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Leisure Satisfaction: A Phenomenological Study on Baristas in a 24-Hour Coffee Shop

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Abstract

Coffee shops that operate 24 hours implement shift work systems, particularly night shifts, which often cause physical and psychological fatigue among baristas and limit their ability to use leisure time optimally. This condition may reduce leisure satisfaction and negatively affect workers' quality of life. This study aims to explore leisure satisfaction among baristas working in 24-hour coffee shops. A qualitative approach with a phenomenological method was employed to understand baristas' subjective experiences related to leisure time. The participants consisted of two baristas working at a 24-hour coffee shop in Yogyakarta, selected using purposive sampling. Data were collected through in-depth interviews and analyzed using phenomenological stages, including bracketing, open coding, axial coding, and theme development. The findings indicate that baristas tend to experience low leisure satisfaction, influenced by work pressure, limited ability to manage leisure activities, and low social involvement. These conditions lead to work stress, continuous fatigue, and limited fulfillment of leisure satisfaction dimensions, including psychological, relaxation, physical, social, educational, and aesthetic aspects. The study concludes that the 24-hour work system contributes to low leisure satisfaction among baristas, highlighting the need for more flexible work arrangements and psychological well-being support to improve their quality of life and work performance.

Keywords

Baristas, Leisure Satisfaction, Phenomenological Study, Quality of Life, Shift Work.

1. Introduction

Companies in Indonesia are currently facing increasingly intense competition, requiring them to continuously improve their competitiveness and adapt quickly to market changes. In this situation, organizations are not only expected to focus on innovation and productivity but also to pay serious attention to employee welfare. Bachtiar and Anshori (2024) emphasize that psychological well-being and work–life balance are essential factors in improving employees' quality of life. High job demands often lead to work stress, which negatively affects both well-being and performance.

Leisure time plays an important role in maintaining work–life balance, as it allows individuals to rest, restore energy, and engage in activities that provide psychological satisfaction. Argyle (2013) states that leisure activities significantly influence individual well-being. Hidayati (2012) defines leisure time as the voluntary use of time outside work and primary daily responsibilities for recreation, hobbies, or personal interests. Proper use of leisure time contributes to physical and mental health, social interaction, and improved work effectiveness (Haworth & Veal, 2004).

Effective use of leisure time results in leisure satisfaction, defined as a positive feeling that arises when individual needs are fulfilled through leisure activities (Genc & Genc, 2017). Beard and Ragheb (1980) describe leisure satisfaction as experiences freely chosen outside work obligations, while Öztürk (2019) and Tükel (2020) emphasize that it is formed through positive perceptions of leisure involvement. Leisure satisfaction is therefore subjective and closely related to psychological conditions.

Previous studies indicate that leisure satisfaction is influenced by gender, age, income, personality, workload, job satisfaction, and quality of life (Genc & Genc, 2017). Pearson (2008) found that workload negatively affects leisure satisfaction, whereas Lu and Kao (2009) reported that individuals with extroverted personalities and high leisure involvement tend to experience higher satisfaction. Differences in job characteristics and workload are particularly evident in the service sector, including coffee shops, which have grown rapidly in Indonesia. Euromonitor International reported significant growth in the coffee shop industry in 2023, marked by innovative concepts and extended operating hours, with many shops operating 24 hours a day (Bakker & de Vries, 2021). Baristas play a central role in this industry, responsible for coffee preparation and customer service (Lapa, 2013; Haffyandi, 2024).

Baristas in 24-hour coffee shops work under shift systems ranging from 6 to 12 hours per day, including night and midnight shifts (Saefullah & Rahmawati, 2023). This irregular schedule requires adaptation to unstable work rhythms and increases job complexity (Scott et al., 2013). In addition, baristas face high workloads involving service duties, outlet maintenance, and other operational tasks (Lee & Ruck, 2022; Revanza, 2023). These conditions often lead to fatigue and stress, resulting in low leisure satisfaction (Johnson & Lee, 2019).

