

Social support and work-family conflict in married career women

Dwi Kencana Wulan^{1*}, Indah Shabrina Hadini²

*Faculty of Psychology Education, State University of Jakarta, Indonesia

*kencana.wulan@unj.ac.id

ABSTRACT

Married career women are faced with either work or family-related demands. This circumstance could cause a work-family conflict. Work-family conflict means the married career women can tolerate the conflict between work and family domain. This study aims to determine the impact of social support to work family conflict on married career women. This research used a quantitative method with regression analysis technique. The subject of this study were 236 respondents with criteria as working women, at least 20 years old, married, and have worked for at least one year. The measuring instrument used in this study is Construction and Initial Validation of a Multidimensional Measure of Work-Family Conflict and The Multidimensional Scale of Perceived Social Support. The result of analysis statistics proved that there is a negative impact of social support on work-family conflict among married career women.

Keywords: married career women, social support, work-family conflict

Introduction

Along with civilization progress, it is often found that adult women participate in the world of work. Badan Pusat Statistik (2020) claimed that the percentage of formal female workforce reached 39,19% in 2019. This value has increased compared to 2018 which only amounted to 38,10%. This shows an increase in work interest for women.

This study focuses on married career women. Kaswan (2017) described a career as a job resulting from training and/or education that someone wants to do for a long period of time. According to Collin and Watts (1996) that claimed career is a someone experience of development in learning and work throughout life. On the other hand, Greenhaus et al. (2019) defined career as patterns of work-related experience patterns that span a someone's life path. Afterwards, Munandar (in Ermawati, 2016) defined career women as a women that engaged in professional activities. Based on the explanation above, it can be interpreted that this study was conducted on women who are engaged in professional activities and are married.

IDN Times summarizes the various reason why women work; the reasons include to help family finances, reach they dreams, apply the knowledge they have, exemplify of hard work and responsibility to their children, and be an empowered human being (Islamiyati, 2019). Rizky and Santoso (2018) also found that the reason why mothers work. Working mothers were caused by economic factors, pressure in the demands of life, and also encouragement from others. These statements prove that there are various factors that encourage women to keep working.

When deciding to have a career when they are married, women are often faced with various demands that are a challenge for them. A study conducted by Mayangsari & Amalia (2018) found that respondents who are working mothers stated that they did not have enough time for their family. It

is due to long working hours, a long distance from the office, or a busy work schedule. Greenhaus and Beutell (1985) also state that long working hours can lead to conflict. Hereafter, Rahman (2017) also found that career women have obstacles in time and energy because they have to be at good managing time, so sometimes they become in a hurry and are less than optimal in carrying out their roles. As for states by Tricahyadinata and Mulawarman (2017) who declared that the meeting of two roles at once can result in psychological pressure that has an impact on working mothers. Nevertheless, Ranupendoyo & Saud (2005) suggests that the longer individual works, the better his performance will be. Long tenure may help career women cope with the demands.

Incompatibility of women roles in work and family domains could cause a work-family conflict. Greenhaus and Beutell (1985) explained that a work-family conflict is a form of inter role conflict in which the role pressures from the work and family domains are mutually incompatible in some respect. In other words, work-family conflict would arises in case there is pressures in work domain that make it difficult to fulfill the demands of the family domain, or vice versa.

Greenhaus & Beutell (1985) identified that work-family conflict consists of three forms, that is time-based conflict, strain-based conflict, and behavior-based conflict. Time-based conflict comes up when the time pressures in one role incompatibility with the demands in another role. In other words, time has been devoted to one domain so that it cannot meet the time requirements of other domains. Greenhaus and Beutell (1985) also states that there is some things may produce pressures to participate extensively in the both roles such as hours worked, shiftwork, inflexible work schedule, larega families, young children, and spouse employment. Hereafter, strain-based conflict comes up when the strain in one role makes it difficult for someone to fulfil the strain in another role. Greenhaus and Beutell (1985) stated that one of the triggers of stress is the spouse dissimilarity in fundamental beliefs. Moreover, they also states that role conflict, role amibiguity, and boundary-spanning acitivities would triggering strain-based conflict from the work domain. And the last, behavior-based conflict comes up when the behavior in one role does not match the expectations of another role. In other words, someone need to adjust their behavior, or it will trigger conflict between the roles.

