The Relationship of Family Work Conflicts to Lecturer Work Stress With Social Support As a Moderation Variable
(Case Study on a Lecturer at the Indonesian Muslim University)

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Abstrak
The purpose of this study was to determine the effect of work-family conflict on work stress and analyze the effect of work-family conflict on work stress moderated by social support variables derived from life partners and families, co-workers and superiors at the Indonesian Muslim University. The population of 880 people who are lecturers at the Indonesian Muslim University was randomly sampled as many as 100 lecturers who had families. The sampling technique is purposive random sampling. Then a validity and reliability test is carried out, a multicholinearity test. Data processing with linear regression formulas and moderating regression as well as SPSS program tools.The results of the study proved that work-family conflicts have a positive and significant effect on work stress. Meanwhile, social support has been shown to moderate the relationship between work-family conflict variables and work stress variables. The results of the study also explained that based on respondents' responses, the highest social support was support sourced from life partners and families.
Keywords: *Social Support, Family Work Conflict, Work Stress*

I.   Introduction

Changes in labor demographics to the increase in the number of men and women working, have encouraged conflicts between work and family life. Greenhaus and Beutell (1985) in Yang et al (2000) define work family conflict as a form of role conflict in which the demands of work and family roles are mutually incongruous in some way. This conflict occurs when a person seeks to meet the demands of a role in the job and the effort is influenced by the ability of the individual concerned to meet the demands of his family. This role conflict will occur when the fulfillment of the demands of the role in the family is influenced by the person's ability to meet the demands of his job (Frone& Copper, 1992). Job demands are related to pressures derived from excessive workloads and deadlines or deadlines for work to be completed. Meanwhile, family demands are related to the time needed to handle household tasks. The demands of this family are determined by the size of the family, the composition of the family and the number of family members who have dependence on other members (Yang, et al,2000).

Work stress can be viewed from two sides, namely the positive side and the negative side. Stress that is connoted as something negative is called distress, while stress that is connoted has a positive impact called eustress. The positive impact of stress at low levels to moderate levels is functional acting as self-motivation, stimulation to work hard and inspiration to promote a better life. Meanwhile, the negative impact of stress at a high level causes a drastic decrease in employee performance (Gitosudarmo and Sudita, 1997).

According to Gibson, et al (1991), the definition of stimulus stress is a force or stimulant that suppresses the individual and causes a response to tension (strain). In this definition, there is a vagueness about the consequences caused by the same level of stress on different individuals, or in other words, the definition of stimulus only looks at the aspect of stress or pressure, regardless of the consequences that will occur. The definition of response views stress as a physiological or psychological response of a person to the pressures of their environment, where stress mostly comes from the environment from outside the individual. Based on this definition, it can be stated that stress is a stimulus in the form of pressure and affects the physical and psychological condition of the individual, where the pressure or stimulus can come from within the individual or

outside the individual

Man needs others to be able to meet his needs in everyday life. Relations between employees are needed to complete tasks in a work environment. There are two important reasons for the existence of social support.

1. Individuals need the help of others when the goals or activities of the work are so broad and complex that they cannot complete them alone.
2. The relationship between employees has value as a goal, namely work that demands a relationship of mutual help.

Social support is an interpersonal transaction that involves affirmation or assistance in the form of instrument support that an individual receives as a member of a social network (House and Wells, 1987 in Russell et al, 1989).

Universitas Muslim Indonesia (UMI Makassar) is one of the education providers with "Superior" accreditation. Demands for the quality or quality of education are obligations that must be fulfilled by UMI Makassar. The realization is carried out in the form of providing adequate facilities and qualified Human Resources (HR). In order to realize this, UMI Makassar slowly continues to improve itself to improve its quality.

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The high demands of the profession often cause stress for lecturers, especially female lecturers who have dual roles. One side plays the role of a lecturer, the other side plays the role of a parent who takes care of the family. The demands that must be met by desen ranging from teaching, providing guidance to students, conducting research, and carrying out community service (PKM) cause a high workload that has the potential to cause work stress (Isnovijanti, 2002). In addition to the workload of their profession, lecturers also have to take care of their families due to the increasing stress experienced.

