

Measurement of Reliability and Construct Validity of Intensification of Job Demands Scale

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Abstract

The presence of a pandemic outbreak has caused continuous changes in work systems, ranging from working from the office to working from home and eventually adopting hybrid work systems. Changes in work systems have also generated organizational changes that affect the emergence of new work demands experienced by employees. The Intensification of Job Demands Scale (IJDS) is a measurement instrument developed by Kubicek and colleagues (2015) to assess the intensification of work demands experienced by employees. This study aimed to evaluate the reliability and construct validity of the IJDS instrument, which had been adapted into Indonesian while considering the cultural context of employees in Indonesia. The participants in this study consisted of 213 employees. The reliability analysis indicated that the measurement instrument demonstrated good reliability. Through discriminant item analysis, one item was removed due to inadequate item discrimination. Content validity was assessed using the Scale-Content Validity Index (S-CVI), which produced a score above 0.80. Confirmatory Factor Analysis (CFA) was conducted, and the results indicated that the items in the measurement instrument demonstrated a good fit with the proposed measurement model. The findings showed that the IJDS instrument was reliable and valid for measuring the intensification of job demands experienced by employees in Indonesia.

INTRODUCTION

The development of digital technology and the dynamics of globalization have driven significant transformations in work systems across various organizations. Organizational efforts to improve efficiency and flexibility have encouraged many conventional work models to be reconsidered. A major turning point in this transformation occurred during the global pandemic, which forced many institutions to rapidly adapt to remote work systems to maintain operational continuity and protect employee health. This transition led to the emergence of hybrid work arrangements, which combine work from home (WFH) and work from office (WFO), and have become a common alternative across various industrial sectors (Dewo & Dwianto, 2023).

This transition was not only structural but also reflected changes in employees' perceptions regarding the importance of work-life balance. Dewo and Dwianto (2023) noted that employee preferences for hybrid work systems increased significantly, from 47% before the pandemic to 78% during the pandemic. This increase indicates that many employees benefited from the flexibility offered by hybrid work arrangements, including greater autonomy in managing time, pursuing further education, and fulfilling family responsibilities without compromising work performance (Guoqiang & Bhaumik, 2024; Kuppachi, 2023;

Santillan et al., 2023; Tewari et al., 2026).

However, despite these benefits, hybrid work systems also present new challenges. Many employees have reported increased pressure due to blurred boundaries between working hours and personal time, particularly when workloads increase without clear structures or consistent policies. This condition may negatively affect psychological well-being, especially among employees working in urban areas such as Jakarta, where work intensity tends to be high (Fitrizqa et al., 2025; Hardiyatno et al., 2024; Pongsapan et al., 2026; Purnamasari, 2024). Therefore, it is important to evaluate how hybrid work systems influence work-life balance and employee mental health in the post-pandemic context (Dewo & Dwianto, 2023).

Job demands represent an important element in work dynamics, referring to conditions that require employees to invest additional time, effort, and concentration to meet job expectations. Among married female employees, job demands often arise from pressure to complete high workloads within strict deadlines, extended working hours, and multitasking requirements that require substantial cognitive effort. These challenges may be intensified by unsupportive work environments, limited recovery time, or pressure from supervisors to achieve high productivity targets. Furthermore, Azhara (2021) stated that work demand intensification is not only associated with workload volume but also with accelerated work rhythms resulting from technological development and globalization.

This condition requires employees to adapt to rapid changes, acquire new skills within shorter periods, and maintain performance amid flexible yet demanding work environments. For married female employees, these demands may increase conflicts between work and family roles, as their adaptive capacity is continuously challenged by the complexity of managing multiple life domains. Considering the complexity of job demand intensification in Indonesia, the selection of the Intensification of Job Demands Scale (IJDS) as a measurement instrument is relevant and appropriate. The IJDS was developed to measure the intensification of job demands, not only in terms of workload quantity but also through aspects such as work pace, time pressure, and continuous learning or innovation requirements under changing work conditions (Kubicek et al., 2015).

