

The Impact of Work Stress and Emotional Intelligence on the Work-Life Balance of Generation Z Employees in Blitar

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Abstract

This research aims to analyze the effect of work stress and emotional intelligence on Work-Life Balance (WLB) among the Generation Z workforce (aged 18–27) in Blitar. Generation Z is a productive group of workers who prioritize meaning and flexibility in their work, but they face significant challenges in managing high work pressure. This quantitative study involved 100 respondents selected through purposive sampling. The data were analyzed using multiple linear regression analysis after fulfilling the classical assumption prerequisite tests (normality, linearity, multicollinearity, and heteroscedasticity). The hypothesis testing results indicate that, simultaneously, work stress and emotional intelligence significantly influence WLB. This is supported by an F-test value of 52.438, which is greater than the F-table value of 3.09, with a significance value of 0.000. The R Square value of 0.520 suggests that these two variables contribute 52% to WLB, while the remaining 48% is influenced by other factors. Partially (T-test), work stress showed a negative and significant effect ($t\text{-count} = -8.747$; $\text{Sig.} = 0.000$) on WLB, meaning that an increase in work stress will decrease WLB. Meanwhile, emotional intelligence showed a positive effect on WLB, although it was not statistically significant ($t\text{-count} = 1.706$; $\text{Sig.} = 0.091$). These findings reinforce the need for effective stress management and the constructive role of emotional intelligence in maintaining the balance between professional demands and personal needs for Generation Z.

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INTRODUCTION

Generation Z is generation the first generation to grow up in the digital era. Generation Z was born between 1997–2012 and aged between 12–27 years (Nasution et al., 2024). According to data cited by Wulansari (2023) from the Central Statistics Agency, the most productive workers in Indonesia come from from Generation Z and Generation Y. Based on Population Census data in 2020, Generation Z comprised 27.94% of the total population, while generation millennials covers 25.87%. This is show that second generation the is group with amount most if compared to with generation other (BPS, 2021).

In the context of the world of work, the generation this no only look for income , but also prioritize meaning, balance live, and flexibility in Work (Center, 2020). However, in reality show that generation this face challenge big in manage pressure high work. Many of they experience stress impactful work negative to balance between life professional and personal (Deloitte, 2021). That matter the now generation Z is very concerned Work-Life Balance for undergo life daily.

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In a way theoretical, Work-Life Balance according to Ganapathi, that work-life balance is ability somebody in arrange balance between demands work and needs personal and family, including commitment to family as well as not quite enough other answers outside work (Hikmah & Lukito, 2021). While those who have revealed by Delecta define work-life balance as ability somebody for maintain balance between need personal and responsibility answer on the spot work (Lukmiati et al., 2020).

Moorhead and Griffin (Hafid & Prasetyo, 2017) disclose there is four factors that can influence work-life balance, namely: (1) Individual factors. In the factors individual in the form of personality, well-being and emotional intelligence. (2) Organizational factors. In the factors organization in the form of arrangement work, support organization, stress work, conflict roles, and technology. (3) Environmental factors social. In the factor environment social among them arrangement maintenance children, support family as well as factor environment social other. (4) Other factors. Among them from other factors encompassing age, type gender, marital status, parental status, experience, employee level, type jobs, income, and type family.

From the factors the work-life balance own aspects which include: work interference with personal life, personal life interference with work, work enhancement of personal life, and personal life enhancement of work (Fisher et al., 2009). One of factor main influencing factors work-life balance is work stress. work stress defined as response physiological, psychological, and behavioral consequence imbalance between demands work with ability individual (Robbins & Judge, 2017). Triggering factors among other demands task, conflict role, pressure time, and poor interpersonal relationships. On the contrary, intelligence emotion is ability recognize, understand, and manage emotion self and other people; components the main thing is covering awareness self, control self, motivation, empathy, and skills social (Wibowo, 2015). Emotional Intelligence tall help individual handle pressure, building connection positive, and maintain performance all prerequisite achievement work-life balance (Gunadarma, 2024).

