

Work family conflict and work satisfaction among single parent employees

Eggy Mahendra Putra¹, Reny Yuniasanti², Nina Fitriana³, Fanny Dameaty Hutagalung⁴
^{1,2,3}Universitas Mercu Buana Yogyakarta, Yogyakarta, Indonesia
⁴University of Malaya, Kuala Lumpur, Malaysia
²reny.yuniasanti@mercubuana-yogya.ac.id

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Abstract

The demands and pressures experienced by a single parent both from family and work can affect the level of work satisfaction. This can lead to work family conflict that occurs because of an imbalance between the role of a worker and the role of a family member. This research aims to determine the relationship between work family conflict and work satisfaction among single parent employees in Yogyakarta. The subjects of this research are 60 single parent employees. Purposive sampling were applied in this current research as the sampling technique. This research used two scales, namely Work satisfaction scale (22 items; $\alpha = 0,853$) and Work family conflict scale (16 items; $\alpha = 0,810$). Based on the results of the product moment correlation analysis, it was found that there was a significant relationship between work family conflict and work satisfaction ($r_{xy} = -0.788$ and $p = 0.000$). The higher the work family conflict, the lower the work satisfaction and conversely. The lower the work family conflict, the higher the work satisfaction among single parent employees.

Kata Kunci:

Abstrak

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INTRODUCTION

Human resources are important to support activities in achieving company goals (Abdullah, 2017). To achieve good performance and to fulfil basic need, various ways are needed such as trying to be motivated and working hard (Rivai & Sagala, 2011), especially for single parents who have great duties and responsibilities in managing family needs (Layliyah, 2013).

There are many problems faced by single parents, such as work involvement and work pressure that can affect the level of satisfaction at work (Frone, Russell, & Cooper, 1994). In one hand, work satisfaction is something that is highly expected by employees in every

company. In the other hand, work satisfaction is not easy to achieved because job satisfaction has different levels in each individual (Marliani, 2016). Employees with low job satisfaction tend to have problems with discipline, low work productivity, and high turnover (Robbins, in Pitasari & Perdhana, 2018).

Wexley & Yukl (in As'ad, 2004) define work satisfaction as an employee's feeling towards his job. It is also defined as pleasant and unpleasant emotional states that reflect one's feelings towards their job that can be reflected in a positive attitude towards (Handoko, 1996). According to Wexley & Yukl (2003) work satisfaction has 3 aspects, such as job, compensation, and supervision. Job aspect reflects an employee's attitude in viewing a job from various activities. Whereas compensation aspect is a number of financial and non-financial remuneration received by employees. Finally, supervision aspect regards an employee's view of work behavior which is described with behavioral assistance and support.

Work satisfaction is very necessary because the high level of work satisfaction is related to employee comfort while working. If the level of work satisfaction is high, employees will tend to be committed, have high dedication, be more productive and have a willingness to work harder (Pitasari & Perdhana, 2018). This is very important for employees with single parent, if they feel comfortable in their work that lead to high job satisfaction, they will be more productive that can lead to high level of performance that can benefit company (Iskandar, 2018). Another researcher also stated that job satisfaction is very important and become main problem for worker in Indonesia (Irawanto, Novianti & Roz, 2021). The most recent study on job satisfaction are conducted in Iran about job satisfaction among healthcare workers due to the economic factor and work disclosure (Javanmardnejad et al., 2021) and in Indonesia about Self-Efficacy and Job Crafting on Job Satisfaction (Rachmawati, Zakia, Safitri, & Lupita, 2022).

Spector (in Yuliana & Yuniasanti, 2013) states that work satisfaction can be influenced by some factors such as work environment and factors related to work, such as: job characteristics, organizational constraints, work-family conflict, work stress, and workload. Furthermore, individual factors such as gender, age, education also influence the level of job satisfaction.

One of the factors that affect work satisfaction is work environment factors namely work family conflict. Nadiliani, Abdurrahman, & Roosallyn (2020) stated that work family conflict have a significant negative relationship to job satisfaction. These results indicate that if work family conflict is in the high category, it will lead to low level of work satisfaction.

According to Frone (2000) work family conflict is a form of role conflict in which the work and family roles demands cannot be aligned. This occurs when a person tries to fulfil the

demands of a role in work is bothered by family demands and vice versa. When a person tries to fulfil the demands of a family is bothered by work demands.

Greenhaus & Beutell (1985) identified three dimensions of work family conflict, namely: (1) time based conflict; the time required to carry out one demand can reduce the time to carry out other demands, (2) strain-based conflict; occurs when pressure from one role affects the performance of another role, (3) behavior-based conflict; a specific pattern of behavior related to one role that has the possibility of experiencing a mismatch with the expectations of the other role.

Rivai & Mulyadi (2010) define role conflict as the result of a mismatch between expectations and some positions that a person holds (inter role conflict). Furthermore, work-family conflict arises because of an imbalance between roles as workers and roles as family members. One example of this pressure can come from many demands that must be met in the household which can make single parent experience symptoms of stress which will affect their performance and feel dissatisfied at work.