The instrument is suitable for studies examining contemporary work dynamics, including post-pandemic work arrangements and flexible work systems, because the IJDS captures dimensions such as increased work intensification, increased multitasking and decision-making demands, and pressure to remain productive amid rapid changes (learning demands). Therefore, the use of the IJDS enables researchers to capture modern workplace challenges in a more comprehensive and standardized manner (Herttalampi et al., 2023; Huhtala et al., 2021; Mauno et al., 2024; Mauno & Vianello, 2024; Temara, 2024).

Kubicek et al. (2015) stated that the intensification of job demands represents a contemporary form of work pressure resulting from accelerated organizational changes and increasing social expectations. The Intensification of Job Demands Scale (IJDS) was developed to measure this phenomenon, particularly within European work environments experiencing rapid changes in employee expectations. Under these conditions, employees are required not only to complete tasks more quickly but also to plan work independently, make decisions, and continuously improve their knowledge and skills. These characteristics reflect current workplace conditions in Indonesia, particularly following the emergence of hybrid work systems as an adaptation to global disruptions such as the COVID-19 pandemic.

Hybrid work systems require employees to utilize digital technologies, operate through new platforms, and complete tasks independently with high levels of efficiency (Lauring & Jonasson, 2025; Krajčik et al., 2023). This situation often requires employees to make decisions with reduced bureaucratic processes and rapidly adapt to changes in tools, systems, and work methods (Vartiainen & Hyrkkänen, 2022). These challenges represent job demands that are not only quantitative but also cognitive, qualitative, and strategic (Bakker & Demerouti, 2022). Therefore, selecting the Intensification of Job Demands Scale as a measurement instrument is considered appropriate because the instrument reflects the intensity and complexity of modern work demands experienced by employees in flexible work arrangements such as hybrid work systems (Molino et al., 2022).

The Intensification of Job Demands Scale consists of five main dimensions: (1) work intensification, referring to increased work intensity and time pressure; (2) intensified job-related planning and decision-making demands, referring to increased autonomy requirements in planning and making work-related decisions; (3) intensified career-related planning and decision-making demands, referring to pressure to independently manage and develop career paths; (4) intensified knowledge-related learning demands, referring to the requirement to continuously acquire and expand knowledge; and (5) intensified skill-related learning demands, referring to the need to continuously update and develop professional skills (Kubicek et al., 2015; Loon & Casimir, 2008).

Through these five dimensions, the IJDS measures not only physical or quantitative workload intensity but also captures cognitive and emotional aspects embedded in modern work environments. In the Indonesian context, where organizations are still adapting to post-pandemic work system transitions, the adaptation of the IJDS instrument into an Indonesian version is considered necessary. This adaptation aims to ensure that measurement indicators are aligned with local cultural and organizational contexts while testing their reliability and validity so that the instrument can accurately measure the intensification of job demands experienced by employees in hybrid work systems.

METHOD

Research Participants

The participants in this study consisted of 213 employees from state-owned and private organizations in Indonesia who had worked for at least one year, experienced both work-from-home and work-from-office arrangements, and were willing to complete the questionnaire through the Google Forms platform. The study employed convenience sampling, with the questionnaire distributed through social media channels to individuals who met the predetermined criteria. The participants consisted of 37.1% male and 62.9% female employees, with 83.6% aged between 20 and 40 years and 16.4% aged between 40 and 60 years.

Research Design

This study uses a quantitative research design. The Intensification of Job Demands Scale (IJDS) measurement tool consists of 19 statements used to measure the work demands felt by employees due to changes that occur in the workplace organization. The IJDS measuring tool is adapted into Indonesian in accordance with the ITC Guidelines (Bartram et al., 2018). The adaptation process consists of several stages, namely the preparation stage where the researcher asks permission from the maker of the measuring instrument to adapt the measuring instrument

into Indonesian. After the permission is obtained, the researcher continues with the translation process, the review process, and the data collection process.

Research Procedure

The translation process is carried out by changing the language of the measuring instrument from the original language to Indonesian. This process is carried out with the help of two certified translators. After the translation into Indonesian, the researcher synthesized the results of the translation. Then, after obtaining the synthesis results, the researcher re-translated the IJDS measuring instrument by changing Indonesian back to the original language of the measuring instrument. This is done to see the suitability of the item with the original meaning made after being translated into Indonesian. This process is carried out by two certified translators who are different from the previous translators. After this process is completed, the researcher continues to conduct a cognitive interview.

