

CORRELATION BETWEEN WORK-FAMILY CONFLICT, MARITAL SATISFACTION AND JOB SATISFACTION

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Abstract— Work and family problems are important in the life of a nurse that causes conflict between work and family. This work-family conflict requires satisfaction in marriage and satisfaction in work. The purpose of this study is to examine the relationship between work-family conflict with marital satisfaction and between work-family conflict and job satisfaction. This research is survey research. The population in this study were nurses who worked in hospital X in Purwokerto with a sample of 40 people (men = 6 people and 34 women). The instruments used in this study were the scale of work-family conflict, the scale of job satisfaction and scale of marital satisfaction. The results of the data analysis showed a negative and significant contradiction between work-family conflict and marital satisfaction. This means that the higher the work-family conflict, the lower the marital satisfaction. The same results were also found in conflicts between family work and job satisfaction, namely, there were those who argued negatively and significantly between family work conflicts and job satisfaction. These results can explain how roles in the family and workplace influence each other. Therefore, nurses must balance roles in the family and roles in the workplace to reduce family conflict. Decreased work-family conflict will ultimately increase satisfaction in marriage and satisfaction in the workplace.

Keywords : work-family conflict, marital satisfaction, job satisfaction

I. INTRODUCTION

In recent years, there has been an increasing interest in conflicts between work and family domains, and recent studies highlight the conflicts experienced by individuals between their roles in the family and roles in work, better known as work-family conflicts. Research findings and relevant theories indicate that long working hours and heavy workloads directly affect work-family conflicts (N. Anafarta, 2011; F. Hanif & S. M. M. R Naqvi, 2014; X. R. Zhao, Qu, H., & R. Ghiselli, 2011). Thus, it is important to establish a successful balance between the work and family domains so that multiple requests in both domains can be met efficiently, and the resources needed can be easily achieved and used (N. Anafarta, 2011).

Greenhaus and Beutell (1985) define work-family conflict as a form of conflict between roles where the pressure of roles from the work domain and family domain is mutually incompatible in several respects. Fulfillment of roles in work/family will cause difficulties to fulfill family/work roles (E.J. Hill et al., 2011; P.Voydanoff, 2005). Frone et al. (F.T. Amstad et al., 2011) define work-family conflict as a role conflict that occurs in employees, one side of the employee must do work in the office and on the other hand must pay attention to the family as a whole, so it is difficult to distinguish between work to interfere with family and family disrupt work. Work disturbs the family, meaning that most of the time and attention is devoted to doing work so that the time for the family becomes less. Conversely, family disrupts work means that most of the time and attention is used to solve family affairs that interfere with work. Family work conflicts can arise because work interferes with family affairs such as the amount of time spent doing work preventing someone from doing their work at home, or family problems disrupting work, such as caring for a sick child will prevent someone from coming to the office (N. Anafarta, 2011; S. Aryee et al, 1999; J.H. Greenhaus & N.J. Beutell, 1985).

Greenhaus and Beutell (1985) state that there are two dimensions of work-family conflict: first, work interfering family (work-family conflict - WIF), namely fulfillment of roles in work can cause difficulties in fulfilling roles in the family, second, family interfering with work (family Conflict-FIW work), namely fulfillment of roles in the family can cause difficulties in fulfilling roles in work. Furthermore Greenhaus and Beutell (1985) state that there are three forms of work-family conflict: strain-based conflict, tension in a role that ultimately affects the performance of other roles; time-based conflict, limited time possessed by a person, time spent on work often results in limited time for family and vice versa; and behavior-based conflict, difficulty changing behavior from one role to another.

According to various studies, the first domain that suffered serious damage due to the work-family conflict was job satisfaction and family life satisfaction (T.D. Allen, 2013; Anafarta, 2011; Bakker & Demerouti, 2013; Caroll (2013). Research conducted by Grandey, Cordeiro, & Crouter (2005) reported work-family conflict negatively related to job satisfaction. This work-family conflict will affect one's job satisfaction.

Work-family conflict problems have been studied comprehensively in the literature, but the right focus on the nursing profession is still not widely revealed (F. Hanif & S.M.M.R. Naqvi, 2014). Nurses are a very important component in the health care system (N.K. Ibrahim et al., 2016). Nurses represent the largest group of workers in the health system and have significant strengths that can affect the quality of health care services. Nursing is widely recognized as pressing work. International studies show that nursing staff in most countries face a relatively unsatisfactory work environment, and experience a lot of work-related stress (Ding, 2018). These pressures include high mental and physical stress, scheduling or irregular shifts in working hours, limited promotion of work and social-emotional stress with respect to patients and partners (Ding et al., 2018; Ibrahim, 2016). The results showed that the amount of work pressure on nurses had negative consequences on their families and social problems and had caused disruption in social activities with their partners. This causes an increase in interpersonal conflict and affects their quality of life and satisfaction (Ding, 2018).

