

The Role Of Family Support In Moderating The Influence Of Work-Family Conflict On Job Stress

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Abstract: Job stress in career women often occurs due to an imbalance between work and family affairs. If a married career women experiences a work-family conflict then it can lead to negative consequences such as emotional fatigue which ultimately leads to job stress. From this perspective, family support can help reduce job stress due to work-family conflicts. The purpose of this study is to explain the effect of work-family conflict on job stress with family support as a career female moderator in Bali Province. Research subjects are married career women. Determination of sample size using Slovin formula resulted in 88 people and data were analyzed by moderation regression analysis. The results showed that work-family conflict has a positive and significant effect on job stress. Family support can reduce the impact of work-family conflict on job stress. In this study also uses different test analytical techniques. The results showed there was a difference in job stress between women who have a career in government and women who have career as an entrepreneur. Different test results show the job stress of a career women as an entrepreneur higher than the job stress of a career women that work in government.

Keywords: Career women, work-family conflicts, family support, job stress.

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I. Introduction

Women's participation today is not just about demanding equal rights with a man, but for actualize themselves play a role in tradition and transition. There are two roles of women's participation, the first concerning the role of tradition or domestic is the role of women as wives, mothers, and managers of households, and the second concerning the role of transition or public is the role of women as labor, community members and human development (Indriyani, 2009). The role of women is not enough just to fulfill the nature of acting as housewives, but also to play a role in the world of work to help the family's economic life (Carbo et al., 2013). The roles played by career women will certainly lead to role conflict if they collide with one another due to the demands of responsibility in living the balance of tradition and transition roles (Bernhard and Florensia, 2014). Continuous imbalance and mixing of roles with strong intensity if not handled quickly and appropriately will cause mental stress or stress on a person (Ariani, 2011).

Feelings of stress and anxiety in a family career women usually occur when they try to fulfill the role demands of their work but that effort is influenced by their ability to meet the demands of their family, and otherwise, can occur when the fulfillment of role demands in the family is influenced by the person's ability to fulfill demands his job (Frone, 2000). Job demands relate to pressures arising from excessive workload and time, such as work to be done on time, while family demands relate to the time needed to handle household chores and babysitting (Benjamin, 2012).

Based on simple interviews conducted on several career women in Bali Province who are divided into groups of women who have career in the field of government and a group of women who career as an entrepreneur, obtained information that both groups of women who have this career have job stress. Both groups of career women are stressed on the situation when they face two roles at once as a career women and also as a housewife. Women who have a career in government experience job stress when they can not manage time between work with family. Meanwhile, job stress experienced by women who career as an entrepreneur tend to more often deal with the tension in the work environment. Women who work as entrepreneurs have an uncertain time, so they can not definitely divide their time between work and family. Job stress experienced also due to having a great sense of responsibility in the success of self-actualization so as to produce a prestigious achievement of self, family, employees, and his company.

One of effort that can be made to overcome the negative impact of work-family conflict on job stress in career women is to manage positive sources that are around the individual namely the existence of social support, especially the support of the family. The classic definition of a family is the residence, economic co-operation and reproduction of two adults of different sexes, both of whom maintain socially agreed relationships

and there are one or more children of biological or adopted children (Rohmat, 2010). Families are an important priority for married women who choose for a career (Burke and Singh, 2014). Social support outside the workplace, one of which is sourced from the family, becomes very important for middle-aged women who choose for a career (Marcinkus et al., 2007).

Murtiningrum' (2005), indicated the social support of spouses and families is able to moderate work-family conflicts with job stress negatively and significantly. The results of the study show that high family support from spouse and family can reduce job stress. Ariani (2011), study also shows family support that is able to moderate work-family conflicts with job stress negatively and significantly.

The importance of family support from spouse and family is also explained in Ezzedein and Ritchey (2009) research, which explains that to female executives, support from spouses significantly results in the progress and balance of career and family for the women. Research review by Jaka and Mateja (2013), also mentioned that the support of the husband is very important for women who have a career as an entrepreneur. The existence of family support becomes an effective means for career women to be successful in performing their roles both in the career and in the household (Ballout 2008).

