Identification Of Working Remotely, Job Insecurity, Work-Life Balance, And Emotional Intelligence On Employee Performance In Batik Craftsmen In Laweyan Batik Village Surakarta

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A R T I C L E   I N F O

A B S T R A C T

The performance of batik artisans tends to be assessed by timeliness, quality of batik results, creativity in design, thoroughness, and consistency of production. Not only limited to technical skills, the performance of non-technical skills tends to be another supporting factor. Therefore, in this study researchers will measure aspects in the performance of craftsmen who are influenced by non-technical factors such as working remotely, job insecurity, work-life balance, and emotional intelligence on employee performance when facing job pressures or market demands. The research was conducted using descriptive qualitative method, using interviews and direct observation in the Laweyan Batik Village area in Surakarta by determining respondents using purposive sampling method and then analyzed using interactive analysis method. It was then concluded that the online work system provides flexibility for employees in managing work time, but also creates challenges in the form of unfocusedness and job insecurity. Work-life balance requires the active involvement of individuals and organizations to achieve optimal results. In addition, emotional intelligence plays an important role in managing emotions and building healthy working relationships, thus positively impacting overall employee performance.

INTRODUCTION

In today's globalized world, human resources play a crucial role in determining an organization's success in global competition. It is essential to focus on developing high-quality, skilled, and competitive human resources, which are often overlooked. Indonesian society faces the challenges of globalization, necessitating greater efficiency and competitiveness in the business environment. Effective human resource management is vital for ensuring the sustainability and continuity of any organization.

Supporting a company's sustainability requires the active involvement of human resources in the competitive business landscape. According to Filatrovi et al. (2019), human resources play a crucial role in the ongoing success of an organization, as they are the most strategic asset in today's evolving era. Employees, as essential company assets, must be managed effectively to maximize their potential. Proper employee management can lead to enhanced productivity (Attiq & Filatrovi, 2022).

To achieve optimal employee productivity, companies need to ensure that their employees are satisfied with their work. A high level of job satisfaction correlates with meeting organizational targets. Companies can measure job satisfaction using an index that compares employees' actual experiences with their expectations (N. Wahyuni et al., 2022).

The term "performance" refers to the extent to which an individual or group has completed a set of activities or developed a plan to understand the organization's key preparations for achieving its goals, objectives, and vision (Masruri & Ekhsan, 2022). Performance is influenced by the efforts of human

resources personnel and executives in both government and business sectors, as they work to realize the institution's plans aimed at achieving organizational goals (Rifky and Sutianingsih, 2023). An employee's job performance is determined by their level of proficiency in their role. When workers are able to fulfill the organization's vision and mission while striving towards desired outcomes, their performance can be effectively assessed (Rifky and Sutianingsih, 2023).

Remote work refers to a work arrangement in which employees perform their job outside of the traditional workplace (Li et al., 2022). This arrangement can save time for those who have long commutes, allowing them to engage in non-work activities (Anderson and Kelliher, 2020). Working from home can be categorized into two subcategories: remote work and telecommuting. Remote work involves performing tasks fully or partially outside of the usual workplace, while telecommuting refers to performing tasks at a different location that would normally be completed at the employee's workplace (Olsen et al., 2023).

Remote working can enhance flexibility in how and where employees perform their tasks, ultimately improving their work-related attitudes and performance (Zhang et al., 2021). It is typically supported by technology designed to facilitate task completion. However, remote work also has its disadvantages, such as limited communication, decreased dedication and commitment, and a loss of control over employee work processes. The remote work culture often suffers from inadequate support, unclear policies, and concerns about trust, which can lead to uncertainty regarding employee performance and limit the overall effectiveness of remote work.

Another significant factor impacting performance is job insecurity. Job insecurity is a crucial issue that requires careful attention from management. Employees should feel safe and free from worries while carrying out their responsibilities, as a secure environment fosters motivation and productivity. However, feelings of insecurity can vary among employees. When an individual's level of job insecurity exceeds a certain threshold, it can result in negative outcomes such as decreased motivation, disengagement from work, increased absenteeism, and diminished performance (Kholidah, 2016).

According to Irfan, Irwan, and Alim (2022), work insecurity can be categorized into two types: subjective and objective. Objective insecurity is typically linked to clear indicators such as job tenure, which helps assess the stability of employees within an organization. In contrast, subjective insecurity is more challenging to measure directly, as it involves indicators related to perceived threats of job loss and the personal consequences faced by the individual.