This study aims to examine the correlation between work-family conflict with marital satisfaction and job satisfaction on nurses. The hypothesis proposed in this study are: (1) There is a negative relationship between work-family conflict and marital satisfaction and (2) there is a negative relationship between work-family conflict and job satisfaction.

II. LITERATURE REVIEW

A. *Work-family Conflict and Marital Satisfaction*

According to Kirsch et. al. (2014), marital satisfaction is a feeling of happiness and satisfaction in marriage. Lemme (S. Anastasia, 2008) defines marital satisfaction as a husband and wife evaluation of marital relationships that tend to change throughout the marriage itself. Marital satisfaction can refer to how married couples evaluate their marital relationship, whether good, bad, or satisfying. Fowers and Olson (1993) define marital satisfaction as a marriage evaluation that includes communication, recreational activities, religious orientation, conflict resolution, financial management, sexual relations, family and friends, children and child care and role equality. According to Roach et al. (S. Anastasia, 2008), marital satisfaction is the perception of one's married life as measured by a small bear of pleasure felt in a certain period of time. Marital satisfaction felt by couples depends on the extent to which they feel the marriage is in accordance with their needs and expectations.

Marital satisfaction is a subjective evaluation of a husband or wife for their marriage based on their feelings of satisfaction, happiness and pleasant experiences done with their partners. (Fowers & Olson, 1993). Marital satisfaction reflects generally happiness and functioning in one's marriage (Schoen, 2002). Marital satisfaction is

a complex process that takes place over time and is influenced by many factors, such as education, socioeconomic status, love, commitment, communication, conflict, gender, length of the marriage, sexual relations, and division of household tasks (Pimentel, 2000; Trudel, 2002).

Stress managing conflicting demands between paid work and family life can negatively affect marital satisfaction (Carlson, 2000). There is a negative relationship between work-family conflict and marital satisfaction. Several meta-analysis studies and literature reviews have documented this relationship (Allen, 2013; Ford, 2007; Hill, 2011; Michel, 2009). These literature reviews indicate that work-family conflicts do have a negative impact on marital satisfaction.

Work-family conflicts are also related to negative results in the workplace. Work-family conflicts are associated with low job satisfaction, less promotion, less effort shown in the workplace, lack of loyalty to the organization and high desire to leave the company (Allen, 2000; Hill, 2011; Kossek & C. Ozeki, 1998).

B. *Work-family Conflict and Job Satisfaction*

Job satisfaction is defined as positive attitudes and feelings towards his work. Individuals have a high level of job satisfaction when individuals have positive attitudes and feelings towards their work whereas individuals who feel dissatisfied with their work have negative attitudes and feelings towards their work (P.E. Levy, 2003). Spector (1997) observes that job satisfaction refers to individual needs and values and the extent to which these needs and values are met in the workplace. In conjunction with this, Shirohi and Sharma (2013) define that job satisfaction is based on the difference between the number of rewards received by workers and the amount they believe they must receive. According to Spector (1997), job satisfaction can be considered as a global feeling about work or as a constellation related to attitudes about various aspects or aspects of work

According to McCormick and Ilgen (M.S. Rahman, 2010), the idea of job satisfaction is very complicated. Locke (Schoen, 2002) presents a summary of the dimensions of work that have been determined to significantly contribute to employee job satisfaction. Special dimensions represent characteristics related to job satisfaction. The dimensions are the work itself, salary, promotion, recognition, working conditions, benefits, supervision, and coworkers. This is postulated to influence employee opinion about how attractive the job is, how routine, how well they work, and, in general, how happy they are to do it.

A review of various literature found that the relationship between work-family conflict is often discussed but the results are not consistent with the findings of the relationship between the two variables. Aryee (1992) found that work-family conflict negatively correlated with job satisfaction. Kossek and Ozeki (1998)

also found that work-family conflict was negatively related to job satisfaction. Bedeian et al. (1988) proposed the hypothesis that there was a negative relationship between family work conflict and job satisfaction. But the results of their research show that there is no significant relationship between work-family conflict and job satisfaction.

III. METHOD

This research is survey research. The respondents were 40 nurses at a private hospital, X in Purwokerto. The purposive sampling technique is used to take the samples. The criteria used to determine the sample were nurses, both male and female who had been married and worked in the hospital for at least one year. Data were collected using instruments: the scale of work-family conflict, scale of job satisfaction and scale of marital satisfaction.