Previous research has highlighted the relationship between two key variables: work stress and emotional intelligence, and work-life balance. The test results hypothesis show that variables Work-Life Balance own influence negative to stress work. That is, the more good balance between life work and personal, then level work stress tend decreased. In addition, the variable independent in the equation model the capable explain variables dependent by 34% (Febriana et al., 2022). Meanwhile, the influence of Emotional Intelligence on Work-Life Balance in career women in a study found that that Gunadarma (2024) disclose intelligence emotion own influence positive significant to work-life balance in career women, with a contribution of 28.4%. Increasingly tall intelligence emotions, increasingly good balance between life work and personal.

From the results study the researchers choose for research existence influence stress work and intelligence emotion to work-life balance with formulation problem study this is: Formula problem in study this is: (1) Is there is influence between work stress to work-life balance among generation Z workers in Blitar? (2) Is there is influence between emotional intelligence on work-life balance in workers generation Z in Blitar? (3) Is there an influence between work stress and emotional intelligence on work-life balance among generation Z workers in Blitar?

METHODS

This study use approach quantitative, namely purposeful method for measure connection between variables in a way systematic and objective through collection of analyzed numerical data in a way statistics (Sugiyono, 2019). Approach this chosen because relevant for measure influence stress work and intelligence emotion on work-life balance in

generation Z in Blitar. Quantitative method allows researchers for interpret data in a objective and provide results that can be achieved generalized to a larger population wide.

Population in the meaning put forward Sugiyono (2019) is a generalization area consisting of on object or subjects who have quantity and characteristics certain conditions determined by researchers then studied for withdrawn conclusion. Based on the above understanding so population. This covers all over individual born 1997–2012 who work in the City and Regency Blitar.

A sample of 100 respondents was selected through purposive sampling with criteria: (a) age 18–27 years, (b) moderate become workers or employees, (c) domiciled in Blitar. Size sample fulfil Cochran's formula for population big (Ghozali, 2018). With the formula and Cochran who obtained the sample result value of $n = 96.04 = 100$ (rounded).

Instrument study use 4 point Likert scale consisting of Strongly Agree (SS), Agree (S), Disagree (TS), and Strongly Disagree (STS). Research following use three type variables namely Work Stress as variables free (X1), Emotional Intelligence as variables free (X2) and Work-Life Balance for variables bound (Y).

From the research instrument the questionnaire used from the Work Stress variable (X1), namely Job Stress Scale adaptation from Parker & DeCotiis (1983) a total of 13 items; two dimensions: time pressure and anxiety with mark validity Chi-Square = 1.40, $df = 4$, P-value = 0.84394, and RMSEA = 0.000 have coefficient cargo positive factors and t-value > 1.96 on the dimension anxiety. Meanwhile dimensions pressure time produce Chi-Square value = 9.15, $df = 8$, P-value = 0.33013, and RMSEA = 0.031. The Chi-Square value produces a P-value > 0.05 having coefficient cargo positive factors and t-value > 1.96. Reliability Alpha conbrach 0.74 for time pressure and 0.86 for anxiety.

On the variable Emotional Intelligence (X2) adopts questionnaire intelligence emotion use tool measuring Instruments used in study This is Wong and Law Emotional Intelligence Scale (WLEIS) developed by Wong and Law (2002). Research adapt of the 16 WLEIS items from and then modify each item dimensions. There are dimensions the is self emotion appraisal (10 items), other emotion appraisal (12 items), use of emotion (11 items) and regulation of emotion (12 items). Next, it was carried out testing by Ramadhani et al. (2016) get 16 valid items, and the result is show that all items have coefficient correlation above 0.30. While reliability test results on testing This produce Cronbach's Alpha value of 0.868, with range correlation between items from 0.377 to 0.613.