Cognitive interviews were conducted to see if the items that had been created based on the construct to be measured could be understood in general by the participants. This process was carried out on six research colleagues. Initially, the researcher gave a google form to fill out. Then after filling out the google form, the researcher conducted a brief telephone interview related to the qualitative questions given to ensure whether the statements made were clear enough and understandable. The qualitative questions given are the ease of understanding the statement, the clarity of the statement given, the ambiguity of each statement, the repetition of the statement given, and the accuracy of the answers given based on the experience (Willis, 2011). After the cognitive interview is completed, then the adaptation process continues by collecting the validity of the content.

The collection of content validity is carried out by testing the readability of items made to fit the cultural context of the company in Indonesia. The process of collecting content validity is carried out with expert review by three experts who are experts in the field of Industrial and Organizational Psychology. The content validity results are calculated using scale-level content validity or S-CVI (Sharma, 1996). After collecting the validity of the content and revising it based on the considerations and suggestions given by experts, the researcher conducted a trial of the IJDS measuring tool on 213 participants. This trial was carried out by filling out a questionnaire in the form of a google form.

The questionnaire provided consists of several parts, namely research explanations, informed consent, demographic data, and items from the IJDS measurement tool. All items provided are positive statements. The measurement scale is carried out using the Likert scale which consists of 5 answer choices, namely (1) never, (2) rarely, (3) sometimes, (4) often, and (5) almost always.

Data Analysis

Through the results of the questionnaire obtained, the researcher evaluated using the CTT or Classical Test Theory approach (Crocker & Algina, 2008). This evaluation was carried out by calculating reliability with internal consistency evaluated from the results of Cronbach's Alpha listed. In addition, the researcher also analyzed discriminating items to see the differentiation ability of each item obtained through corrected-item total correlation in the calculation of the reliability test. The reliability test criterion used is that a measuring instrument has good reliability if it has a reliability coefficient of $\alpha \geq 0.70$ (Kaplan & Saccuzzo, 2013). Meanwhile, the test criteria for the discriminant item used is that an item can be said to

have good differentiation if the coefficient on the discriminant item is $\alpha \geq 0.30$ (Azwar, 2014). The greater the coefficient produced, the greater the coefficient produced, the better the differential power will be. The calculation of reliability and discriminant items was carried out with SPSS Statistic software version 25.0 and Jeffrey's Amazing Statistics Program (JASP).

After the evaluation using CTT was carried out, the researcher conducted another validity proof with the validity of the internal structure. This validity is carried out by the CFA method or Confirmatory Factor Analysis (Wood, 2008). The CFA method is carried out to see the extent to which the items of the IJDS can measure the construct to be measured. The CFA was also conducted to review the comparison of the theoretical suitability of the model with the results obtained. The calculation of this CFA model is carried out at two levels, namely the first order factor and the second order factor. First-order calculation means that latent variables want to be measured directly through indicators. Meanwhile, second-order calculation is when latent variables are not measured directly through indicators (Sari & Purnomo, 2011).

The calculation of CFA was carried out using the test criteria from Hair et al (2010). Hair revealed that there are two methods used to measure a model of measuring instruments, namely absolute fit measure and increment fit measure. Absolute fit measures are used to measure the model as a whole by looking at the test criteria on the Goodness-of-fit index (GFI) and Root Mean Square Error of Approximation (RMSEA). Meanwhile, increment fit measure measures a model by comparing the proposed model and its basic model which refers to the criteria in the Normal Fit Index (NFI), Incremental Fit Index (IFI) and Comparative Fit Index (CFI). The test criteria for a measuring instrument to be declared good fit in measuring the construct to be measured are when the RMSEA value < 0.08 ; GFI $\alpha \geq 0.90$; NFI $\alpha \geq 0.90$; The CFI $\alpha \geq 0.90$, and the IFI $\alpha \geq 0.90$ (Hair et al., 2010).

RESULTS AND DISCUSSION

Classical test theory test results

Evaluation based on classical test theory (CTT) was carried out by testing the reliability of internal consistency and differential power calculations using discriminant items. Table 1 below shows the Cronbach's Alpha results obtained on the IJDS measuring instrument of 0.906 which means that it can be said that this measuring instrument is reliable.