Although previous studies have shown that higher leisure satisfaction contributes to life satisfaction and overall quality of life (Genc & Genc, 2017; Serdar et al., 2021; Yuh, 2022), research specifically focusing on baristas, particularly those working in 24-hour coffee shops, remains limited. Furthermore, differences in leisure satisfaction based on shift work and individual characteristics have not been explored in depth. Based on this research gap, the present study aims to explore leisure satisfaction among baristas working in 24-hour coffee shops by considering the influence of work systems, workload, and individual factors. This study is expected to contribute theoretically to leisure satisfaction research and provide practical insights for coffee shop management in improving baristas' well-being and work quality.

2. Literature Review

2.1. Leisure Satisfaction

Leisure time is an important aspect for baristas working in 24-hour coffee shops, as it helps individuals cope with work-related demands and high job stress (Serdar et al., 2021). Leisure time is realized through enjoyable activities outside of work and primary responsibilities, which, when used positively, can lead to leisure satisfaction (Kim et al., 2015). Leisure satisfaction is defined as a condition in which individuals freely choose to engage in leisure activities without specific obligations and derive positive feelings and satisfaction from those experiences (Beard & Ragheb, 1980; Öztürk, 2019; Tükel, 2020).

Previous studies indicate that leisure satisfaction is closely associated with life satisfaction and psychological well-being. Ito et al. (2017) found a significant relationship between leisure satisfaction, happiness, and psychological well-being, while Genc and Genc (2017) reported a positive relationship between leisure satisfaction and life satisfaction among employees in the food and beverage industry. However, research that specifically examines leisure satisfaction among baristas, particularly those working in 24-hour coffee shops, remains very limited. Moreover, existing studies tend to be fragmented, lack comprehensive synthesis, and are not yet grounded in a specific theoretical framework that explains leisure satisfaction among workers with shift-based schedules.

According to Beard and Ragheb (1980), leisure satisfaction comprises several dimensions: psychological, educational, social, relaxation, physiological, and aesthetic. These dimensions reflect mental benefits, opportunities for learning, social relationships, stress reduction, physical health improvement, and positive perceptions of the leisure environment. The limited integration of these dimensions in previous research underscores the need for more structured, in-depth studies to better understand leisure satisfaction among baristas.

2.2. Barista who Works a Coffee Shop that Operates 24 Hours

The presence of coffee shops in Indonesia has become increasingly common and continues to grow rapidly. Beyond serving coffee and beverages, coffee shops function as social spaces that combine modern and traditional concepts, attracting diverse consumers (Ferreira et al., 2021). These establishments are widely found in major cities with various themes and operational models, and many operate for 24 hours, resulting in continuous activity, particularly during nighttime hours (Natakusumah et al., 2022).

The term barista originates from Italian, meaning “bartender,” and, in the context of coffee shops, refers to individuals with expertise in preparing espresso-based beverages and serving customers (Putra & Pinariya, 2022). The role of a barista extends beyond technical coffee preparation to include hospitality skills and service quality. Unlike brewers who focus primarily on manual brewing techniques, baristas operate coffee machines and carry broader responsibilities in managing menus and customer interactions (Rahman & Putri, 2019). Baristas are also expected to understand coffee characteristics and communicate flavor profiles effectively to consumers through the serving process.

In terms of employment conditions, barista working hours are regulated under Law Number 13 of 2003 Articles 77–85, which stipulate standard working hours of 7 hours per day or 40 hours per week for six working days, or 8 hours per day or 40 hours per week for five working days. However, despite the rapid growth of 24-hour coffee shop operations, existing studies on barista work conditions remain limited, fragmented, and lack a clear theoretical framework. This indicates a gap in the literature, particularly regarding the implications of extended operating hours on baristas’ work experiences and well-being.

3. Methods

This study employs a qualitative, phenomenological approach to explore baristas' subjective experiences of leisure satisfaction in 24-hour coffee shops. A qualitative design was chosen because it allows researchers to examine social phenomena in their natural contexts and to understand the meanings individuals construct based on their lived experiences. According to Sugiyono (2018), qualitative research positions the researcher as the main instrument and emphasizes depth of understanding rather than generalization, making it appropriate for investigating personal perceptions and experiences related to leisure satisfaction.