Additionally, research by Nurjana, Rosita, and Sumarni (2022) defines work-life balance as the harmonious proportion of time, emotions, and attitudes dedicated to work demands alongside a person's life outside of work. This includes family life, social activities, spirituality, hobbies, health, recreation, and personal development.

To enhance personal quality, individuals should utilize the skills they acquire while working and integrate them into their daily lives. A strong commitment to both family and work can be demonstrated by dedicating quality time to family during holidays and refraining from turning the home into a second office. Furthermore, increasing work productivity can be achieved by completing all tasks during office hours, without taking work home, and effectively optimizing the standard 8-hour workday.

Literature Review
Performance
Performance is a success that has been achieved by an employee based on the activities carried out by the employee in carrying out their work (Nurwahyuni, 2019). Factors that affect individual performance according to Fauzi & Hidayat (2020) include: motivation (internal and external), abilities and skills, life needs such as salary, expectations of rewards, and rewards received (internal and external), including perceptions of compensation and job satisfaction.

Work From Home

According to Ashal (2020) work is carried out remotely or indirectly from the office through its own residence. Therefore, work will not meet physically. Remote work refers to work arrangements in which employees live and work at locations outside of the employing organization's work site (Li et al., 2022). Working from home has sub-categories of remote work and telecommunications. Remote work refers to situations where work is fully or partially performed anywhere other than the usual place of work, while telecommunication is alternative work where employees perform tasks elsewhere that would normally be performed at their workplace (Olsen et al., 2023).

Job Insecurity

Job insecurity is defined by Agusthina (2021) as the extent to which employees feel their jobs are threatened and perceive themselves as powerless to change this situation. Rizky (2022) points out that job insecurity is influenced by various factors, including demographic characteristics such as age, education, and marital status; job characteristics such as contract status, probation periods, and downsizing; and work environment conditions like mergers, restructuring, and the introduction of new technology. Additionally, factors such as role ambiguity due to insufficient communication from superiors, the locus of control that reflects an individual's perception of their ability to achieve success, and the value placed on work—seen merely as a source of income rather than for its social aspects and opportunities for self-development— also contribute to job insecurity.

Work Life Balance

Muliawati (2020) defines work-life balance as an individual's ability to manage work responsibilities alongside personal life demands in a way that leads to personal happiness. Complementing this, Wicaksana et al. (2020) identified four key dimensions that shape work-life balance: (1) work interference with personal life—the extent to which work disrupts personal activities; (2) personal life interference with work—how personal issues affect job performance; (3) personal life enhancement of work—how a fulfilling personal life can increase work performance; and (4) work enhancement of personal life—how work experiences and skills contribute to improving one's personal life.

Emotional Intelligence

According to Ma'arif & Zulia (2021), emotional intelligence is a person's ability to recognize, feel, understand, and manage their own and other people's emotions, and be able to apply them in personal and social life. In line with that, Setiawan et al. (2020) stated that emotional intelligence includes an individual's ability to accept, assess, and control emotions, both in themselves and those around them. Emotions in this context are closely related to feelings and interpersonal relationships. Emotional intelligence also includes the ability to control oneself, motivate oneself, and manage negative and positive emotions in order to increase work enthusiasm and support the achievement of the company's vision and mission.

RESEARCH METHOD

This study uses a qualitative descriptive method. Qualitative descriptive research is a study based on the use of empirical data or facts collected by researchers based on the determination of the problem formulation (Darmadi, 2014). So that researchers determine that data acquisition is classified based on Person, Place and Paper. Data acquisition is taken through observation and interviews, especially on batik craftsmen in the Batik Laweyan village area in Surakarta by determining the purposive sampling method as a reference with exclusive criteria such as respondents are employees who work in the production section or only craftsmen with the results of their production are combination batik, stamps and writing. The analysis technique is carried out using an interactive analysis method, the process of which includes

searching, compiling and organizing the data obtained systematically and then concluding it firmly so that it can be easily understood by researchers or readers.

RESULTS AND DISCUSSION

Remote Work Identification

Working remotely or can also be called working does not have to be in an office room because working remotely can be a solution when a job is not possible to be done in the workplace. Working remotely can be done by an employee specifically with a certain time using telecommunications media as a work tool, working remotely is intended so that and how to work in an organization that is carried out partly outside office hours or during office hours with the help of telecommunications and information services (DeRossette, 2016).