Gutek et al. (1991) claimed that work-family conflict has two components. Those components mean bi-direction of work-family conflict, namely work interference family (WIF) and family interference work (FIW). Work intererence family is a term when the work domain interferes with the family domain, and family interference work is a term when the family domain interferes with the work domain. Based on the explanation above, it can be seen that work-family conflict has six dimensions are consist of three forms and two direction.

There is several antecedent in work-family conflict, the resercher summarize factors that affect work-family conflict according to Poelsman et al. (2005). The first is psychological involvement, which a high level of psychological involvement in one role will result in the person being mentally preoccupied in that role and may be more influenced by that role. The second is stress, stress related to work and family will significantly predicted the work-family conflict both three forms and two direction. The third is gender, men reported have higher levels of work inteference family while women reported higher levels of family interference work. The fourth is characteristic personal, which it can affect individuals in socializing, including terms of work and family. Poelsman et al. (2005) also found that hardiness, extraversion, and a high self-esteem are highly correlated on work-family conflict. And the last is social support. Social support is considered to be the main contributor in reducing work-family conflict, because all studies recognize that social support has a relationship with work-family conflict (Poelsman et al., 2005).

Unresolved work-family conflict could have an impact on career women. A study conducted by Trifani & Hermaleni (2019) found that work-family conflict is significantly correlated with marital satisfaction. The study shows a negative correlation direction, which means that the higher level of work-family conflict, the lower level of marital satisfaction, and vice versa. Furthermore, a study on women employees by Afrilia & Utami (2018) found that work-family conflict has a negative effect on

work satisfaction and employee performance. Moreover, the work-family conflict has a negative effect on psychological well being (Yulinar, 2020). The study conducted on women factory workers proves that a high level of work-family conflict will reduce the level of psychological well being. Some previous study proves that the impact of work-family conflict could be felt by family, work, and career women themselves.

Various previous studies have shown that a high level of work-family conflict can disrupt the lives of career women. However, according to Greenhaus and Beutell (1985), social support has an important role in work-family conflict. A study conducted by Yanti and Hermaleni (2019) also found that social support contributes on work-family conflict. The result of the study proves that spouse social support contributes 43% on work-family conflict among bank employees. This proves that social support has a role in work-family conflict.

Social support has an emphasis on the role of social relationships House et al. (1988). The presence of other individuals who support individuals in dealing with pressure can relieve the pressure itself. Social support is also defined as information from others that someone is loved and cared for, respected and valued, and is part of the communication system and shared obligations (Taylor, 2015). Zimet et al. (1988) claimed that social support is an individual's belief in the social support adequacy from three specific sources: family, friends, and significant others. Therefore, social support can be defined as the role of others who are believed to be of assistance to the individual.

Zimet et al. (1988) suggests three aspect that measured perceptions of the adequacy of social support, namely family, friends, and significant other. Social support from the family can be given by the father, mother, sister, brother, children, and so on. While social support from friends can be obtained from coworkers. And support from significant others is the support given by someone special in the individual's life.

Social support is considered to be able to change the individual's response to the source of stress experienced (Smet, 1994). The presence of the closest person when needed can make career women feel cared for. Career women who feel that they have high social support have the strength to tolerate the conflict. Thus, if career women feels that she does not get enough social support, or feels that the level of social support is low, she will have difficulty to tolerating conflict. A study conducted by Utami et al. (2018) found that there is a negative correlation between social support and work-family conflict. This means the higher level of social support, the lower level of work-family conflict, and vice versa. A study conducted by Fadilla & Rozana (2020) also found that social support had a negative effect on to work-family conflict among police women officers with marital status in Bandung. That means, social support will increase the level of work-family conflict among police women officer. Furthermore, Carlson et al. (2000) found that social support predicted time-based family interference work, strain-based family interference work, and behavior-based family interference work but not predicted time-based work interference family, strain-based work interference family, and behavior-based work interference family.