Table 1. Classical Test Theory Calculation Results

Scale	Number of Items	Cronbach's Alpha	Klasifikasi
<i>Intensification of Job Demands Scale</i>	19	0,906	Reliable

Source: Researcher data

After calculating the reliability results on the IJDS measuring instrument, then the reliability calculation of each dimension is carried out. Table 2 below shows the results of the reliability test based on the dimensions of the Intensification of Job Demands Scale. It can be seen that of the five existing dimensions, there is one dimension that shows reliability below 0.70 which means that this dimension is less reliable in measuring IJDS. This is because there is one item in the Intensified Job-Related Planning and Decision Making Demands dimension which has very low discriminant items. However, if the item is not included, then the reliability in this dimension increases to 0.792 which can be said to be reliable and reliable in measuring

IJDS.

Table 2. Reliability Calculation Based on Dimensions

Dimension	Number of Items	Cronbach's Alpha	Klasifikasi
<i>Work Intensification</i>	5	0,816	Reliable
<i>Intensified job-related planning and decision making demands</i>	5	0,645	Unreliable
<i>Intensified career-related planning and decision making demands</i>	3	0,720	Reliable
<i>Intensified knowledge-related learning demands:</i>	3	0,810	Reliable
<i>Intensified skill-related learning demands:</i>	3	0,708	Reliable

Through this CTT calculation, the results of discriminant items are obtained on each item. The results show that the difference score of almost every item is at a value greater than 0.30. However, there was one item that had a differential power score of 0.109 which was considered not to be used in the subsequent analysis.

After the reliability calculation is carried out, it is followed by the calculation of validity evidence. The first proof of validity calculation is the validity of the content. This calculation is carried out using the scale-level content validity index (S-CVI). The calculation of S-CVI is obtained through the average of the item-level content validity index (I-CVI) on all items that measure the IJDS construct. A measuring instrument is declared valid if it has an S-CVI value of $\alpha \geq 0.80$ (Polit & Beck, 2006). In table 3 below, the S-CVI result based on the average I-CVI on all items is 0.876. These results show that the intensification of job demands scale measurement tool is declared valid and represents the intended construct.

Table 3 Content Validity Results of Intensification of Job Demands Scale

No Item	Reviewer 1	Reviewer 2	Reviewer 3	Number in Agreement	Item CVI
1	X	X	X	3	1
2	X	X	-	2	0,67
3	X	X	X	3	1
4	X	X	X	3	1
5	X	X	X	3	1
6	X	X	-	2	1
7	X	X	-	2	0,67
8	X	X	X	3	1
9	X	X	X	3	1
10	X	X	-	2	0,67
11	X	X	X	3	1
12	X	X	X	3	1
13	X	X	-	2	0,67
14	X	X	X	3	1
15	X	X	-	2	0,67
16	X	X	X	3	1
17	X	X	X	3	1
18	X	X	-	2	0,67
19	X	X	X	3	1
					Mean I-CVI (S-CVI/Ave) = 0.876
					S-CVI/UA = 0,63
Proportion Relevant	1	1	0,63	Mean Expert Proportion	0,876

Source: Researcher data

After the content validity analysis is carried out, the next is the analysis of the validity of the internal structure. This calculation is carried out by Confirmatory Factor Analysis (CFA). Table 4 below shows the results of the CFA analysis conducted on the IJDS measuring instrument. Referring to the criteria from Hair et al (2010), it is shown that this IJDS measuring tool has a good fit model in measuring the intensification of work demands.

Table 4. CFA IJDS Analysis Results

Index	Kriteria cut off	Pre-Modification		Post-Modification	
		Result	Klasifikasi	Result	Klasifikasi
RMSEA	RMSEA 0,08 = <i>≤good fit</i>	0,074	<i>Good fit</i>	0,056	<i>Good fit</i>
Comparative Fit Index (CFI)	CFI $\geq 0,90$ = <i>good fit</i>	0,924	<i>Good fit</i>	0,957	<i>Good fit</i>
Goodness of Fit Index (GFI)	GFI $\geq 0,90$ = <i>good fit</i>	0,875	Not fit	0,903	<i>Good fit</i>
Normed Fit Index (NFI)	NFI $\geq 0,90$ = <i>good fit</i>	0,870	Not fit	0,900	<i>Good fit</i>
Imclementer Fit Index (IFI)	IFI $\geq 0,90$ = <i>good fit</i>	0,926	<i>Goof fit</i>	0,958	<i>Good fit</i>

