

Does Work-Family Conflict Contribute to Quality of Work Life on Working Mothers?

Indah Kusuma Wardani¹

Dr. Dona Eka Putri²

^{1,2}Faculty of Psychology Gunadarma University

Jl. Margonda Raya No. 100, Pondok Cina, Depok, 16424, Indonesia

E-mail: indahkwardani@gmail.com

ABSTRACT

Working mothers have two roles that is role in work and role in family. Everyone who works definitely want to have a high quality of work life, while one dimension of quality of work life is total life space, which includes work-family balance. Work-family balance occurs when there is a low work-family conflict. This study aims to test empirically the work-family conflict contribution seen from its directions: work-to-family conflict and family-to-work conflict, to quality of work life. This research uses quantitative method with 100 respondents of women employees in Indonesia who have full working time (morning until evening), have married, have child/children, and have husband who also work. The results of this study shows that the hypothesis is rejected, there is no contribution of work-to-family conflict to quality of work life; nor family-to-work conflict to quality of work life.

Keywords: *Quality of Work Life, Work-Family Conflict, Work to Family Conflict, Family to Work Conflict*

INTRODUCTION

Financial problems are crucial in marriage life. The cost of daily needs, children's education, family health, and other household needs is the responsibility of the parents. Living in urban areas is a life challenge. The cost of living in city is all expensive, making the people should try harder to fulfill all the necessities of life. This causes that not only the husband who works, but the wife also. The number of women in working world already looks quite high in Indonesia. In addition to the reasons to help the husband earn more income for the family, the phenomenon of working wives can also be due to the high desire to be able to career.

The number of women in working world already looks quite high in Indonesia. Data from *Jobplanet.com* (in Risalah, 2016) conducting a survey of employees spread across 35 provinces in Indonesia shows that there were 60,000 respondents accumulated until mid-March 2016. It was found that as many as 46,000 staff employees and 14,000 employees of managers, and found a gender ratio of 49%

of men and 51% of women. Badan Pusat Statistik (in BPS, 2015 & 2016) shows an increasing the number of female workers in DKI Jakarta (capital city of Indonesia) from 2014 to 2016. The total number of female workers in DKI Jakarta in February 2014 was 1,759,740, in February 2015 was 2,016,430, and in February 2016 amounted to 2,019,970.

Every worker, including women workers, definitely would like to have a high quality of work life. Kopelman (in Martin, 2005) states that quality of work life is a philosophy of management that enhances the dignity of all workers, introduces changes in organization's culture, and improves the physical and emotional well-being of employees. Organizations where employees work must ensure the employees to have high quality of work life in order to achieve employees' benefits, which in turn will also benefit the organizations.

Study by Chee et al. (2009) against working mother in a small rural North Central Iowa, USA, shows that mother's employment demands were positively

correlated with work-family conflict, which was significantly correlated with mother's emotional distress.

For working mothers, having a double role like this is a dilemma, considering the role of the mother is the most dominant role in the family while only a little time left to take care of the family. If the household duties may be delegated to housemaid, it is different in taking care of the child. The child needs the mother's role in his/her growth. A balance between the role in family and role in work is required if they want both domains to run properly. When the mother cannot balance her role, it cause work-family conflict. Frone (2006) cites that work-family conflict is a situation where the demands and responsibilities from work roles and family roles are mutually incompatible in some respect. Conflict due to work interfering with family is called work interference with family / work-to-family conflict. Conflict due to family interfering with work is called family interference with work / family-to-work conflict. Both of these are the components

/ directions of work-family conflict (in Gutek, Searle, & Klepa, 1991).

Walton (in Kantan, 2014) cites that one of the dimensions of quality of work life is total life space, that is the balance between working life and other parts of human life, including family life. This means work-family balance becomes one of the factors that influence the occurrence of quality of work life. Work-family balance exist when there is low work-family conflict and high work-family facilitation (McManus, 2006).

METHODS

Sample

Sample collected using purposive sampling with total 100 women employees in Indonesia, have full working time (morning until evening), have married, have child/children, have husbands who work.

Data collection techniques in this study using questionnaire method. Scale of quality of work life scale used in this study is Quality of Work Life Evaluation Scale. This scale was developed by Timossi,

Pedroso, Francisco, & Pilatti (2008) based on eight quality of work life models by Walton, those are: adequate and fair compensation; safe and healthy environment; development of human capacities; growth and security; social integration; constitutionalism; the total life space; and social relevance. This scale consists of 35 items. This scale uses Likert scale with five scale ranges ranging from “very satisfied” to “very dissatisfied”.