Family support as one part of social support is a system in which there is an element of interdependent relationship or known as interdependent relationship in which each family member has a specific role that can be utilized in the system and each member depends on the other members in order to play his role (Putrianti, 2007). Based on this background, researchers sought to further explain the effect of work-family conflict on job stress with family support as a moderator. This study aims to explain the effect of work-family conflict on job stress on career women, to know the role of family support as a moderator of the influence of work-family conflict on job stress in career women, and to know the differences in job stress between women who have a career in the field of government with women who have a career as an entrepreneur.

II. Literature Review

Job Stress

Luthans (2006), explains that job stress is an adaptive response, influenced by individual differences or psychological processes, i.e a consequence of any external action (environment), situation or event that demands too much beyond the limits of ability physical and psychological individual. Thus it can be said that job stress is a response (adjustment), physical, psychological and behavioral to the work situation is excessive and cause tension, both regarding the work itself and the work environment.

Work-Family Conflict

Work-family conflicts usually occur when a person seeking to fulfill the role demands of the job and effort is influenced by the person's ability to fulfill his family's demands (Frone, 2000). Work-family conflict as one form of conflict between roles caused by roles in work and family roles collide with one another, where responsibility in work clash with family responsibility and time to work clash with family time.

Family Support

Family support as one of social support is a form of interpersonal relationships that protect a person from the effects of bad stress (Kaplan and Sadock, 2002). Family support is attitudes, acts of family acceptance of family members, in the form of emotional support, instrumental support, information support and awards support (Friedman, 2010). So family support is a form of interpersonal relationships that include attitudes, actions and acceptance of family members, so that family members feel there is a concern. Family support referred to in this study is the support of spouses (husband) and children.

Hypotheses

The effect of work-family conflict to job stress

The main source of work-family conflicts faced by working women in general is his effort in dividing the time or balancing the demands of work and the demands of his family (Triaryati, 2003). Kim and Ling's (2001), research shows that there is a positive relationship between work-family conflicts to job stress. Netenmeyer, et al (2004), also found that work-family conflicts have an effect on job stress. In addition, Indriyani (2009), study indicates that work-family conflicts have a positive and significant effect on job stress on female nurses, meaning that the higher the work-family conflicts experienced, the higher the level of job stress.

H₁: work-family conflict positively and significantly effect to job stress of career women.

The role of family support in moderating work-family conflict to job stress

Social support derived from spouses and families has a negative and significant influence in moderating the influence of work-family conflict on job stress (Murtiningrum, 2005). The results showed that

social support from spouses and high family can reduce job stress. The results supported by Saman and Meizara (2012), which explains that family support (husband) has a significant effect on the stress of role conflict in women. The support of the family (husband) is the assistance in giving a motivation or encouragement to the wife of the double role shown in the form of attention, the willingness to listen to complaints, and at all times provide positive inputs that can ease the burden on the wife (Kumolohadi, 2001).

H₂: Family support reduces the effect of work-family conflicts on job stress of career women.

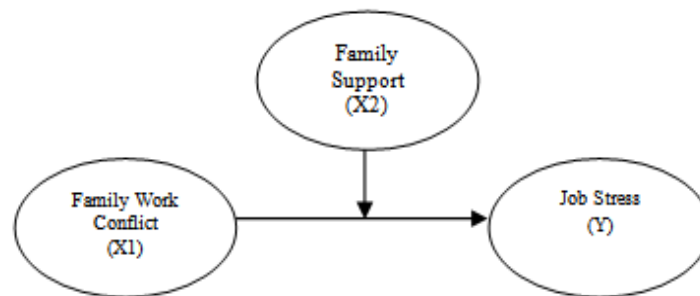
Different job stress of career women in the field of government with career women as an entrepreneur

Women who have a career in the field of government referred to in this study are civil servants with job-level positions that work with relatively regular time to experience job stress when unable to manage the time between his role in work with family. Another case with the job stress experienced by women who have a career as an entrepreneur. Women who have career as an entrepreneur experience job stress due to more frequent dealing with tension in the company and have a time that is classified as uncertain, so it will be difficult in managing the time between fulfilling the role in the family or in work.

H₃: There is a difference in job stress between women who have a career in government and women who have a career as an entrepreneur.

From the above description of the literature and research hypotheses, the concept of research framework is presented as shown below (Figure 1).