This phenomenon shows the impact on his family's life. Some of the factors that cause it in the world of work are economic and non-economic factors. In addition to the factor of wanting to earn income, lecturers who work are also driven by the desire to develop, obtain satisfaction from work, and the actualization of abilities, as well as feelings of pride in themselves and independence (even if thespouse or wife's income is sufficient). The condition of having a dual career couple (two career couple) will cause problems in terms of managing work and family responsibilities. If the balance is not obtained, it will cause family work conflicts.

This study willexamine the effect of social support moderation in the relationship between family work conflict and work stress. The results of the study are expected to be able to answer the problem of work stress experienced by lecturerswho have a family at UMI Makassar.

Previous studies generally raised respondents who were struggling in the world of health, while this study will raise respondents who are different from the characteristics of respondents in previous studies, respondents in this study are lecturers who have a familyat the Indonesian Muslim University Makassar.
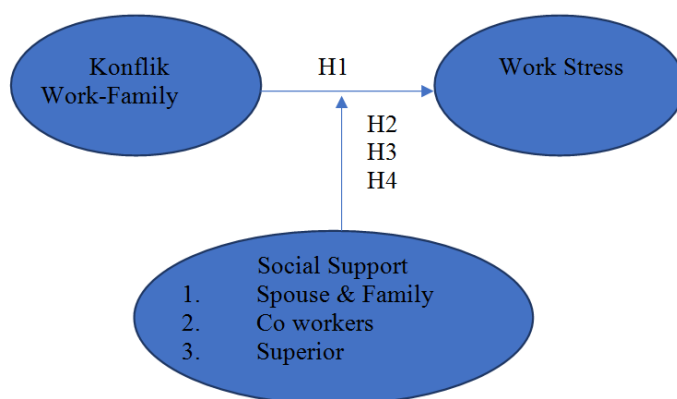
Figure 1. Moderation of social support in the relationship of work conflic
Families With Work Stress

Research Methods

The type of data used in this study is quantitative data, namely data expressed in the form of countable numbers and qualitative data, that is, data that cannot be turned on in the form of numbers. Population is a generalized area consisting of objects or subjects that have certain qualities and characteristics that are determined by the researcher to be studied and then drawn conclusions (Sugiyono, 2005). The respondents in this study were 100 lecturers who had families at UMI Makassar.

The research instrument or data collection tool that will be used in this study in the form of a questionnaire often called a questionnaire is a list of statements given directly to respondents to fill out. Meanwhile, in measuring the data, it uses a Likert Scale (Sugiyono, 2005). With this scale, respondents are asked to respond to each statement by choosing from a scale range of 1 to 5.

II.   Results of Research and Discussion

Respondent Profile

The respondents in this study were UMI Makassar lecturers. As for the number of samples, it is 100 people. The number of questionnaires distributed was 240 and the questionnaires that returned and were worthy of testing because they were filled out completely amounted to 176. The 100 respondents who participated in this study can then be broken down by age, gender, recent education and whether they have children or not.

The profile of respondents by age explains that the highest number of respondents is the group of respondents aged between 60 – 69 years which is 48 people (48%), and vice versa the smallest number of respondents is the group of respondents aged 30 – 39 years which is 7 people (7%). Profiles of teacher respondents by age can be seen in table 1 below.

Table 1
Respondent Profiles By Age

Age	Number (people)	%
30-39	7	7
40-49	16	16
50-59	29	29
60-69	48	48
Total	100	100

Source : Primary data processed, 2022

The profile of respondents by gender explained that 59 people (59%) of the respondents used in this study were women, while the rest or as many as 41 people (41%) were men. The profile of respondents by gender can be seen in table 2 below.

Table 2
Respondent Profile ByGender

Gender	Number (people)	%
Man	41	41
Woman	59	59
Total	100	100

Source : Primary data processed, 2022

The profile of respondents based on education level explained that the largest number of respondents was the group of S3 graduated education respondents which amounted to 81 people (81%), while the smallest number of respondents was the group of S2 graduated education respondents which amounted to 19 people (5%). The profile of respondents by level of education is shown in table 3 below.