Whereas variables Work-Life Balance (Y) adopts the Fisher, Bulger, & Smith (2009). Scale in tool measuring the there are 17 items consisting of from four dimensions that is Work Interference with Personal Life (5 items), Personal Life Interference with Work (6 items), Personal Life Enhancement of Work (3 items) and Work Enhancement of Personal Life (3 items). Validity value show that the Confirmatory Factor Analysis (CFA) model has fit model that can accepted with RMSEA indicator = 0.08, GFI = 0.986, and CFI = 0.923. In addition, the reliability test to the scale that has been adapted produce mark Cronbach's Alpha of 0.864. However, after reliability testing, analysis was carried out items, and validity, were found that two grains need removed because own level difficulty and power low differentiator. Both grains the originate from dimensions Personal Life Interference with Work (8th item) and Work Enhancement of Personal Life (13th item), so that total number of grains used in measurement into 15 items.

The data collection technique was carried out through a Google Forms questionnaire distributed in March 2025. Procedure study includes: (1) preparation and adaptation of instruments, (2) dissemination questionnaires and online data collection, (3) data processing and statistical analysis, (4) compilation results study.

first data analysis technique the prerequisite test used was carried out for ensure that the data used fulfil conditions required statistics. Prerequisite test this aim for determine method

the most appropriate analysis used in this research. The prerequisite tests carried out includes:

Normality test presented Sugiyono (2019) as one of the prerequisite tests data analysis before hypothesis testing was carried out (analysis) multiple linear regression. Data please tested its normality with reference Kolmogorov-Smirnov formula as taking decision. If mark significant > 0.05 means the data is distributed normally, as well on the contrary.

Linearity test intended for know connection variables dependent and variable independent linearly and significantly or on the contrary. If mark the deviation more tall from 0.05 can interpreted there is linear relationship significant between variables independent with variables dependent vice versa (Sugiyono, 2019).

Multicollinearity test revealed Yuliara (2016) intended For test what is the regression model have strong relationship between variables independent with dependent. If the tolerance value is more big from 0.10 then no happen collinearity and vice versa. On the other hand, if the Variance Inflation Factor (VIF) value is < 10.00 then no happen collinearity so as on the contrary.

Heteroscedasticity, Ghozali (2018) state that the heteroscedasticity test is used to see inequality residual variance of the regression model something observation to other observations. Testing heteroscedasticity using the Glesjer test, this test regress mark absolute residual against variables independent. Taking Glesjer test decision done with; If p value > 0.05 means H_0 is rejected, so no contain heteroscedasticity. If p value < 0.05 means H_0 is rejected, so contain heteroscedasticity.

Furthermore testing hypothesis used in study this is analysis multiple linear regression. According to Ghozali (2018), analysis this used for know to what extent does it influence variables independent to variables dependent. Testing done through three stages main, namely; Coefficient Determination (R^2). This test aim for measure contribution variables independent to variables dependent. The R^2 value is in the range of 0 to 1; the more approaching 1, then the more big influence variables independent to variables dependent. T-test (Partial), the t-test is used for measure the influence of each variable independent in a way partial to variables dependent. Hypothesis stated significant If mark $T_{\text{count}} > T_{\text{table}}$. F Test (Simultaneous), the purpose of the F test for know influence all over variables independent in a way simultaneous to variables dependent. Significant test results if $F_{\text{count}} > F_{\text{table}}$, which shows that the regression model in a way overall own significant influence.

RESULTS AND DISCUSSION

Results

Statistics Descriptive

A total of 100 respondents generation Z, specifically those aged 18-27 years who are currently working or employed in Blitar, participated in this research.