Figure 1. Research Conceptual Framework



III. Research Methods

Procedure

Data were collected from two groups of women career samples, namely women who have career in the field of government and women who have a career as an entrepreneur, amounting to 764 people with the criteria have a family and have children. In determining sample size, this research uses probability sampling technique with simple random sampling method. Determination of the sample size taken using Slovin formula so as to produce the number of samples as many as 88 people with the number of each group is 44 people for the group of women who have a career in the field of government and 44 people for the group of women who have a career as an entrepreneur. Data were analyzed by Moderation Regression Analysis (MRA). Based on the data processing obtained validity test results.

Table 1. Validity Test Results

Variable	Symbol	Correlation Coefficient	Conclusion
Work-family conflict	X1.1	0,804	Valid
	X1.2	0,934	Valid
	X1.3	0,937	Valid
	X1.4	0,908	Valid
	X1.5	0,921	Valid
	X1.6	0,895	Valid
	X1.7	0,915	Valid
	X1.8	0,916	Valid
	X1.9	0,876	Valid
Family Support	X2.1	0,822	Valid
	X2.2	0,891	Valid
	X2.3	0,829	Valid
	X2.4	0,925	Valid
	X2.5	0,914	Valid
	X2.6	0,890	Valid
	X2.7	0,927	Valid
	X2.8	0,893	Valid
Job Stress	Y1.1	0,844	Valid

	Y1.2	0,918	Valid
	Y1.3	0,890	Valid
	Y1.4	0,932	Valid
	Y1.5	0,876	Valid
	Y1.6	0,950	Valid
	Y1.7	0,863	Valid
	Y1.8	0,895	Valid
	Y1.9	0,917	Valid

Source: Primary data, 2018

Table 1. shows that 9 (nine) statements about work-family conflict, 8 (eight) statements regarding family support, and 9 (nine) statements about job stress have a correlation value greater than 0.3. Based on these values it is stated that all items of the instrument are declared eligible to be used as a measuring instrument.

Based on data processing obtained reliability test results.

Table 2. Reliability Test Results

Variable	Symbol	Cronbach's Alpha	Conclusion
Work-family conflict	X1	0,970	Reliable
Family Support	X2	0,961	Reliable
Job Stress	Y1	0,970	Reliable

Source: Primary data, 2018

Table 2. shows that the value of cronbach's coefficient alpha for each variable is greater than 0.6. So it can be stated that all the variables have qualified reliability.

IV. Result

The age of the respondents in the women's group in the government and the women's career as entrepreneurship is dominated by the 40-49 year age range in which the age is included in the productive age. Respondents with this productive age tend to experience job stress. The older a person the more vulnerable people experience stress due to the complexity of the problems experienced (Anoraga, 2006).

Based on the number of children, the results show more than 50 percent to be precise 52.3 percent for the group of women in the government and 61.3 percent for the group of women who have a career as an entrepreneur having two children. The number of children owned by someone who works will certainly take the attention and time. The greater the number of children they have, the higher the attention and time, so that the conflicts will increase (Juariyah and Harsono, 2011).

Based on education, the results of the study show that most of the women's groups in government have higher education. As many as 70.4 percent of respondents are educated S1 and the rest are educated S2. Meanwhile, the group of women who have a career as an entrepreneur mostly have higher education at the level of S2 that is as much as 72.8 percent. Education is believed to be very important for women in supporting careers and self-actualizing as capital to have a good future (Handayani and Salim, 2011).

Based on the working life or span of women who careers in the field of government is known largely that is equal to 79.5 percent of respondents have a working period of more than 10 years and the rest have a working period of 5-10 years. Meanwhile, the working period or the span of women who have a career as an entrepreneur is known mostly for 86.3 percent have a working period of 5-10 years and the rest have a working period of more than 10 years. Someone who works longer tends to experience a decrease in passion for career achievement and growth (Sarwono and Purwono, 2006). A person with long tenure is at risk of tension and boredom and workload affecting the level of job stress in working women (Budiyanto and Yanti, 2010).

Based on data processing using SPSS obtained moderation regression analysis results.

Table 3. MRA Result

Variabel	Unstandardized Coefficient		Standardized Coefficient	t	Sig
	B	Std. Error	Beta		
Constant	0,142	0,063		2,270	0,026
Work-family conflict (X1)	0,608	0,071	0,608	8,549	0,000
Family Support (X2)	0,098	0,067	0,098	1,459	0,148
Interaction(X1_X2)	-0,267	0,054	-0,314	-4,947	0,000
Adjusted R _{square} : 0,727					
F : 78,184					
Sig. F : 0,000					
Dependent Variabel : Job Stress (Y)					

Source: Primary data, 2018

Based on the results of regression in Table 3. shows the value of F of 78.184 with a significance level of 0.000. This significance is less than Alpha ($\alpha = 0.05$), which suggests that this moderation regression model is appropriate to explain the effect of work-family conflict variables on job stress moderated by family support variables.

