



UNIVERSITI PUTRA MALAYSIA

**ANTECEDENT, CONSEQUENCE AND MODERATOR
FACTORS OF WORK-FAMILY CONFLICT AMONG
WOMAN ACADEMICIANS IN YOGYAKARTA,
INDONESIA**

SUHATMINI HARDYASTUTI

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By

SUHATMINI HARDYASTUTI

**Thesis Submitted in Fulfilment of the Requirements for the
Degree of Doctor of Philosophy in the Faculty of Educational Studies
Universiti Putra Malaysia**

February 2000



DEDICATION

This thesis is dedicated to:

My father, Haryokko Taroediredjo

My mother, Ibu Suhatmini

My mother in law, Ibu Yoso Hardjono

My perpetual husband, Mulyadi

Brothers and sisters



Abstract of thesis presented to the Senate of Universiti Putra Malaysia in fulfilment of the requirements for the degree of Doctor of Philosophy.

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February 2000

Chairperson: Associate Professor Dr. Aminah Ahmad

Faculty: Educational Studies

Married working women play multiple roles as wives, mothers, homemakers and employees, simultaneously. However, employers tend to view employees' problems related to work and family roles separately. These conditions result in work-family conflict as working women try to balance the demands of work and family roles.

This study was conducted to determine the extent of work-family conflict experienced by married working women, and to examine factors that relate and contribute to work-family conflict as well as consequences of the conflict on women's well-being. The interaction effect of moderator factors on the relationships between work-family conflict and women's well-being were also studied. Using self-administered questionnaires, data were obtained from 267 woman academicians from two state universities in Yogyakarta, Indonesia.

This study found that the married working women experienced varying intensities of work-family conflict due to their multiple roles. This finding is



consistent with the role theory which postulates that the expectations of work role can generate interrole conflict when they involve pressures to dominate the time of focal person and interfere with fulfilling the expectations of family role, or vice versa.

The sources of work-family conflict were traced from work and family spheres. These sources included role conflict, role ambiguity, role overload and family conflict. Married working women who possess androgynous characteristics were able to reduce work-family conflict more effectively. The integrated social support from husbands and supervisors buffered the negative effect of work-family conflict on job satisfaction. Meanwhile, the coping behaviour of women exacerbated this relationship.

This study recommended that work and family should be considered as interdependent spheres by employers and families. Hence, policies in the workplace should enhance work-family relationship and reduce as much as possible the extent to which women experience work-family conflict. Family members, through discussions and agreement with husbands and children, should share family roles by practising a symmetrical division of household labour. Women should acquire the androgynous characteristics to reduce work-family conflict through the process of socialisation and training.

To generalise these results, additional research on other samples having different characteristics with regard to occupation, life cycle stage and job tenure are required. The other relevant antecedent variables need to be identified to develop an expanded research framework which will be more powerful in explaining the variance of work-family conflict.

Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia sebagai memenuhi keperluan untuk ijazah Doktor Falsafah.

**FAKTOR PENYEBAB, AKIBAT DAN PENYEDERHANA
KONFLIK ANTARA PERANAN KERJA DAN KELUARGA DI
KALANGAN AKADEmia WANITA DI YOGYAKARTA, INDONESIA**

Oleh

SUHATMINI HARDYASTUTI

February 2000

Pengerusi: Profesor Madya Dr. Aminah Ahmad

Fakulti: Pengajian Pendidikan

Wanita bekerja yang telah berkahwin memainkan beberapa peranan sebagai isteri, ibu, surirumah dan pekerja secara serentak. Walau bagaimanapun, majikan sering melihat masalah pekerja daripada segi kerja dan keluarga secara berasingan. Keadaan ini menimbulkan konflik antara peranan kerja dan keluarga kerana wanita bekerja berusaha untuk mengimbangkan tuntutan kerja dan keluarga.

Kajian ini dijalankan untuk mengenal pasti tahap konflik antara peranan kerja dan keluarga yang dialami oleh wanita, dan mengkaji faktor-faktor yang berkait dan menyebabkan konflik antara peranan kerja dan keluarga serta akibat konflik ke atas kesejahteraan wanita. Kajian ini juga untuk mengenal pasti kesan interaksi sokongan sosial dan tingkah laku daya tindak terhadap hubungan antara konflik peranan kerja dan keluarga dan kesejahteraan wanita. Menggunakan borang soal-selidik isian sendiri, data dikumpulkan daripada 267 akademia wanita daripada dua universiti awam terpilih di Yogyakarta, Indonesia.

Kajian ini mendapati bahawa wanita bekerja yang telah berkahwin mengalami konflik antara peranan kerja dengan keluarga dengan kadar yang berbeza-beza berkenaan dengan beberapa peranan mereka. Temuan ini sesuai dengan teori konflik peranan yang menyatakan bahawa tuntutan peranan kerja menimbulkan konflik apabila tuntutan ini melibatkan tekanan terhadap penggunaan masa seseorang dan menghalangi pencapaian tuntutan peranan keluarga, atau sebaliknya.