Table 1. Demographic Data Subject

Age	Gender		Frequency	Presentation
	L	P		
19 years old	3	1	4	4%
20 years	1	4	5	5%
21 years	4	7	11	11%
22 years	7	19	26	26%
23 years	9	14	23	23%
24 years old	12	8	20	20%
25 years	2	2	4	4%
26 years old	0	3	3	3%
27 years old	3	1	4	4%
Total	41	59	100	100%

Respondents in study this dominated by employees Woman by 59%, while employee man as much as 41%. Based on age, group age most is 22 years old with percentage of 26%, followed by 23 years old by 23% and age 24 years by 20%. Meanwhile that, group minor age is occupied by 19 year olds by 4%, age 20 years by 5%, age 25 years by 4%, and the age of 27 years is also 4 %. With thus, it can concluded that majority respondents is woman with range age dominant between 22 to 24 years old.

Assumption Test (Pre Condition)

Normality Test

Data should be tested for normality using the Kolmogorov-Smirnov formula as a reference for decision- making. If the significance value is > 0.05 , it means the data is normally distributed, and vice versa.

Table 2. Normality Test Results

Variables	Kolmogorov-Smirnov Z	Sig.	Information
Work Stress	0.956	0.320	Data is normally distributed (>0.05)
Emotional Intelligence	1,072	0.201	Data is normally distributed (>0.05)
Work-Life Balance	0.898	0.396	Data is normally distributed (>0.05)

Based on Table 2, the following results are obtained: Work Stress has a Sig. value of 0.320, greater than 0.05. Therefore, the work stress variable data is normally distributed, while Emotional Intelligence has a Sig. value of 0.201, greater than 0.05. Therefore, the emotional intelligence variable data is also normally distributed. Furthermore, the Work-Life Balance variable has a Sig. value of 0.396, greater than 0.05. Therefore, the work-life balance variable data is also normally distributed.

Linearity Test

If mark the deviation higher than 0.05 can be interpreted as meaning that there is a significant linear relationship between variables independent with variables dependent vice versa.

Table 3. Linearity Test Results

Variables	F	P	Information
Work-Life Balance with Work Stress	1,499	0.225	Linear Score
Work-Life Balance with Emotional Intelligence	3,024	0.087	Linear Score

Based on the results of the linearity test in the table above, obtained information The relationship between job stress and work-life balance shows an F value of 1.499 with a significance value of 0.225. Since the significance value is greater than 0.05, it can be concluded that the relationship between job stress and work-life balance is linear. Connection between Emotional Intelligence and Work-Life Balance showed an F value of 3.024 with a Sig. value of 0.087. Since the significance value is also greater than 0.05, it can be concluded that the relationship between emotional intelligence and work-life balance is also linear.

Multicollinearity Test

If the tolerance *value* is greater than 0.10, there is no collinearity, and vice versa.

Conversely, if the Variance Inflation Factor (VIF) value is <10.00 , there is no collinearity, and vice versa.

Table 4. Multicollinearity Test Results

Variables	Colinearity Statistics		Information
	Tolerance	VIF	
Work Stress	0.995	1,005	There is no multicollinearity
Emotional Intelligence	0.995	1,005	There is no multicollinearity

The test results show that the tolerance value for the variables of Work Stress and Emotional Intelligence is 0.995 each, while the VIF value for both is 1.005. A Tolerance value greater than 0.10 and a VIF value less than 10 indicate that there is no multicollinearity between the independent variables in this regression model. Thus, the regression model in this study is free from multicollinearity problems, so that regression analysis can be carried out with more valid and reliable results.

Heteroscedasticity Test

Testing heteroscedasticity using the Glesjer test, this test regress mark absolute residual against variables independent. Taking Glesjer test decision done with:

If p value > 0.05 means H_0 is rejected, so no contain heteroscedasticity.

If p value < 0.05 means H_0 is rejected, so contain heteroscedasticity.