Work-family conflict scale used in this study is Work-Family Conflict Scale and Family-Work Conflict Scale. This scale was developed by Netemeyer, Boles, and McMurrian (1996) based on work-family conflict directions by Gutek, Searle, and Klepa (1991), those are: work interference with family (WIF) / work-to-family conflict (WFC) and family interference with work (FIW) / family-to-work conflict (FWC). Work-Family Conflict Scale consists of 5 items and Family-Work Conflict Scale consists of 5 items too. This scales uses Likert scale with five scale ranges ranging from “very suitable” to “very unsuitable”.

RESULT

According to Azwar (2016), item selection criteria based on total item correlation, usually used limitation that is $\geq 0,3$. On the scale of quality of work life, from 35 items used, obtained 35 good item by item discrimination power from 0.302 to 0.758, no disqualified item. On the work-family conflict scale, which is a multidimensional scale, consisting of two directions, those are: work-to-family conflict consist of 5 items and family-to-work conflict consist of 5 items too. There is no disqualified item, the item discrimination power ranging from 0.372 to 0.649.

According to Azwar (2015), a measuring instrument can be considered reliable if the value of reliability coefficient is ≥ 0.7 . Based on the reliability test on the quality of work life scale, obtained reliability value of 0.957. Reliability test results on the scale of work to family conflict obtained reliability value of 0.725, and the results of reliability tests

on the scale of family to work conflict obtained reliability value of 0.736.

From the data analysis conducted by using Pearson correlation technique (2-tailed), it is known that the correlation coefficient between work-to-family conflict and quality of work life is $r = -0.177$ with significance value of 0.079 ($p > 0.05$). This shows that work-to-family conflict has no correlation with quality of work life.

The value of correlation coefficient between family-to-work conflict and quality of work life is $r = -0.157$ with significance value of 0.118 ($p > 0.05$). This shows that family-to-work conflict has no correlation with quality of work life. It can be seen from the following table:

Table 1. Correlation Test Results

Variables	R	Sig	P
Quality of Work Life & Work-to-Family Conflict	-0.177	0.079	> 0.05
Quality of Work Life & Family-	-0.185	0.118	> 0.05

to-Work Conflict

The result of correlation test shows that both work-to-family conflict with quality of work life; and family-to-work conflict with quality of work life are not correlated, therefore it cannot be continued to do regression test.

Based on the empirical mean, quality of work life on working mothers in Indonesia has a value of 120.62 which is included in the moderate category. This means that the respondents quite feel able to meet his personal needs that are considered important through his work experience. This is in accordance with Walton's statement (in Walker, 1980) which explains that the quality of work life is the degree to which members of a work organization are able to satisfy important personal needs through their experiences in an organization. Work-to-family conflict has a value of 13.16 which is included in the moderate category. This means that the respondents quite feel the conflict in the family domain that occurs because of the work domain. Family-to-

work conflict has value of 12.15 which is included in the moderate category. This means that the respondents quite feel the conflict in the work domain that occurred because of the family domain.

DISCUSSION

From the result of data analysis, it is known that there is no relationship between work-to-family conflict and quality of work life, nor family-to-work conflict and quality of work life. This is in line with research conducted by Nkulenu (2015) toward employees in Ghana indicating that there is no significant relationship between work-family conflict and quality of work life of employees. Similarly, research conducted by Iyabode and Olayinka (2016) toward women workforce in Lagos and Ogun States, Nigeria, indicating that there is no significant relationship between work-to-family conflict and quality of work life.

Due to the result of data analysis indicate that between work-to-family conflict and quality of work life, and family-to-work conflict and quality of

work life have no correlation, it cannot be continued to do regression test to see its contribution. Nkulenu (2015) mentions the non-significant relationship between work-family conflict and quality of work life could be due to a number of factors. The implication is that, the organizations sampled for the study regard quality of work life of employees as paramount and necessary for improved performance. Based on this, even though employees would experience work-family conflict, the impact on their quality of work life would be insignificant. It is also possible that individual employees strategically managed these two important domains of their lives well, so that any conflict that might arise would not cause them so much distress.