Tabell 3
Respondent Profiles Based on Recent Education

Gender	Number (people)	%
S3	81	81
S2	19	19
Total	100	100

Source : Primary data processed, 2022

The profile of respondents based on whether they already have children or not explains that the largest number of respondents is the group of respondents who already have children which is 83 people (83%), while the number of respondents who do not have children is 17 people (17%). Profiles of respondents based on whether they already have children or not are shown in table 4 below.

Tabell 4
Respondent's Profile Based on Whether They Already Have Children or Not

Status	Number (people)	%
Have children	83	83
Don't have children yet	17	17
Total	100	100

Source : Primary data processed, 2022

Data Analysis

Construct reliability testing in this study will use cronbach alpha values generated through SPSS data processing. If the cronbach alpha value > 0.60 then it is said to be reliable (Nunnally in Ghozali 2001). The results of reliability testing can be seen in table 5 below.

Tabell 5
Reliability Test Results

Variable	Cronbach Alpha	Decision
Family-Conflict	0,8585	Reliable
Work Stress	0,9199	Reliable
Family and Spousal Support	0,9500	Reliable
Coworker Support	0,9432	Reliable
Boss Support	0,9436	Reliable
Total	100	100

Source: SPSS output processed

Tabell 6
Validity Test Results

Variable	Koef. Correlation	Sig.	Decision
Work Conflict – Family			
Q1	0,620	0,000	Valid
Q2	0,724	0,000	Valid
Q3	0,708	0,000	Valid
Q4	0,780	0,000	Valid
Q5	0,751	0,000	Valid
Q6	0,776	0,000	Valid
Q7	0,780	0,000	Valid
Work Stress			
Q8	0,872	0,000	Valid
Q9	0,894	0,000	Valid
Q10	0,858	0,000	Valid
Q11	0,895	0,000	Valid
Q12	0,854	0,000	Valid
Family and Spousal Support			
Q13			
Q14	0,896	0,000	Valid
Q15	0,934	0,000	Valid
Q16	0,932	0,000	Valid

Q17	0,924	0,000	Valid
	0,882	0,000	Valid
Coworker Support			
Q18	0,898	0,000	Valid
Q19	0,899	0,000	Valid
Q20	0,906	0,000	Valid
Q21	0,875	0,000	Valid
Q22	0,866	0,000	Valid
Q23	0,863	0,000	Valid
Boss Support			
Q24	0,811	0,000	Valid
Q25	0,886	0,000	Valid
Q26	0,891	0,000	Valid
Q27	0,918	0,000	Valid
Q28	0,893	0,000	Valid
Q29	0,902	0,000	Valid

Source: SPSS output processed

Descriptive Statistics

Descriptive analysis of variable data is intended to know or describe in general terms the reality of respondents to research variables. In this analysis is known the range of maximum and minimum values, the average value and the standard deviation of the research variables. The results of the descriptive analysis are shown in table 7 below.

Table 7
Results of Descriptive Statistical Analysis

	N	Minimum	Maximum	Mean	Std. Deviation
Conf. Work-Family Work Stress	100	1.00	10.00	5.8000	2.7852
Support Family Support Co-	100	1.00	10.00	5.8700	2.6502
Workers Support Employer Support	100	1.00	10.00	6.7000	2.6150
Valid N (listwise)	100	1.00	10.00	6.3800	2.3389
	100	1.00	10.00	6.6000	2.4037

Source: SPSS output processed

Based on table 4, it can be explained that the family work conflict variable shows the average value of respondents' responses of 5.8000 with a standard deviation of 2.7852. The work stress variable showed a higher average value of respondents' responses compared to work-family conflicts of 5.8700 with a standard deviation of 26502. In the social support variable (family, co-workers, and superiors) the highest average value of respondents' responses was owned by the family support variable of 6.7000 with a standard deviation of 2.6150, followed by the superior support variable with an average value of 6.6000 with a standard deviation of 2.4037 and the co-worker support variable with an average value of 6.3800 with a standard deviation of 2.3389. These results explain that based on respondents' responses the highest social support was support sourced from life partners and families. Social support from the family will reduce the level of family work conflicts, increase job satisfaction and reduce health problems related to work stress.