Based on the results of regression in Table 3. shows the value of Adjusted Rsquare of 0.727. This means that the variations occurring in job stress can be explained by family-occupational conflict and family support as a moderator of 72.7 percent, while the remaining 27.3 percent are explained by other factors not tested in this study.

Regression results in Table 3, it is known that the value of standardized coefficient beta work-family conflict is 0.608, with a significance level (p-value) of 0.000, less than Alpha ($\alpha = 0.05$). This result means that the work-family conflict has a positive and significant influence on job stress. Thus, the first hypothesis (H1) of work-family conflict has a positive and significant effect on job stress on career women in Bali Province, supported. Positive Influence means the higher the work-family conflicts experienced by career women so the job stress experienced by career women is also increasing. Conversely, if the work-family conflicts experienced by low-career women then the stress of work experienced by career women also follow a low.

The result of moderation of family support on the influence of work-family conflict on job stress showed negative and significant beta coefficient with standardized coefficient beta value of -0.314, and p-value 0.000, less than Alpha ($\alpha = 0.05$). These results suggest that the second hypothesis (H2) of family support reduces the influence of work-family conflict on workplace stress on career women in Bali Province supported. The results of moderation show a negative effect, this means higher family support will reduce the influence of work-family conflict on job stress in career women in Bali Province.

Based on data processing using SPSS obtained different test analysis results.

Table 4. Different Test Analysis Result

		Sig. (2-tailed)
Job Stress	Equal variances assumed	0,003
	Equal variances not assumed	0,003

Source: Primary Data, 2018

Based on the analysis results in Table 4. obtained Sig value. (2-tailed) of 0.003, less than Alpha ($\alpha = 0.05$) which means significant. Based on these values can be concluded the third hypothesis (H3) that is there are differences in job stress between women who have a career in the field of government with women who have a career as an entrepreneur in the province of Bali supported.

Based on data processing using SPSS obtained the average value of job stress of each group of career women.

Table 5. Statistics Group Descriptive

	Occupation	N	Mean	Std. Deviation	Std. Error Mean
Job Stress	Women who have a career in government	44	25,5286	6,73097	1,01473
	Women who have a career as an entrepreneur	44	30,6564	8,82288	1,33010

Source: Primary Data, 2018

Based on the results of the analysis in Table 5. it is known the average value of job stress of a career women in the field of government amounted to 25.5286 and women who have a career as an entrepreneur of 30.6564. The value means that women who have a career as an entrepreneur experience a higher job stress than women who have a career in the field of government.

V. Discussion and Conclusion

Work-family conflicts have a positive and significant effect on job stress in career women in Bali Province. That means, the higher the work-family conflicts experienced by the stress-experienced women, the lower the job stress experienced. This result supported by Tziner and Sharoni (2014), Senem and Ozgur (2014), Kremer (2016), and Ariani et al (2017), who explained that the work-family conflict has a positive and significant effect on job stress. So, the first hypothesis accepted.

The moderation effect of family support in relation to family-work conflict in this study negatively and significantly influenced the job stress in career women in Bali Province. That means, the higher the support of the family, it will reduce the level of job stress caused by work-family conflicts in career women, on the contrary the lower the family support, the higher the level of job stress caused by the work-family conflict. This study is relevant to previous research conducted by Murtiningrum (2005), and Ariani (2011), where the results explain that social support from spouses and families can negatively and significantly moderate the influence of work-family conflicts on job stress. So, the second hypothesis accepted.

There is a difference in job stress between women who have career in government and women who work as entrepreneurs in Bali Province. The results showed that women who have a career as an entrepreneur have a higher level of stress compared to women who have a career in the field of government. This result supported by Wincent and Ortqvist (2006), which explains that women who work as entrepreneurs run various roles that result in more pressure from his work. So, the third hypothesis accepted.

VI. Limitation and Future Research

Based on the previous discussion, there are limitations in the variables and indicators used in this study. Only one variable directly influences and one variable that serves as a moderator to answer the existing problems. Future research is suggested to add another variable to examine the effect of work-family conflict on job stress with family support as moderator.

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