Source: Researcher data

Furthermore, an analysis was carried out on each dimension on the intensification of job demands scale. In this analysis, an evaluation of the loading factor was carried out to review the relationship between the statement items in the IJDS measuring tool and the dimensions that formed them. Hair and colleagues (2010) revealed that the loading factor value is at least 0.50 to indicate a good relationship. However, there are other studies that reveal that the weakest loading factor value that is still acceptable is 0.40 (Sharma, 1996)

Table 5 Results of First Order Analysis by Dimension

Dimension	Item Number	λ	Std. Error
WI	1	0,466	0,073
	8	0,898	0,066
	11	0,856	0,064
	15	0,506	0,074
	19	0,696	0,062
IJP	4	0,701	0,063
	7	0,882	0,054
	10	0,692	0,063
	18	0,540	0,055
ICP	2	0,704	0,093
	6	0,664	0,084
	16	0,675	0,079
IKL	3	0,723	0,072
	12	0,884	0,062
	17	0,717	0,055
ISL	5	0,738	0,080
	9	0,811	0,079
	14	0,487	0,077

Source: Researcher data

Based on table 5 above, it can be seen that the results of all loading factors show that the value is greater than 0.40, in other words, the items in the IJDS have a good relationship with

the dimensions of their formation.

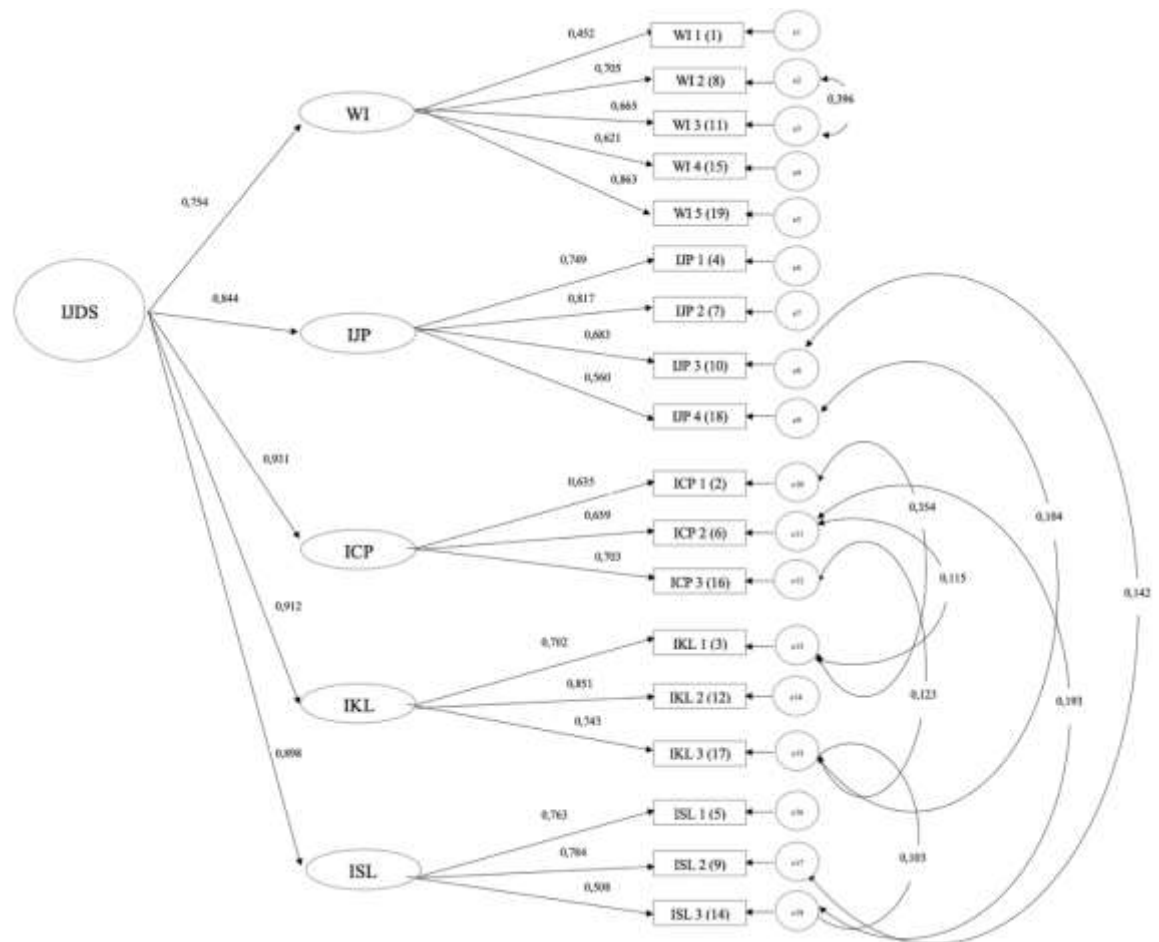


Figure 1. CFA Second Order Factor Results

Figure 1 above shows the value of the loading factor of each item against the dimensions on the intensification of job demands scale. The results show that the model can be said to be a fit model by looking at the results of the loading factor value which is all above 0.40.

Discussion

The analysis in this study was carried out by testing reliability, discriminant items, content validity, and internal structure validity. Through the reliability results, it was obtained that the IJDs measuring tool had high reliability results. Thus, this IJDs measuring tool is said to have good consistency in measuring work demands on employees. Then a dimensional reliability calculation was carried out. When viewed from the dimensions, there is one dimension, namely the dimension of intensified job-related planning and decision making demands which has poor reliability. After being traced using the item's differentiating power, it was found that there was one item that had quite poor differentiating power. These items can be said to be less good at distinguishing subjects based on the characteristics of intensification of work demands that occur. When viewed from the items and their dimensions, this poor differentiation occurs because the items do not represent the construct of intensification of work demands that occur in employees compared to other items. Therefore, the researcher considered eliminating the item and not including it in the next analysis.