Test the Deviation of Classical Assumptions

Multicholinearity Test

The multicholinearity test aims to test whether in the regression model there is a correlation between free variables. A good regression model should not have a correlation between free variables. Multicholinearity is detected using tolerance and variance inflation factor (VIF) values. A low tolerance value is equal to a high VIF value (because VIF = 1/tolerance) and indicates the presence of high collinearity. A commonly used cutoff value is a tolerance value of 0.10 or equal to a VIF value below 10. The results of the multicholinearity test are shown in table 8.

Table 8
Multicholinearity Test Results

Variable	Tolerance	VIFs	Decision
Work Conflict – Family Support Family and	0,885	1,130	Multikol Free Multikol
Spouse Support Co-Worker Support Employer	0,310	3,222	Free Multikol Free
	0,256	3,912	Multikol Free
	0,231	4,335	

Sumber : output SPSS diolah

Based on table 8, it can be explained that the regression model in this study did not experience multicholinearity disorders or there was no correlation between free variables. This can be seen in the tolerance values for all five free variables greater than 10 percent (0.1) and *Variance Inflation*

Htestipotesis

The first hypothesis testing aims to find out whether there is a positive influence between family work conflicts and the occurrence of work stress. The results of the first hypothesis testing SPSS data processing are shown in the following table 9

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Table 9
H1 Statistical Test Results

Statistical Testing	Value
Adjusted R – square	0,277
F-count	38,978
Sig.	0,000
t-count	6,243
Sig.	0,000
Constant (C)	13,371
Work-Family Conflict	0,533

Source: SPSS output processed

Based on the processing of SPSS data, a linear regression equation is generated as follows: Y = 13.371 + 0.533 X1 + e , which shows a positive regression coefficient value of 13,371 , this means that work − family conflicts have a positive influence on work stress, or in other words, the greater the conflict that occurs between work and family, the more work stress increases in the teacher profession. This result is reinforced by the results of the t test which shows a significance figure value of 0.000 (smaller than 0.05) explaining that work–family conflicts have a significant (real) influence on work stress. The value of the adjusted R-square is 0.277, which means that 27.7% of work stress variation can be explained by variations in work-family conflicts, while the rest (100% - 27.7% = 73.3%) are explained by other causes outside the model. From the Anova test or F test, F calculated 38,978 with a significance level of 0.000. Because the significance is much smaller than 0.05, regression models can be used to predict work stress.

Work-family conflicts in teachers tend to lead to work stress because when work matters interfere with family life, pressure often occurs on individuals to reduce time spent at work and provide more time for the family. Similarly, family conflicts - work can lead to work stress because the amount of time to gather with family causes a lack of time needed to handle work matters. Teachers who experience high levels of work-family conflict will have high levels of depression, leading to work stress, increased work outcomes and reduced productivity.

The second hypothesis testing aims to find out whether there is an influence of work-family conflict on work stress moderated by social support variables derived from life partners and families. Decision making for a moderating variable is if the value of the regression coefficient is negative and the significance number shows a significant result (less than 0.05). The results of the SPSS data processing of the second hypothesis testing are shown in the following table 10.

Table 10
H2 Statistical Test Results

Statistical Testing	Value
R – square	0,062
F-count	6,468
Sig.	0,013
t-count	-2,543
Sig.	0,013
Standardized Coefficients Beta	-0,249

Source: SPSS output processed

The results of SPSS data processing showed a negative value of regression coefficients (standardized coefficients) of –0.249 and a significance figure of 0.013 (smaller than 0.05). This means that the influence of

family work conflicts on work stress is moderated by the variables of social support derived from life partners and families. The results of the above processing are in line with the opinion of Thomas &Ganster (1995) who stated that family support can help reduce work stress caused by work-family conflicts. In the dual-career family system where both parents work (both husband and wife) requires both parties to balance work and family affairs and this causes interrole conflicts. The pressure to balance these two roles can lead to stress and health problems. High social support from life partners and families can reduce work stress and reduce health problems faced. Support from life partners and families can be translated as a caring attitude shown in various forms of positive cooperation, sharing in completing household chores, taking care of children and providing moral and emotional support to the career or work of the husband or wife.