The phenomenological approach was applied to capture and describe how baristas experience, interpret, and give meaning to their leisure time amid demanding work schedules. This approach focuses on participants' consciousness and subjective realities, enabling a deep exploration of how leisure satisfaction is perceived and experienced in daily life. Creswell (2012) explains that phenomenology is suitable for studies aiming to understand the essence of a shared experience among individuals who face similar conditions, such as shift work in a 24-hour service environment.

Data were collected through in-depth, semi-structured interviews with two baristas who worked in coffee shops operating continuously for 24 hours. The sample size was intentionally limited, as phenomenological research prioritizes depth over breadth. A small number of participants allows the researcher to conduct intensive interviews and produce rich, detailed descriptions of lived experiences. This approach is considered sufficient when participants share a similar phenomenon and when data saturation is achieved, meaning no new essential meanings emerge from additional data. The researcher's reflexivity played an important role throughout the research process. The researcher continuously reflected on personal assumptions, values, and potential biases related to work, leisure, and service industry conditions to minimize their influence on data interpretation. Bracketing was applied to consciously set aside preconceived ideas, allowing participants' voices and meanings to emerge authentically.

Data analysis followed phenomenological procedures, including identifying significant statements, clustering meanings, and developing themes that represent the core essence of leisure satisfaction among baristas. To ensure credibility, the researcher carefully reviewed interview transcripts, maintained consistency between data and interpretations, and conducted reflective analysis throughout the research process. Thus, this methodological approach is considered adequate to explore leisure satisfaction among baristas in a 24-hour work environment, providing in-depth insights into their lived experiences and contributing to a deeper understanding of leisure satisfaction within the service industry.

4. Results

4.1. Factors Influencing Baristas' Leisure Satisfaction

The findings reveal several key factors that influence the leisure satisfaction of baristas working in 24-hour coffee shops, namely work pressure, difficulties in managing leisure activities, and low levels of social engagement (Pearson, 2008; Öztürk, 2019). Work pressure emerged as the most dominant factor experienced by the informants (Ratna, 2006; Saefullah & Rahmawati, 2023). Baristas are required to deliver fast and high-quality service, manage diverse customer behaviors, and adapt to expectations from supervisors and colleagues, particularly during peak hours and night shifts (Rahman & Putri, 2019; Putra & Pinariya, 2022). This continuous pressure not only affects job performance but also reduces baristas' ability to enjoy their leisure time meaningfully (Bakker & de Vries, 2021; Bachtiar & Anshori, 2024).

In addition to work pressure, baristas experience significant challenges in managing leisure activities (Johnson & Lee, 2019). Rotating shift schedules and long working hours make leisure time irregular and difficult to plan (Wittmer & Martin, 2010). Physical and mental exhaustion after work leads baristas to use their limited free time mainly for passive activities such as sleeping or resting, rather than engaging in recreational activities that could enhance leisure satisfaction (Serdar et al., 2021; Ogabor et al., 2024). Consequently, leisure time is perceived more as a period for energy recovery in preparation for the next work shift rather than as a meaningful space for personal fulfillment (Pearson, 2008; Bakker & de Vries, 2021).

Another important factor is low social engagement (Genc & Genc, 2017; Noerhartati et al., 2023). Limited time and energy result in reduced interaction with family, friends, and social environments outside of work (Revanza, 2023). This lack of social connection negatively affects the sense of belonging and social support, which are essential components of a satisfying leisure experience (Argyle, 2013; Ito et al., 2017). These three factors are closely interconnected and collectively form a pattern that contributes to the overall decline in baristas' leisure satisfaction (Kim et al., 2015; Tükel, 2020).