Various previous studies have shown that there is significance correlation between social support and work-family conflict, but no one has discussed the impact of social support on work-family conflict among married career women. Therefore, researcher interested in seeing how the impact of social support on work-family conflict in married career women. Hereis the theoretical framework of the study based on those explanation:

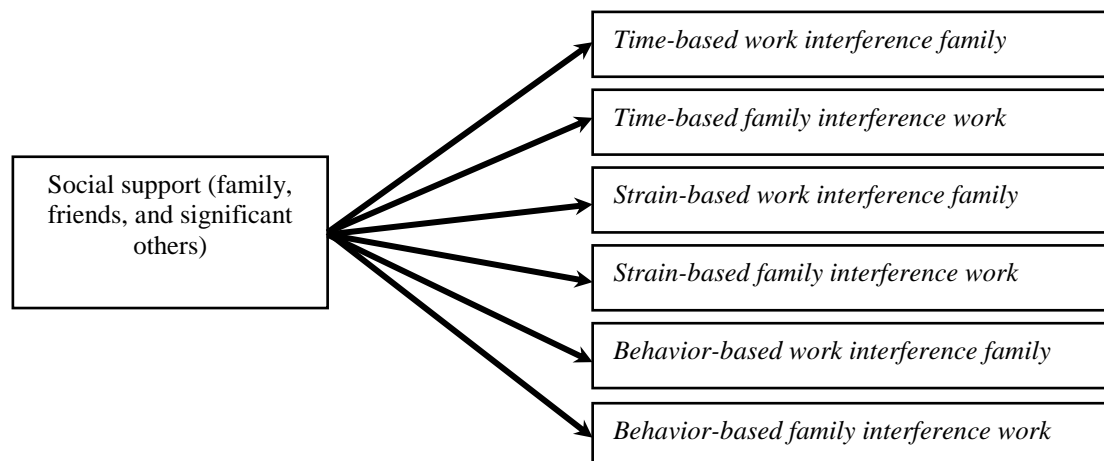


Fig.1 Theoretical framework of the study (Carlson et al., 2000)

Method

In this study, the population used is married career women. The sampling technique used is non-probability sampling with purposive sampling technique. The sample criteria in this study are: working women, at least 20 years old, have married, have worked for at least 1 year. Based on these criteria, the researcher managed to obtain 248 data but 12 of them were outliers. So, the researcher only uses 236 data.

This study was conducted for 15 days. The respondents are given a questionnaire containing instruments of social support and work-family conflict. They were also asked to fill in some demographic data such as age, what kind of job they are working on, tenure, and average working hours.

The instrument used to measure the work-family conflict is Construction and Initial Validation of a Multidimensional Measure of Work-Family Conflict. The instrument was originally composed by Carlson et al. (2000) which was later adapted into Indonesian by Silvia (2018). This instrument measures work-family conflict based on 6 dimension, namely time-based work interference family, time-based family interference work, strain-based work interference family, strain-based family interference work, behavior-based work interference family, and behavior-based family interference work. Based on the validity test carried out, all of the items in this instrument are valid and no items dropped. On the reliability test, the researcher was looking at the value of Alpha Cronbach. The value of the six dimensions is between 0,672 – 0,862. Based on Guilford's theorem (on Rangkuti & Wahyuni, 2017), these values are included in the criteria of reliable and quite reliable. The instrument consists of 18 favorable items measured with skala Likert. There is six answer choices namely strongly disagree (1), disagree (2), slightly disagree (3), slightly agree (4), agree (5), strongly agree (6). Here is some examples of Construction and Initial Validation of a Multidimensional Measure of Work-Family Conflict: 1) My work keeps me from my family activities more than I would like; 2) The time I must devote to my job keeps me from participating equally in household responsibilities and activities; 3) I have to miss family activities due to the amount of time I must spend on work responsibilities; 4) The time I spend on family responsibilities often interfere with my work responsibilities; 5) The time I spend with my family often causes me not to spend time in activities at work that could be helpful to my career.