The third hypothesis testing aims to find out whether there is an influence of work-family conflict on work stress moderated by social support variables derived from colleagues. The results of the SPSS data processing of the third hypothesis testing are shown in table 11 below.

Table 11
H3 Statistical Test Results

Statistical Testing	Value
R – square	0,045
F-count	4,577
Sig.	0,035
t-count	-2,139
Sig.	0,035
Standardized Coefficients Beta	-0,211

Source: SPSS output processed

The results of SPSS data processing showed a negative value of regression coefficients (standardized coefficients) of –0.211 and a significance figure of 0.035 (smaller than 0.05). This means that the influence of family work conflicts on work stress is moderated by social support variables derived from colleagues. The positive side that can be taken when having a good relationship with colleagues is that they are an emotional source for the individual when facing problems with clients. Individuals who have a perception of the existence of social support will feel comfortable, cared for, valued or helped by others. Social support from colleagues can help teachers get positive feedback and improve abilities and skills so that they are more resistant to work stress that comes from work-family conflicts. Social support can reduce feelings of pressure and dissatisfaction at a time when teachers are faced with pressure and rigidity from their work.

Testing the fourth hypothesis aims to find out whether there is an influence of work-family conflict on work stress moderated by social support variables derived from superiors. The results of the SPSS data processing of the fourth hypothesis testing are shown in the following table 12.

Table 12
H4 Statistical Test Results

Statistical Testing	Value
R – square	0,059
F-count	6,106
Sig.	0,015
t-count	-2,471
Sig.	0,015
Standardized Coefficients Beta	-0,242

Source: SPSS output processed

The results of SPSS data processing showed a negative value of regression coefficients (standardized coefficients) of –0.242 and a significance figure of 0.015 (smaller than 0.05). This means that the influence of family work conflicts on work stress is moderated by social support variables derived from superiors. Support from superiors, one of the components of social support, is a moderator's effect in reducing employee work stress levels caused by work-family conflicts. The condition of an unresponsive superior will favor the occurrence of a situation that gives rise to helplessness, that is, the subordinate will feel that all his efforts at work will be meaningless. Social support from superiors has a direct influence on work stress by affecting work-family conflicts.

III. Conclusions and Suggestions

The results of hypothesis testing of the three social support variables as moderation variables were shown to have an influence in reducing work stress caused by work-family conflicts. The results of the hypothesis test can be drawn a conclusion:

1. There is a positive and significant relationship between the work-family conflict variable and the work stress variable. The value of the positive regression coefficient is 0.533, this can be interpreted that the work-family conflict variable has a positive influence on work stress or the greater the work-family conflict, the more work stress increases the teacher profession. Thus the hypothesis that work-family conflict has a positive effect on work stress is acceptable.

2. The influence of work-family conflict variables on work stress variables is moderated by social support variables derived from life partners and families. Decision making for a moderating variable is if the value of the regression coefficient is negative and the significance number shows a significant result (less than 0.05). The results of SPSS data processing show the value of regression coefficients (standardized coefficients) which is negative – 0.249 and the significance figure is 0.013 (less than 0.05). Thus the hypothesis that states that the influence of work-family conflict on work stress is moderated by the variables of social support derived from the life partner and family is acceptable.

3. The influence of work-family conflict variables on work stress variables is moderated by social support variables derived from colleagues. The results of SPSS data processing showed a negative value of regression coefficients (standardized coefficients) of – 0.211 and a significance figure of 0.035 (smaller than 0.05). Thus the hypothesis that the effect of work-family conflict on work stress is moderated by social support variables derived from colleagues is acceptable.

4. The influence of work-family conflict variables on work stress variables is moderated by social support variables derived from superiors. The results of SPSS data processing showed a negative value of regression coefficients (standardized coefficients) of –0.242 and a significance figure of 0.015 (smaller than 0.05). Thus the hypothesis that states that the influence of work-family conflict on work stress is moderated by social support variables derived from superiors is acceptable.