According to Frone, Russell, & Cooper (1994) many demands and pressures that exist both from family and from work can lead to low level of work satisfaction. One example of this pressure can come from many demands that must be met in the household which can make single parent experience symptoms of stress that will lead to low level of performance and feel dissatisfied at work. In addition, Yuliana & Yuniasanti (2013) stated there is a negative relationship between work family conflict and work satisfaction. The higher the work family conflict, the lower the work satisfaction. On the contrary, the lower the work family conflict, the higher the work satisfaction.

Based on some literature review, work family conflict is negatively related with work satisfaction. A few research focused on employees in general. However, there have been limited studies concerned on single parents employees which has a specific characteristic that lead to work satisfaction problems. Therefore, this study intend to measure the relationship between work family conflict and work satisfaction among single parent employees. Then the objective of this current research is to measure the relationship between work family conflict and work satisfaction among single parent employees. Furthermore, this research can contribute to the literature on work satisfaction especially for single parent employees.

Therefore, the hypothesis in this study is that there is a negative relationship between work family conflict and work satisfaction. The higher the work family conflict, the lower the work satisfaction and vice versa, the higher the work satisfaction, the lower the work family conflict.

METHOD

This research is a quantitative research using a set of scale as a data collection method. The research subjects used in this study were single parent employees in Yogyakarta with a total of 60 employees. They were selected by using purposive sampling method due to the spread of Covid 19. The respondents were voluntarily participated in this study. The criteria of the subjects are single parent employees, 25 to 44 years old, and lived in Yogyakarta. There are 2 scales applied in data collection, namely the Work Satisfaction Scale and Work Family Conflict Scale. The Work Satisfaction Scale were adapted from Ramadhan (2019) which were refer to (Wexley & Yukl, 2003) that are work, compensation, and supervision. It consists of 30 items with the score of reliability is 0.929 and item coefficient is 0.308 to 0.678 (Ramadhan, 2019).

Whereas The Family Conflict Scale consists of 22 items that were adapted from (Atikah, 2018) which were refer to (Greenhaus & Beutell, 1985) that are time based conflict, strain based conflict, and behavior based conflict. It consists of 22 items with the score of reliability is 0.918 and item coefficient is 0.337 to 0.790 (Atikah, 2018). The type of scale used in this study is the Likert model. Likert is a measurement method used to measure attitudes, opinions and perceptions of a person or group of people about social phenomena (Sugiyono, 2017).

The work satisfaction scale is based on the aspects proposed by Wexley & Yukl (2003), namely: work aspects, compensation aspects, and supervisory aspects. Whereas the scale of work family conflict is based on the aspects proposed by Greenhaus & Beutell (1985), namely: time based conflict, strain based conflict, and behavior based conflict. The data analysis used in this study, namely the product moment (parametric statistics) from Karl Pearson. The SPSS (Statistical Product and Service Solution) version of the 25.0 was used to help to conduct the analysis.

RESULTS AND DISCUSSION

Prior to data analysis, the researchers conducted data normality analysis and data linearity analysis. Normality test is an analysis conducted to determine whether the measured variable has a normal distribution or not. The normality test in this study used the Kolmogorov-Smirnov (KS-Z) analysis technique. The rule used is if $p > 0.05$ then it means that the data distribution is normal, on the contrary if $p < 0.05$ then it means that the data distribution is not normal. Based on the results of the normality test for the work family conflict variable, it was obtained that $KS-Z = 0.108$ with a significance level of 0.081 ($p > 0.05$), meaning that the data distribution of the work family conflict variable followed the normal distribution of data. Meanwhile, the work satisfaction variable obtained $KS-Z = 0.104$ with a significance level of 0.173 ($p > 0.05$), meaning that the distribution of work satisfaction variable data follows the normal distribution

of data. Thus, the work family conflict and work satisfaction variables can be used to the next step, namely linearity test and hypothesis testing.

Linearity test is an analysis conducted to determine whether the independent variable and the dependent variable have a linear relationship or not. The rule used is that if $p < 0.05$, it means that the independent and dependent variables are linear relationships, on the contrary if $p > 0.05$, it means that the independent and dependent variables are non-linear relationships. Based on the results of the linearity test, $F = 106.162$ with a significance level of 0.000 ($p = <0.05$), it means that the work family conflict and work satisfaction variables have a linear relationship.

The researchers also analyze the demographic data. Based on the description of the research subject data, there are 14 male subjects with a percentage of 23.3% and 46 female subjects with a percentage of 76.7%, this is in accordance with information obtained from the Central Statistics Agency regarding the number of single parent in 2013 was dominated by single mothers by 14.84%, much higher than single fathers which was only 4.05%. Furthermore, in the age range in this study there were 25-29 are 10 people with a percentage of 16.7%, ages 30-34 are 13 people with a percentage of 21.7%, ages 35-39 are 21 people with a percentage of 35%, and 16 people aged 40-44 with a percentage of 26.7%. Furthermore, based on the number of children owned by single parents who have 1 child, there are 29 people with a percentage of 48.3%, those who have 2 children are 19 people with a percentage of 31.7%, those who have 3 children are 10 people with a percentage of 16.7%, who have 4 children are 0 people with a percentage of 0%, who have 5 children are 2 people with a percentage of 3.3%.