4.2. The Impact of the 24-Hour Work System on Leisure Satisfaction

The 24-hour operational system of coffee shops has a substantial impact on baristas' physical and psychological well-being, which in turn affects their leisure satisfaction. Shift work, particularly night shifts, leads to disrupted sleep patterns, physical exhaustion, and increased work-related stress. Informants reported that inadequate-quality rest resulted in persistent fatigue, making it difficult to participate in active, enjoyable leisure activities.

Suboptimal physical conditions directly limit baristas' ability to engage in recreational activities. Leisure time, which ideally serves as a means of relaxation and recovery, becomes constrained by insufficient physical energy (Kim et al., 2015). Moreover, unpredictable work schedules and the obligation to replace colleagues reduce opportunities to plan leisure activities in a structured and meaningful way. This uncertainty causes leisure time to become fragmented and less fulfilling.

Another notable impact is repetitive work fatigue. Continuous and demanding work routines contribute to decreased motivation to engage in physical or social activities outside of work. As a result, key dimensions of leisure satisfaction, particularly physical and relaxational aspects, are not optimally fulfilled. These findings indicate that a 24-hour work system affects not only the occupational aspects of baristas' lives but also significantly diminishes the quality of their leisure experiences and overall well-being.

The analysis indicates that baristas' leisure satisfaction cannot be separated from the characteristics of a 24-hour work system (Wittmer & Martin, 2010). The leisure experiences described by the informants were strongly influenced by work pressure, physical fatigue, limited time availability, and restricted opportunities for social interaction outside the workplace (Revanza, 2023; Scott et al., 2023). This general overview provides the foundation for the formulation of key themes that explain both the factors influencing leisure satisfaction and the direct impact of a 24-hour operational system on the quality of baristas' leisure time (Kim et al., 2015; Yuh, 2022).

4.3. Building the Themes of Research Results

The thematic analysis reveals that work pressure, limited leisure management, and low social engagement are not isolated issues but are closely interconnected and collectively shape baristas' leisure satisfaction. High work pressure contributes to physical and mental fatigue, which then restricts baristas' ability to utilize leisure time effectively. This fatigue reduces both the desire and the capacity to engage in meaningful leisure activities, reinforcing a cycle of stress and limited recovery.

The inability to manage leisure time further strengthens this cycle. Irregular schedules and long working hours reduce opportunities for planned leisure, while spontaneous leisure becomes constrained by exhaustion. This condition negatively affects the quality, rather than merely the quantity, of leisure time. Leisure is no longer experienced as a source of enjoyment or self-development but is instead used primarily for basic recovery.

Low social engagement acts as an amplifying factor within this pattern. Reduced interaction with social networks diminishes emotional support and limits access to shared leisure experiences. Over time, this weakens the social and recreational dimensions of leisure satisfaction. The findings demonstrate that the demanding nature of 24-hour coffee shop work creates a structural environment that systematically lowers leisure satisfaction. Therefore, the results highlight the importance of organizational attention to workload distribution, scheduling flexibility, and adequate rest periods to support baristas' well-being and overall quality of life.

5. Discussion

Based on the findings described above, the discussion highlights how baristas' difficulties in enjoying leisure time are closely linked to structural work conditions, particularly irregular schedules, high workloads, and night shifts. These conditions significantly hinder the fulfillment of psychological, relaxation, and physical dimensions of leisure satisfaction. In line with the results, baristas often experience limited psychological satisfaction because their free time is fragmented and overshadowed by persistent work-related demands. Excessive work pressure consumes not only their available time but also their cognitive and emotional resources, leaving little capacity for mental recovery (Saefullah & Rahmawati, 2023). This situation supports the argument that leisure is not merely about having free time, but about the quality and meaning of that time for psychological well-being.

The findings resonate with Ratna (2006), Revanza (2023), and Saefullaj and Rahmawati (2023), who emphasize that high work pressure negatively affects mental health and reduces individuals' ability to manage stress and set priorities. In the context of baristas, especially those working night shifts, work pressure extends beyond operational tasks to include emotional labor, such as maintaining service quality and managing customer interactions under fatigue. As a result, leisure time fails to function as a space for psychological fulfillment, self-expression, or emotional balance. Instead, it becomes a residual period marked by exhaustion, which aligns with previous studies that identify work stress as a major barrier to leisure satisfaction.