After testing the reliability and discriminant items, the validity of the content was then calculated with S-CVI. The results show a reliable S-CVI score so that it can be said that this IJDS measuring tool is valid and can represent the construct to be measured. The researcher also collected validity by construct validity method carried out with the CFA model. The CFA evaluation shows that the intensified of job demands scale is said to have a fit model in measuring the construct of job demands. This is evidenced by the results of test parameters that meet the criteria based on Hair et al (2010) which can be seen in table 4. Thus, it can be said that the data model obtained through employees in Indonesia is in accordance with the theoretical model of intensification of job demands scale from Kubicek and colleagues (2015).

In this study, an analysis of each item was also carried out on the dimensions that form the IJDS. Item reviews are viewed using significance on the loading factor. The results showed that the overall significance of the loading factor was more than 0.40. Sharma (1996) revealed that the weakest loading factor criterion that is still acceptable is 0.40 so that it can be said that the result of the significance of the loading factor of the items in the IJDS is acceptable. The results also show that the items in this IJDS are significant and quite strong in representing the dimensions of their formation. all items in the IJDS measuring tool have reliability results.

CONCLUSION

This study was conducted to evaluate the reliability and validity of the Intensification of Job Demands Scale (IJDS) adapted into Indonesian. Based on the analysis results, the instrument demonstrated good reliability. The item discrimination analysis identified one item with inadequate discrimination, indicating that the item did not sufficiently represent the construct of job demand intensification among employees in Indonesia. Therefore, the item was excluded from further analysis.

The content validity assessment using the Scale-Content Validity Index (S-CVI) produced a score of 0.876, indicating that the instrument adequately represented the measured construct. The results of the Confirmatory Factor Analysis (CFA) also showed that the instrument met the model fit criteria recommended by Hair et al. (2010). Based on all analytical results, the reliability and validity of the adapted IJDS instrument were considered satisfactory. Therefore, the IJDS can be used to measure job demand intensification experienced by employees in Indonesia. Future research is recommended to increase sample size, expand the research population, and collect additional validity evidence to further strengthen the validity of the Indonesian version of the IJDS.

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