Based on the results of observations made, there have been many changes since they were discovered, at least concerning four new things, namely:

a. Choice of workplace, referring to time savings/physical distance
b. Partial or total substitution of daily commuting
c. Intensity of remote work activities
d. Availability of communication and information technology

During the covid 19 hit the world especially in Indonesia remote working began to be introduced even until now working from home has become the most effective and efficient alternative choice. New thinking is needed among entrepreneurs and their employees because working from home is reliable and cheap and directly affects the target market.

With good communication and technology, of course, it requires the role of users to be able to see how far communication and technology have developed. With technology and communication, we can interact and utilize technology, especially in the scope of work. The existence of technology makes it easier for users to interact easily and directly contact the person concerned, even at certain times as needed.

The flexible working arrangement allows an employee to work remotely from the office all or part of the time. Flexibility as a level of independence and individual decision-making in accordance with company rules and regulations. This is according to an interview with Mr. Suprapto, a batik employee who works at home who is trusted by his owner.

> *"By working remotely, it can be done at any time when needed and the work will definitely not be limited to certain times but can be done at any time if needed. ...."*

This is in line with the interview conducted with Mr. Agus Indratno.

> *"Work can be done according to needs and desires because consumers usually have free time at certain hours other than working hours, miss... So we have to be on standby if we want to get orders outside of working hours.."*

Based on the interview above, it is proven that employees can do unlimited work because it is done without time limits for remote work (online) and remote work can be done at any time if needed according to their own wishes. Meanwhile, according to Heathfield (2019), there are various work schemes including flexible work (flexible schedule), and remote work, of course in

addition to full-time work to temporary work. While flexible work is interpreted as workers are allowed to work differently from conventional working hours so that employees can balance work and life.

Flexibility in working hours allows employees to organize their own work systems and have more freedom to organize their own working hours. Remote working is an innovation in work, because it is supported by various sophisticated technologies that make it easier for someone to work spontaneously and flexibly, so remote working is an impact caused by current technological developments. Flexible work is an important factor in determining work productivity. Indirectly, flexibility will affect work productivity because it intersects with the physical and spiritual effectiveness of humans to get the desired results (Aulia, et al. 2021). Remote working or working from home presents its own challenges for employees because they have to rearrange their habits while in the office to be brought home. Especially female employees who work must be able to divide their time to work and take care of needs at home at one time. Not a few work-from-home policies are only adhered to for a while, Some people prefer to do their work in places that make them more focused and calm such as discussion rooms, libraries and some even return to the office.

Employees can do unlimited work because it is done without time limits for remote work (online) and remote work can be done at any time if needed according to their own wishes. The flexibility of working hours allows employees to organize their own work systems and have more freedom to organize their own working hours. By working remotely, an innovation in work, because it is supported by various sophisticated technologies, makes it easier for someone to work spontaneously and flexibly, so remote work is an impact caused by current technological developments. This study is in line with researcher Mungkasa (2020) who stated that the implementation of remote work has reached almost all parts, but its development is still not optimal as predicted at the beginning of its popularity. This is partly because there is still a lot of controversy surrounding the benefits, disadvantages, obstacles and impacts to date. In addition, remote work is also closely related not only to economic, management, technological aspects but also social, psychological, cultural and even lifestyle. In addition, the remote work scheme cannot always be implemented based on considerations of worker preferences, company/organization readiness, type of work, and technological support. So its implementation needs to be adjusted to conditions and is optional.

Job Insecurity Identification

Job insecurity is felt when there is uncertainty about the future of employees and changes in the work environment, where job insecurity is a reflection of employee helplessness over changes that occur and is a predictor of employee turnover intention (Halimah, et al. 2016). Meanwhile, Heryanda (2019) revealed that job insecurity acts as job security which indicates that if the work environment is not safe, there will be an increase in turnover intention. This needs to get the company's attention because the attitude of employees who feel threatened by their jobs can lead to employees' desire to quit their jobs.

Job insecurity is related to feelings of insecurity felt by employees due to environmental changes. These changes make employees feel uncertain about the continuity of their work. Employees feel threatened by job features that may be lost, a career that is not smooth, reduced working time or even the loss of the job itself (Setiawan and Putra, 2016).

Generally, job insecurity is felt when there is uncertainty about the employee's future and changes in the work environment (Buchanan and Huczynski, 2017), where job insecurity is a reflection of employee helplessness over changes that occur and is a predictor of employee turnover intention (Halimah et al., 2016). Heryanda (2019) revealed that job insecurity acts as job security which indicates that if the work environment is not safe, there will be an increase in turnover intention. This needs to get the company's attention because the attitude of employees who feel threatened by their jobs can lead to employees' desire to quit their jobs.