Table 5. Heteroscedasticity Test

Variables	P	Information
Work Stress	0.206	Does not contain heteroscedasticity
Emotional Intelligence	0.634	Does not contain heteroscedasticity

Based on the table output above, the significance value (P) for the Job Stress variable is 0.206 and for the Emotional Intelligence variable is 0.634. Since both significance values are greater than 0.05, it can be concluded that there are no symptoms of heteroscedasticity in either variable. Therefore, the regression model in this study has met the heteroscedasticity assumption, allowing the results of the regression analysis to be further interpreted validly.

Hypothesis Testing

R Square Test

Coefficient value determination is between 0 and 1. This means, if R^2 is close to value 1 means that variables independent influential or strong connection to variables dependent, and if mark tend approaching 0 means that variables independent influential or relate weak to variables dependent.

Table 6. Coefficient Test Results Determination (R Square)

Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
	0.721	0.520	0.510	5.21162

It is known from table above, the acquisition The R Square value is 0.520, which means variables Stres Work and Intelligence Emotions give donation by 52% on the variable Work-Life Balance whereas the remainder (48%) is influenced by other variables.

T-test

Value T_{count} and T_{table} with test this test hypothesis use probability <0.05 . Criteria t-test testing can understood with:

If mark $T_{\text{count}} > T_{\text{table}}$, meaning H_0 is rejected and the variable independent influential to variables dependent.

If mark $T_{\text{count}} < T_{\text{table}}$, meaning H_0 is accepted and the variable independent No influential to variables dependent.

Table 7. Partial T-Test Results

No	Model	β	t	Sig.
1	Work Stress	- 0.715	- 8,747	0.000
2	Emotional Intelligence	0.131	1,706	0.091

Analysis on the table on have mark Thitung of -8,747 for variables stress work. Meanwhile mark table at α 5% (0.05) is 1.661, with thus Thitung -8.747 > 1.661 Ttabel and value significance $0.00 < 0.05$ so that can withdrawn conclusion that H_0 is rejected and H_a is accepted, this This meaningful variables work stress influential with direction negative and significant to work-life balance.

On the variable intelligence emotion found mark Thitung a total of 1,706 and the value Ttable at α 5% (0.05) is 1.661, with thus Thitung 1.706 > 1.661 Ttabel whereas its significance worth $0.091 < 0.05$. so that can interpreted that H_0 is rejected and H_a is accepted, with thus variables intelligence emotion influential positive to Work-Life Balance and not significant.

F test

Work Stress and Intelligence Emotion to Work-life Balance F-test testing was carried out with compare mark F_{count} and F_{table} based on formula following:

$$\begin{aligned} df1(N1) (N1) &= k-1 & df1(N2) &= n-k \\ &= 3-1 & &= 100-3 \\ &= 2 & &= 97 \end{aligned}$$

Table 8. F Test Results

No	Model	F	Sig,
1	Work Stress	52,438	0.000
2	Emotional Intelligence		

The results of the f test above obtained mark F_{count} a total of 52,438 with significance 0.000, if compared to with F_{table} which is 3.09 at a probability of 0.05. Then it can be interpreted $F_{\text{count}} 52.438 > 3.09 F_{\text{table}}$, with Thus H_0 is rejected and can be it is said variables stress work and intelligence emotion in a way simultaneously influential significant to work-life balance.

Discussion

Research result show that stress Work (Work Stress) influential negative significant to work-life balance (WLB) of generation Z in Blitar, while emotion intelligence influential positive however no significant in a way partial. Findings this confirm return argument in line with study Hamdali & Liswandi (2023) who found that stress work own influence significant negative to work-life balance in generation Z, in particular through mechanism burden work and environment work that causes imbalance between demands work and needs personal.

The R^2 value of 0.52 in table 06 shows a model that combines work stress and

emotional intelligence capable explain more from half variance work-life balance. This figure more tall compared to studies Gunadarma (2024) on workers women ($R^2 = 0.28$), indicating combination second variables give a clearer picture comprehensive in the population generation Z. The remaining 48% of variance is not yet known. explained indicates the need enter other factors for example flexibility work, support superiors, or religious attachment as suggested McDonald, Brown, and Bradley (2005).

