Techniques.

### **d. Chapter 4 Results and Discussion**

This chapter contains the results and discussion of the characteristics of respondents viewed from various aspects, discusses and answers research questions, and the results of data analysis calculations that have been carried out.

### **e. Chapter 5 Conclusions and Suggestions**

This chapter contains conclusions from the analysis results, suggestions for the parties concerned, and directions for further research.