According to Setiawan and Hadianto (2008), changes in the organization will have psychological implications for organizational members such as feelings of anxiety, stress, and insecurity in thinking about job continuity. The fear of losing a job the threat that their job is no longer needed is a common thing that can happen in working life.

This is as expressed by Mrs. Maria who works as a marketing employee by working at home your career will be as expected:

> *"The company still gives appreciation because working at home can still generate sales both online and conventionally. The company still provides employee rights both by working at home.."*

Similar with Mr. Agus Indratno

> *"We can work at home as long as we continue to provide or produce sales of products that have been marketed and sales exceed the targets expected and desired by the company.."*

A different interview with Mr. Suprapto

> *"We can't focus at home because there are many thoughts that must be resolved in addition to work, there is also something to do when we are at home, whether it's taking children to school or picking up children from school. It's different if we work in an office, we can focus on which work must be completed, which orders must be delivered when a customer comes to take an order and can serve calmly.."*

Based on interviews with working at home, the company still provides rights and fulfills its obligations, which also provides bonuses because targets are met and there are also those who say they prefer to work in offices or workplaces because of something that makes them unable to focus on work.

Working at home, the company still provides rights and fulfills its obligations which also provide bonuses because the target is met and there are also those who say they prefer to work in the office or workplace because of something that makes them unable to focus on work. In addition, it triggers

This is in line with the research of Syaputra and Praningrum (2024) which states that the higher the job insecurity that employees feel will trigger employees to improve their performance and job insecurity implies a perceived threat to the continuity of an employee's work or to the characteristics of the job and reflects the emotional reaction to perceived threats to their work.

Work-Life Balance Identification

Larastrini & Adnyani (2019) state that work-life balance is an effort to create a healthy and encouraging work atmosphere that gives employees the freedom to manage their personal and professional lives in order to increase employee productivity and loyalty.

Work-life balance according to Arifin & Muharto (2022) is a balanced state of organizing life activities without neglecting obligations at work and all aspects of personal life. Having more time for personal or professional life is referred to as work-life balance. for example, getting more leisure time, enjoying fun activities with coworkers, and helping to complete work as efficiently as possible (Vyas & Arthur, 2017).

Based on an interview with Mr. Agus Indratno, working at home will be more free to get customers.

> *"In my opinion, working at home and at work is still different, but if you work at work, you will be more focused on work and if you are at home, there must be busyness caused either from children or noise (child commotion) and so on..."*

In contrast to Mrs. Maria's interview

> *"By working at home... I can better manage the time between work and homework and it is really different because it does require patience and thoroughness of everything and if we cannot take the time then one will be neglected, therefore we must be observant and thorough in handling all work both at home and in the office. In my opinion, everything must be balanced if we work at home."*

Whereas the company demands that we produce good performance and provide results according to the wishes and expectations of the company, therefore how much individual, organizational and other involvement supports each other and provides good effort.

Based on an interview with Mr. Agus Indratno, how can performance get satisfactory results.

> *"Well... if I argue that there are several components that must be known by employees who work at home, namely time, behavior, energy and tension. The four components must be able to synergize because it is an important factor in assessing work-life balance. Work also has a rhythm... there is a process of complementarity between work life and personal life in realizing cohesion towards perfection in the working life that he lives will be satisfying.."*

An interview with Mr. Suprapto

> *"For me, the performance in life balance must be adjusted in balancing the things done at work with other things between interests, art and family so that later it can be harmonized to produce good performance and as expected.."*

Interview with Sdri. Arum Sawitri said

> *"Performance is very much needed so far in our lives, with high performance it can increase efficiency, effectiveness or quality in completing a series of tasks assigned to it.."*

Based on these interviews, in work-life balance, employees must be able to use working hours that can be adjusted to the things done at work and balance according to a complementary process between work and personal life.

In essence, work-life balance allows workers to lead healthier lives, which ultimately improves worker performance (Larasati, 2019). Previous empirical data suggests a relationship between work-life balance and job satisfaction. According to research by Dzulhidayat, (2022), job satisfaction is influenced by work-life balance. According to Wandari, (2018), job satisfaction and work-life balance are positively correlated. Work-life balance is directly positively correlated with employee performance according to Noviani, (2021). An employee will perform better for the organization if they are more suitable for the position. According to Asari, (2022), employee performance and work-life balance are positively correlated.

Whereas the company demands good performance and provides results according to the wishes and expectations of the company, therefore how much individual, organizational and other involvement supports each other and provides good effort. Employee work-life balance must be able to use working hours that can be adjusted to the things done at work and balance according to a complementary process between work and personal life.