Furthermore, the findings show that stress and work fatigue also limit the achievement of relaxation and physical satisfaction. Baristas rarely engage in active or restorative leisure activities because post-work fatigue reduces their motivation and physical energy. Consequently, leisure time is predominantly spent on passive rest, such as sleeping or lying down, rather than on activities that could enhance physical fitness or relaxation. This pattern supports the perspective of Wittmer and Martin (2010), who argue that high job demands restrict individuals' participation in physically and socially engaging leisure activities, thereby lowering overall leisure quality. Similarly, Ogabor et al. (2024) highlight that prolonged work stress has direct implications for physical health and relaxation capacity, reinforcing the link between occupational stress and reduced well-being.

The discussion also suggests that the dominance of passive leisure is not necessarily a personal preference but a structural outcome of demanding work environments. When work schedules are unpredictable and workloads are high, individuals lose the opportunity to plan and anticipate leisure activities. This lack of control undermines the restorative potential of leisure, as effective recovery often

requires intentional and meaningful engagement rather than mere inactivity. Over time, the absence of quality relaxation and physical activity may contribute to cumulative fatigue, decreased job satisfaction, and declining overall well-being, as indicated in earlier occupational and leisure studies.

These findings extend existing knowledge by situating leisure satisfaction within the specific context of baristas working in 24-hour coffee shops. While prior studies have generally examined work stress and leisure satisfaction in broader occupational settings, the present findings underline how shift-based service work intensifies these challenges. The continuous operational demands of 24-hour establishments create a cycle in which work pressure leads to fatigue, fatigue limits leisure engagement, and inadequate leisure recovery perpetuates stress. This cyclical pattern echoes earlier theoretical assumptions that leisure satisfaction is closely tied to working conditions and the availability of physical and psychological resources.

Thus, the discussion reinforces the view that high work demands have a direct and long-term impact on the quality of leisure satisfaction among baristas. Consistent with previous studies, the findings suggest that without organizational support such as more stable scheduling, reasonable workloads, and sufficient rest periods, baristas are unlikely to achieve meaningful psychological, relaxation, and physical satisfaction through leisure. Therefore, this study contributes to the existing literature by emphasizing the need to consider leisure satisfaction as an integral component of employee well-being, particularly in high-demand service industries.

6. Conclusion

This study highlights the working conditions of baristas in 24-hour coffee shops, which are characterized by irregular shift systems, long working hours, and high workloads. The main findings indicate that these job characteristics require baristas to adapt to unstable work rhythms and diverse task demands, ranging from customer service to operational responsibilities. Such conditions tend to cause fatigue and stress, which ultimately reduce leisure satisfaction. In line with the research objective, this study provides an overview of baristas' leisure satisfaction by considering the influence of work systems, workload, and individual factors. The discussion shows that differences in shift patterns and individual characteristics play a significant role in shaping baristas' leisure experiences, resulting in varying levels of leisure satisfaction rather than a uniform outcome.

The implications of this study emphasize the importance of greater managerial attention to baristas' well-being. Coffee shop management is encouraged to implement more balanced shift arrangements, manage workloads more proportionally, and provide adequate recovery opportunities. These measures are expected to enhance leisure satisfaction, thereby positively affecting work quality and service performance. For future research, it is recommended that more empirical and in-depth studies be conducted, particularly those comparing different shift types or specific individual characteristics. Further studies may also explore the relationship between leisure satisfaction and other variables, such as job performance, mental health, and overall life satisfaction among baristas.

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The authors declare that there is no conflict of interest.

Ethical Approval and Originality Statement

Ethical approval was obtained for this study. The manuscript represents original work and has not been previously published, nor is it under consideration by another journal.

Data Disclosure Statement

The data that support the findings of this study are available from the corresponding author upon reasonable request.



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