

The Role of Pro-Active Behavior in Mediating the Effect of Work-Life Conflict of Female Employees during WFH on Occupational Health in Indonesian Universities: Job Demand-Control Support Approach theory

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ABSTRACT

This study highlighted the phenomenon that occurred during Work From Home (WFH) in female workers. WFH, which was initially seen as effective due to the flexibility of the working time and method offered, is actually resulted in new problems due to the obscurity of working portion of life without clear boundaries. Meanwhile, employees, especially women, are bind by 2 social roles that must be well balanced. This study integrates the theoretical approaches of Job Demand Control Support (JDCS) and Job Demand-Resources (JDR) to understand this phenomenon. JDCS theory emphasizes the role of the third variable as a moderator that can influence the effect of work-life conflict on employee burnout, while JDR highlights employee resource management as a neutralizing factor for work demands. Moderator factors studied in this study include control factors (self-efficacy) and social support, where support is divided into 2 types, namely organizational and family support. Job-crafting in this study represents the pro-active behavior of employees in managing their resources. Research respondents consist of lecturers or teaching staff at state universities in Indonesia by considering the high demands of work amid the prevailing WFH system. Data were collected by questionnaire and analyzed using the PLS method. The results of the study validate and support the integration model between JDCS and JDR.

Kata Kunci: *Work-Life Conflict, Burnout, Self-Efficacy, Social Support, Job Crafting*