The results showed that the correlation value (r_{xy}) is $r = - 0.788$ with the p is < 0.00 . These results indicated that there is a negative relationship between work family conflict and work satisfaction among single parent employees. These results are in accordance with the hypothesis that has been proposed by the researcher that the higher the work family conflict among single parent employees, the lower the work satisfaction. Conversely, the lower the work family conflict, the higher the work satisfaction among single parent employees.

Work family conflict is a variable that has a contribution to work satisfaction. This result is in line with the results of research conducted by Yuliana & Yuniasanti (2013) showed that there is a negative relationship between work family conflict and job satisfaction among female police officers with the correlation coefficient of r_{xy} is $- 0.308$ and a significance level of 0.043 ($p <0.05$). These results indicate that there is a negative relationship between work family conflicts and job satisfaction among female police officers, and vice versa.

Suharto (2010) mentioned there is a negative relationship between work-family conflict and job satisfaction with a correlation coefficient of -0.263 . Satisfaction is important for the

individuals. Job satisfaction is influenced by several things, including work-family conflict. Negative attitudes and feelings towards work are the result of the work-family conflict. On the other hand, individuals who can balance between work and family roles will make individuals have positive attitudes towards work.

The results of the hypothesis in this study obtained a coefficient of determination (R^2) of 0.621 indicating that the work family conflict among single parent employees contributed as much as 62.1% to work satisfaction and the remaining of 37.9% was influenced by other factors. Other factors that can affect work satisfaction according to Spector in Hartini (2009) are work environment, work stress, workload, and individual factors such as age, gender, and education.

The categorization of data in this study is to place individuals into groups (Azwar, 2021). The categorization of the work family conflict and work satisfaction is based on the mean and standard deviation of the hypothetical data by grouping them into 3 categories, namely high, medium, and low. As many as 12 subjects (20%) belongs to high level of work family conflict, the medium level are as many as 28 subjects (46.67%), and the low category are as many as 20 subjects (33.33%). It can be concluded that the majority level of work family conflict of single parent are in the medium category.

The results of this study note that the number of subject with the medium level of work family conflict is 28 subjects or 46.67%. They are employees who are able to adjust their roles in carrying out work and carrying out their roles in the family. The conditions between work and family are little conflicted. The subject can manage his roles and has a good job satisfaction. Therefore, there is no problem regarding to the work family conflicts that arise due to the dual roles.

Furthermore, the results of this study also stated that the number of subject with the high level of work family conflict is 12 subjects or 20 %. Subjects with high level of work family conflict are indicated by low level of flexibility, they are unable to react to changing circumstances, tends to be chaotic when they faced changing or pressure, and have difficulty in adjustment after experiencing a traumatic experience (Eisenberg, 2003).

Moreover, the level of work satisfaction are divided into 3 categories, which is low, medium, and high. As many as 12 subjects are in the high category (20%), as many as 36 subjects are in the medium category (60%), and as many as 12 subjects are in the low category (20%). Overall, it can be concluded that the level of work satisfaction among single parent as the subjects in this study are in a moderate level. They are employees who feel quite satisfied with the work. The level of job satisfaction is affected by the environmental conditions in the

company, such as policies, facilities, or interactions among all individuals in the company (Fathi'ah, 2018).

Employees who have a moderate level of job satisfaction tend to feel quite satisfied in doing their work, which means that employees are quite satisfied with what has been obtained from the company (Umam, 2020). Research conducted by Albalenta (2015) also stated that every employee has a different way of perceiving and assessing things.

CONCLUSION

Based on the results of the research and discussion, it can be concluded that there is a negative relationship between work family conflict and work satisfaction among single parent employees. The higher the work family conflict, the lower the work satisfaction. Conversely, the lower the work family conflict, the higher the work satisfaction among single parent employees. Furthermore, from the data categorization, it can be concluded that the majority of single parent are in a moderate level of work family conflict, or it is as many as 28 subjects (46.67%). Furthermore, the results of the categorization of work satisfaction among single parent are also in the medium category or as many as 36 subjects (60%). From the calculation of coefficient of determination (R^2), it is known that the contribution of work family conflict towards work satisfaction is 62.1%, and the rest of 37.9% is influenced by other factors. From result of this study the future research for next researcher is elaborate and investigate more the factor that cause work family conflict still in the moderate level. Intervention for reduce work family conflict can be the next study that can be choose to enhancing the work satisfaction at the single parent. This study also suggested that the future research can use probability sampling method in collecting the data. A theoretical and practical contribution is made by this research. This study's theoretical contribution is a model to explain how work family conflict affects job satisfaction. Specifically, in the context of Indonesia, this study proposes how to increase job satisfaction among single parents.

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