CONCLUSION

This study aims to test empirically the contribution of work-family conflict when viewed from its direction, that is: work-to-family conflict and family-to-work conflict, to the quality of work life.

From the results of data analysis, it can be concluded that the hypothesis in this study is rejected, which means there is no contribution of work-to-family conflict to quality of work life; nor family-to-work conflict to quality of work life.

Based on the category of variables, it is known that work-to-family conflict, family-to-work conflict, and quality of work life respondents are in the medium category.

SUGGESTION

For working mothers, it is suggested to be able to balance their role between job domain and family domain, thus giving a positive impact to the development of both domains. Working mothers are also suggested to always manage the strain or psychological burden experienced through meditation or recreation. For the company, it is suggested to pay more attention to the personal needs of its employees. For the family and the company, it is suggested to understand the burden of responsibility of working mothers, because it is not an easy

thing to be able to balance the role in domain of work and family. Support is also needed for working mothers in order to be able to run both these roles well.

For further research, it is expected to examine the relationship between work-family conflict and quality of work life in working mothers from each region in Indonesia, because the results of this study indicate that the empirical mean of work-family conflict and quality of work life are different in each region.

REFERENCES

- Azwar, S. (2015). *Reliabilitas dan validitas* (4th ed.). Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2016). *Penyusunan skala psikologi* (2nd ed.). Yogyakarta: Pustaka Pelajar.
- BPS Provinsi DKI Jakarta. (2015). Keadaan ketenakerjaan di DKI Jakarta Februari 2015. No. 26/05/31/Th. XV1, 5th May 2015.
- BPS Provinsi DKI Jakarta. (2016). Keadaan ketenakerjaan di DKI Jakarta Februari 2016. No. 23/05/31/Th. XV1, 4th May 2016.

- Chee, K. H., Conger, R. D., & Elder, G. H. (2009). Mother's employment demands, work-family conflict, and adolescent development. *Int J Sociol Fam*, 35(2), 189-202.
- Colombo, L., & Ghislieri, C. (2008). The work-to-family-conflict: Theories and measures. *TPM*, 15(1), 35-55.
- Frone, Michael. R. (2006). Work-family conflict. In J. H. Greenhaus, & G. A. Callanan. (Eds.), *Encyclopedia of career development* (pp. 867-869). Thousand Oaks, California: SAGE Publications, Inc.
- Gutek, B. A., Searle, S., & Klepa, L. (1991). Rational versus gender role explanations for work-family conflict. *Journal of Applied Psychology*, 76, 560-568.
- Iyabode, A. O., & Olayinka, A. B. (2016). Appraisal of role conflict on quality of work life and turnover intention among corporate women workforce. *European Journal of Humanities and Social Sciences*, 35(1), 1936-1949.
- Kang, L. S., & Deepak. (2014). Work-family conflict & quality of work life among veterinary doctors. *The Indian Journal of Industrial Relations*, 49, 707-721.
- Kanten, P. (2014). Effect of quality of work life (QWL) on proactive and prosocial organizational behaviors: A research on health sector employees. *The Journal of Faculty of Economics and Administrative Sciences*, 19(1), 251-274.
- Martin, J. (2005). *Organizational behaviour and management* (3rd ed.). London: Thomson Learning.
- McManus, J. (2006). *Leadership: Project and human capital management*. Burlington, MA: Elsevier.
- Netemeyer, R. G., Boles, J. S., & McCurrian, R. (1996). Development and validation of work-family conflict and family-work conflict scales. *Journal of Applied Psychology*, 81(4), 400-410.
- Nkulenu, A. O. (2015). Effect of work-family conflict on quality of work-life in Ghana. *European Journal of Business and Management*, 7 (24), 52-61.
- Risalah, D. F. (2016, 02 April). *Ini Perbandingan Gaji Pria dan Wanita di Berbagai Bidang*. Obtained 5th March 2017, from <http://nasional.republika.co.id/berita/nasional/umum/16/04/02/o502x6368-ini-perbandingan-gaji-pria-dan-wanita-di-berbagai-bidang>
- Timossi, L. D. S., Pedroso, B., Francisco, A. C. D., & Pilatti, L. A. (2008). Evaluation of quality of work life: An adaptation from the Walton's



QWL model. *XIV International Conference on Industrial Engineering and Operations Management*, 1-17.

Walker, James. W. (1980). *Human resources planning*. New York: McGraw-Hill.