5. In the social support variable (family, co-workers, and superiors) the highest average value of respondents' responses was owned by the family support variable which was 6.7000 with a standard deviation of 2.6150, then followed by the superior support variable with an average value of 6.6000 with a standard deviation of 2.4037 and the co-worker support variable with an average value of 6.3800 with a standard deviation of 2.3389. These results explain that based on respondents' responses the highest social support was support sourced from life partners and families. Social support from the family will reduce the level of work-family conflicts, increase job satisfaction and reduce health problems related to work stress.

Theoretical Implications

From the data analysis in this study, there are several findings that provide support for the findings of previous researchers regarding the influence of work-family conflicts on work stress moderated by social support variables (life partners and families, co-workers, and superiors), namely:

1. Work-family conflicts experienced by teachers will cause work stress. These results are consistent with the findings of previous researchers (Kahn, et al in Thomas &Ganster, 1995; Judge et al, 1994). Kahn, et al in Thomas &Ganster (1995) use role theory in explaining interrole conflict. Conflicts between roles occur when the implementation of one role makes it difficult to perform another role. The pressure to balance these two roles can cause stress. Work-family conflict is a form of conflict between roles where pressure from work interferes with the implementation of family roles.

2. Work-family conflicts have an influence on work stress moderated by social support variables derived from life partners and families, co-workers, and superiors. These results support the findings of previous researchers (Russell et. al., 1987; Lai I-Tsuei, 2000; Linda Thomas &Ganster, 1995). The results of the study of Lai I-Tsuei (2000) found that work-family conflicts have a positive influence on the occurrence of work stress because it will affect the physical and psychological aspects of employees and social support has a role in overcoming these problems. Social support from both the family and the company plays an important role in overcoming the risk of work stress. Support from superiors, one of the components of social support, is a moderator effect and ranks highest in reducing employee work stress levels caused by work-family conflicts.

Thus the theory built in this study, after conducting research and analytical tests turned out to be true and proven.

Managerial Implications

Based on the results of this study, evidence was obtained that family work conflicts affect work stress, and the social support variable derived from life partners and families, co-workers, and superiors is a moderation variable between work-family conflict and work stress, where social support plays an important role

in overcoming the risk of work stress. Based on the significance value generated by the social support variable, the most dominant is social support sourced from life partners and families, followed by superior social support and social support from colleagues. Based on these findings, this study recommends the following:

1.   With the increasing responsibilities and burdens faced by UMI Makassar lecturers, the Foundation should pay more attention to the lives of lecturers to make them more prosperous, namely by increasing compensation and other living allowances. Furthermore, to create a pleasant (conducive) teaching and learning atmosphere, the main thing that needs to be created is the provision of complete teaching facilities at UMI Makasar. These facilities include the procurement of laboratory facilities, sports facilities and entertainment facilities (musical or dance instruments).

2.   Social support from superiors is able to overcome work stress caused by work-family conflicts in the lecturer profession. Therefore, the superiors who in this case are the Rector of UMI Makassar should do the following: conducting professional relationships that are not rigid, familiar, paying attention, and caring for lecturers who are subordinates on campus, not being authoritarian as superiors so that lecturers are not afraid to be open to superiors (Dean / Rector). Thus, there will be a harmonious interaction between lecturers and superiors (Dean / Rector). Conducting professional coaching of lecturers, which means carrying out a series of assistance efforts to lecturers, especially assistance in the form of professional services to improve the process and results of teaching and learning.

Research Limitations

1.   Limitations in the study population that only used a small group of lecturers in each faculty. In addition to the things previously explained, the selection of lecturers at UMI Makassar was also carried out due to the consideration of limited cost and research time.

2.   Limitations in the variables and indicators used in the study, namely only one variable that has a direct effect and three variables that only serve as moderating to answer existing problems. Researchers suspect that many other factors have an influence on the onset of work stress in lecturers.

3.   The results of this study cannot be generalized in other cases outside the object of this study.

4.   In future research it is possible to examine research objects in other service companies so that the results can be compared.

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