The work-family conflict scale uses in this study developed by Carlson. (2000) translated in Indonesian. This scale consists of three aspects, namely: strain-based conflict, time-based conflict, and behavior-based conflict. The scale consisting of 18 items of this statement has five answer choices ranging from strongly disagree to strongly agree. One example of his statement is: my work keeps me from doing family activities more than I want. This scale has a reliability of 0.861.

The job satisfaction scale uses the Job Satisfaction Scale of Spector adapted by Novianti (2011). This scale consists of 29 items with four choices of answers ranging from strongly disagree to strongly agree. One example of his statement is: I feel my work is not valued. This scale has a reliability of 0.873.

The marriage satisfaction scale used in this study uses the ENRICH scale (Evaluation and Nurturing Relationship Issues, Communication, and Happiness) of the Marital Satisfaction Scale (EMS) developed by Fowers and Olson (1993) and translated in Indonesian. This scale consists of 9 aspects of marriage satisfaction, namely communication, activities in leisure time, religious orientation, conflict resolution, financial management, sexual orientation, family and friends, children and parenting, personality and role equality. One example of a statement on this scale is: I and my partner understand each other. The choice of answers ranging from very suitable to very inappropriate. This scale consists of 15 items with a reliability of 0.862

The Karl Pearson correlation test uses to analyze the relationship between work-family conflict with marital satisfaction and work-family conflict with job satisfaction.

IV. DISCUSSION

Based on the results of data analysis, it was found that there was a negative and significant correlation between work-family conflict and marital satisfaction ($r = -0.219$ at $p = 0.43$) and there was a negative and very significant

correlation between work-family conflict and job satisfaction ($r = -0.414$ at $p = 0.004$). This means that the hypothesis states that there is a relationship between work-family conflict and marital satisfaction is accepted. The direction of a negative relationship indicates that the higher the work-family conflict, the lower the marital satisfaction and vice versa. The hypothesis that there is a relationship between work-family conflict and job satisfaction is accepted. The direction of the negative relationship indicates that the higher the work-family conflict, the lower the job satisfaction and vice versa.

This finding is consistent with previous studies conducted by Allen et al (2000), Kossek and Ozeki (1998) on WFC and job satisfaction. As stated by Greenhaus and Beutell (1985) because family and office domains are interrelated, problems in one domain can create problems in other domains, thus creating dissatisfaction with work. This is clear because, in the case of WFC, family responsibilities are limited by responsibilities and work activities, which can hamper work performance due to disturbances faced in the family domain. Thus, this can reduce the assumed level of satisfaction from work (X.R. Zhao et al., 2011)

In marital life, the ability to deal with conflict is a sufficient factor affecting marital satisfaction in working subjects (M.T. Ford et al., 2007; J.H. Greenhaus & N.J. Beutell, 1985; E.J. Hill et al., 2011). This is probably because the subject who works can overcome various conflicts in the household by finding a way out that benefits both parties. The ease of wives who work in dealing with household conflicts may be because they are accustomed to dealing with various conflicts that occur in the world of work so that when conflicts occur in the household they know how to overcome them (S. Aryee et al., 1999; S. Srisusanti & A. Zulkaida, 2013).

This finding is also consistent with the research conducted by Ding (2018) where work-family conflict was negatively correlated with job satisfaction in registered Chinese nurses. Spillover theory of work-family conflict explains that skills, behavior, emotions, attitudes that arise in the field of work and family will spill from one field to another (Bakker & Demerouti, 2013). For nurses, work-family conflict is a negative overflow, making it difficult to balance conflicts between work and family roles. This can lead to work fatigue and reduce job satisfaction and resulting in turnover intentions (Ibrahim, 2016; Ferguson, 2012; Voydanoff, 2005).

Based on the results of this study, it can be concluded that work-family conflict has a negative and significant relationship with marital satisfaction and job satisfaction. The pressure experienced at the workplace can affect the role of nurses in the family so that satisfaction in marriage can decrease and vice versa the pressure faced by nurses in relation to their role in the family can affect their performance in the workplace so that their job satisfaction becomes reduced.

Therefore, researchers suggest that hospital directors must adopt strategies to reduce work-family conflict with nurses, such as providing more learning opportunities for nurses to improve nurses' professional skills. Hospital management should also provide counseling services for nurses who experience work-family conflicts. Another thing that also needs to be done is that nurses must be able to balance roles in work and roles in the family, such as sharing roles with spouses and other family members in carrying out activities in the family, as well as improving communication with partners to reduce pressure in the family.

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