Testing in the form of hypothesis First state work stress own influence significant to work-life balance. This show that the more tall level stress work experienced individual, then the more low ability they in balance life work and personal. Findings this consistent with study Mardelina & Muhson (2017) which shows that work stress become factor dominant that lowers quality of work-life balance.

On testing the second hypothesis that emotional intelligence own influence to work-life balance however no significant. Absence significance partial Emotional Intelligence findings This in line with study on startup employees by Nugraha & Adiati (2022) which shows that although there is trend connection between intelligence emotion with work-life balance , results correlation Pearson no significant. On the other hand, the beta coefficient is positive emotional intelligence ($\beta = 0.129$) supports theory buffer stress (buffering hypothesis), Goleman (2017) that management emotion still own direction connection constructive even though not yet reach significance statistics.

Explanation results testing hypothesis third the described for see influence between work stress and emotional intelligence to work-life balance produce mark F_{count} which are more big from F_{table} as SPSS output description in table 08, so that can withdrawn conclusion that work stress and emotional intelligence influential significant to work-life balance in generation Z which is in the form of employee or workers in Blitar. The results of the calculation the in line with research conducted by Nursavilla & Sri Padmantyo (2020) with title Influence Intelligence Emotional and Stressful Work on Employee Performance with results that variables intelligence emotional own influence in a way significant to performance employees, while matter similar occurs in variables Stress that has influence in a way significant on the work-life balance variable.

Study This own a number of strengths, including a focus on population specific namely Generation Z in Blitar who provides contribution empirical for literature national which is still limited to groups age this is a regression model that combines work stress and emotional intelligence in one framework analysis produce power clear enough high ($R^2=0.52$), so that give a clearer picture comprehensive to work-life balance. In addition, the use of F test and t test analysis simultaneous and partial clarify connection negative stress work and tendencies positive intelligence emotion to work-life balance.

Although thus, research This own a number of limitations, including techniques taking samples are limited to one area so that limit generalization results. Use self-report instruments also open up opportunity the occurrence of response bias from respondents. Tendency influence positive intelligence emotions that are not significant in a way statistics can caused by low data variation or sensitivity tool measure, so that need done study advanced with more robust and comprehensive methods more variables wide for strengthen results findings.

Work stress happen when demands work exceed ability individual, trigger pressure physical and psychological, as well as bother balance life work and personal (Robbins & Judge, 2017). Meanwhile intelligence emotion ability recognize, manage emotion self and others play a role important in guard balance said. Employees with intelligence emotion tall show power stand more good to stress and maintain healthy work-life balance (Goleman, 1995).

Work-life balance is one of the indicator important in support productivity and well-being psychological employees. When stressed work no managed in a way effective and

intelligent emotion no adequate, balance between life work and personal can disturbed. Condition this can impact on the decline satisfaction work, performance, to quality life individual. Therefore that, work stress and intelligence emotion into two factors crucial in build and maintain work-life balance, especially in generation Z in the environment today's work.

CONCLUSION

Study about influence work stress and emotional intelligence to work-life balance in workers generation Z in Blitar with 100 subjects has been analyzed and tested using SPSS Version 21.0 which can be concluded that from the results of the f test, both variables namely work stress influential negative and emotional intelligence influential positive to work-life balance in generation Z in Blitar. From the results of the t-test applied to the hypothesis first and second using SPSS version 21.0 to get results that T_{count} get minus value of T_{table} is interpreted work stress influential negative to work-life balance in generation Z in Blitar. As well as on the variables emotional intelligence influential positive to work-life balance in generation Z in Blitar. Not only does it have an influence between the three variables, but also the variables connection work stress and emotional intelligence give sufficient donation a large 52% of work-life balance.

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AUTHOR CONTRIBUTION STATEMENT

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COMPETING OF INTEREST

The authors declare no competing of interest.

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