These results are in line with research by Nurjana, Rosita and Sumarni (2022) showing that the higher the work life balance of employees, the more motivated they are at work and vice versa, if the balance of employee work life decreases, work motivation will decrease. Working at home illustrates to identify the reason that with high work motivation owned by employees makes employees have good relationships with family, coworkers and the surrounding environment.

Emotional Intelligence Identification

Wispandono's research (2018) emotional intelligence is understood as the ability to read and understand other people, and the ability to use knowledge to influence others through knowledge and use of emotions. So, emotional intelligence can be interpreted as a person's level of accuracy in using his feelings to respond to the emotional state of himself and in dealing with his environment. Emotional intelligence that a person has, will make him appear to be a confident person, able to communicate, and relate well with others.

Emotional intelligence is one of the intelligences that needs to be developed, as something that a person has to understand and explore themselves and the ability or skill to control their emotions both towards themselves and in interacting with others. According to Ma'arif and Zulia (2021), emotional intelligence can also be interpreted as a person's ability to recognize, feel, understand, manage and others and be able to apply it in their personal and social lives.

According to Goleman and Daniel (2016), there are five areas of personal intelligence in the form of emotional intelligence, namely:

a. A person's ability to recognize their personal emotions so that they know their strengths and weaknesses.
b. One's ability to manage those emotions.
c. One's ability to recognize the emotions and personalities of others.
d. One's ability to build good relationships with others. Emotions are within us and can be pleasant or sad.

The smarter the emotional condition of the individual, the more he can recognize his own emotions, manage his own emotions, empathize and build relationships with others. Emotional development is the ability to control, manage and control emotions in order to be able to respond positively to any conditions that stimulate emotions.

The ability of individuals to manage emotions in addition to cognitive processes as a means of motivating themselves in relation to goals (Alonazi, 2020). In managing emotions, the ability to understand the feelings of others and the needs of others in working at home can be achieved.

Based on an interview with Mrs. Maria

"Miss.. everyone has the ability to understand the feelings of others in emotional control, assessing themselves and others around them. Every employee must be able to control himself consciously of his abilities in his work."

In line with Mr. Agus Indratno

"Employees must be able to mentally push themselves in mastering their emotional intelligence, understanding the emotions of other employees in the environment. Have a high spirit in establishing relationships with others"

"There are many factors in influencing your emotional intelligence from your own psychology, emotional training and educational factors in understanding every job you are assigned."

Based on the interview above, emotional intelligence comes from internal factors and external factors that a person has and a person's ability to recognize, feel, understand, manage and others and be able to apply in his personal and social life.

The results of emotional intelligence research come from internal factors and external factors that a person has and a person's ability to recognize, feel, understand, manage and others and be able to apply in his personal and social life.

This research is in line with Ula's research (2020) showing that employees are able to manage emotions well under certain conditions. employees in managing good emotional intelligence and being able to influence their performance on themselves and enjoy carrying out work, feel they have their own bond with work and are not stressed even in conditions of short dealine pressure, employees are able to focus and keep doing the job as much as possible. In this case employees often contribute in the form of mutual enthusiasm between employees so as to provide good performance and can set an example to their coworkers.

CONCLUSION

Based on the results of this study, the author concludes that employees have the freedom to carry out their work while at home because the work system is carried out online through cellphones and computers. Work can be completed at any time according to individual needs and desires, thus providing flexibility for employees to organize their own work systems and hours. The rapid development of technology and the emergence of various innovations have led to more flexible and spontaneous work patterns, making remote working one of the consequences of today's technological advancements. However, there are challenges in the form of job insecurity. Employees who work from home still get their rights and fulfill their obligations, including the provision of bonuses if targets are achieved. However, some employees prefer to work in the office because they feel they cannot focus when working from home, which in turn leads to job insecurity.

The balance between personal life and work is also an important highlight in this study. Work-life balance demands optimal performance and results that meet company expectations. To achieve this, it requires active involvement from individuals, organizations, and work environments that support each other and make positive contributions. Employees need to be able to adjust working hours with other activities in order to create a harmonious balance between work and personal life. In addition, emotional intelligence is also an important part in supporting work success. Emotional intelligence comes from internal and external factors owned by individuals, and reflects a person's ability to recognize, feel, understand, and manage emotions of oneself and others. This ability must be applied in personal and social life to support healthy relationships and goal achievement in the work environment and outside of work.

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