Punca utama konflik antara peranan kerja dan keluarga berasal daripada sfera tempat kerja dan keluarga. Punca utama ini merangkumi konflik peranan, ketidakjelasan peranan, beban kerja yang berlebihan dan konflik keluarga. Wanita bekerja yang mempunyai sifat androgini (ciri “kelelakian” dan “kewanitaan” yang tinggi) dapat mengurangkan konflik antara peranan kerja dan keluarga dengan lebih berkesan. Sokongan sosial yang diberi oleh pihak suami dan penyelia secara bersama dapat mengurangkan kesan negatif daripada konflik antara peranan kerja dan keluarga ke atas kepuasan kerja. Sedangkan tingkah laku daya tindak wanita membuat bertambah teruk perkaitan ini.

Kajian ini mencadangkan supaya aspek kerja dan keluarga dipertimbangkan oleh penyelia dan keluarga sebagai sfera yang saling bergantung. Oleh sebab itu, amalan-amalan di tempat kerja perlu meningkatkan hubungan antara kerja dan keluarga, dan sebanyak mungkin mengurangkan konflik antara peranan kerja dan keluarga yang dialami oleh wanita. Keluarga perlu membahagi tugas di rumah secara seimbang melalui perbincangan dan persetujuan anggota keluarga. Wanita sendiri boleh

menyerap sifat androgini untuk mengurangkan konflik antara peranan kerja dan keluarga, melalui proses sosialisasi dan latihan.

Untuk membuat generalisasi daripada hasil kajian, kajian tambahan perlu dijalankan ke atas sampel yang mempunyai ciri-ciri yang berbeza daripada segi jawatan, tahap kitaran hidup dan tempoh perkhidmatan. Angkubah tidak bersandar lain yang relevan perlu dikenal pasti untuk mengembangkan rangka bentuk kajian sehingga lebih bermakna dalam menjelaskan varian konflik antara kerja dan keluarga.

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CHAPTER I

INTRODUCTION

Background of the Problem

In Indonesia, development has brought meaningful changes in several aspects of life. One of these widely recognised changes is the increase in women's participation in economic activities, both inside and outside the household. Specifically, married working women were not only responsible for family roles but also share the provider role with their husbands. According to Wilcox-Matthew and Minor (1989), women are faced with problems in performing multiple roles in the work and family spheres as employees, wives, housewives and mothers. Consequential to being employees, women are increasingly being forced to deal with work-related demands that limit their performance of family roles (Duxbury and Higgins, 1991). Insofar as the demands of work and family roles are concerned, balancing these demands has become a principle daily task for many working women.

Concerned with this phenomenon, the government is responding positively to women's responsibilities that arise in the form of multiple roles. The government promotes the following five women's roles, namely, (1) women as partners to their husbands, (2) women as the mother responsible for the quality of children's education, (3) women as household managers, (4) women as secondary breadwinners and (5) women as members of the society.

The promotion of these roles is conducted through a specific women organisation, the Family Welfare Development (*Pembinaan Kesejahteraan Keluarga*) Organisation.

In consideration of the fact that married working women have to cope with multiple roles in their daily life, the government outlined the gender division of labour in the 1993 Broad Guidelines of the State's Fundamentals (GBHN or *Garis-garis Besar Haluan Negara*). These guidelines promoted the harmony and balance of the division of responsibilities in the family and society between men and women since men and women have the same rights, obligations and opportunities in national development. Constituting one-half of the Indonesian population, women are expected to be capable and qualified as important human resource in national development and are given access to participation in the labour force. It is expected that more women would participate in the labour force. Consequently, they have to be able to balance the demand of work and family roles.

One of the important aspects of women's multiple roles is the work and family interface. It can be studied by viewing organisational behaviour from ecological perspectives which include the work and family spheres of life. The inability to meet the demands of work and family spheres could result in work-family conflict among working women. According to Greenhaus and Beutell (1985), work-family conflict occurs when the effort to fulfil the demands of the work role interferes with one's ability to fulfil family demands, and vice versa. The conflict occurs because each of the roles within the family and work environment imposes demands which require time, energy and commitment.

Based on the work of Greenhaus and Beutell (1985), Burke and Greenglass (1987), and Rice *et al.* (1992) defined work-family conflict as the phenomenon in which attitudes and behaviours in the work sphere psychologically influence those in the family sphere, and vice versa.

Work-family conflict has been extensively studied. There are several reasons for the increased focus on work-family conflict. First, single parents and dual-career families are faced with the problems of balancing work and family roles. Secondly, work-family conflict has been associated with negative consequences including emotional exhaustion, reduced job satisfaction, reduced family satisfaction, psychological distress, job insecurity (Greenhaus and Beutell, 1985; Sekaran, 1986; MacEwen and Barling, 1994; Duxbury *et al.*, 1994; Larson *et al.*, 1994; Aminah Ahmad, 1995a; Boles *et al.*, 1997). These negative consequences point to the importance of further understanding the interdependence between work and family. Besides these consequences, several studies have also been undertaken on work-family conflict in developed countries. Most of these studies have been devoted to studying its prevalence (e.g. Pleck *et al.*, 1980; Gutek *et al.*, 1991; Frone *et al.*, 1992b), and antecedents (Greenhaus and Beutell, 1985; Frone and Rice, 1987; Greenhaus *et al.*, 1989; Gutek *et al.*, 1991). Aryee (1992; 1993) has studied the antecedents and consequences of work-family conflict in Singapore while Kinnunen and Mauno (1998) studied these aspects in Finland. In developing countries such as Malaysia, Aminah Ahmad (1995a; 1995b; 1996a; 1997) has studied the intensity of work-family conflict experienced by working women and its consequences. Meanwhile, there is a dearth of research pertaining to this area