Social support is measured by The Multidimensional Scale of Perceived Social Support. The instrument was originally composed by Zimet et al. (1988). Then the instrument was adapted into Indonesian by Adisty (2020) and used for nurses in DKI Jakarta. This instrument measures social

support based on three aspect, consists of family, friends, and significant others. Validity tests which carried out by the researcher proves that all items are valid. Therefore, the reliability test shows that the value of Alpha Cronbach is 0,850, which means the instrument is reliable by Guilford's theorem (on Rangkuti & Wahyuni, 2017). The instrument consists of 12 favorable items measured with skala Likert. There is seven answer choices consisted of strongly disagree (1), disagree (2), slightly disagree (3), neutrall (4), slightly agree (5), agree (6), strongly agree (7). Here is some examples of The Multidimensional Scale of Perceived Social Support: 1) There is a special person who is around when I am in need; 2) There is a special person with whom I can share my joys and sorrows; 3) My family really tries to help me; 4) I get the emotional help and support I need form my family; 5) I have a special person who is a real source of comfort me.

This study used a quantitative research methods. Quantitative research methods are defined as research methods based on the philosophy of positivism, used to examine certain populations or samples with research instruments as data collection methods, quantitative/statistical data analysis aims to test established hypotheses (Sugiyono, 2015).

The researcher conducted a linearity test which aims to see whether the two variables are linear or not (Rangkuti & Wahyuni, 2017). Hereinafter, conducted a correlation test which aims to find out whether the two psychological variables or more are interrelated (Rangkuti, 2017). The hypothesis test conducted by simple regression analysis in Statistical Package for the Social Science version 25.

Results

The following is the result of research on social support and work-family conflict in married career women. This research conducted on 236 subjects. The majority of respondents in this study were aged 30 – 39 years old (37,7%), in second place are respondents with an age range of 20 – 29 years old (30,1%), in the next sequence are respondents with an age range of 40 – 49 years old (20,3%), and the last one is respondents who are more than 50 years old (11,9%). The respondents in this study consisted of freelancer (2,6%), teacher (11,9%), health workers (7,2%), private sector employee (43,6%), government employee (29,2%), entrepreneur (4,2%), and the others (1,3%).

Tabel 1. Descriptive Statistics

	Mean	SD
Time-Based Work Interference Family	8,38	3,349
Time-Based Family Interference Work	6,78	2,294
Strain-Based Work Interference Family	9,04	3,140
Strain-Based Family Interference Work	6,94	2,526
Behavior-Based Work Interference Family	7,91	2,568
Behavior-Based Family Interference Work	7,78	2,642
Social Support	67,85	8,586

Table 1 shows descriptive statistics of the variables. It can be seen that time-based work interference family has a mean value of 8,38, and standar deviation of 2,249. And then, the mean value of time-based family interference work is 6,78, and the value of standar deviation is 2,294. The mean value of strain-based work interference family is 9,04, and the value of standar deviation is 3,140. Next, the mean value of strain-based family interference work is 6,94, and the value of standar deviation is 2,526. The mean value of behavior-based work interference family is 7,91, and the value of standar deviation is 2,568. And then, behavior-based family interference work has a mean value of

7,78, and the standar deviation of 2,642. And the last, social support has a mean value of 67,85, and has a standar deviation of 8,586.

The result of the simple regression analysis to determine the role of social support on work-family conflict are described below:

Table 2. Significance Test Results

Significance Test	F value	F table	Sig.
Social support on Time-Based Work Interference Family	5,374	3,89	0,021
Social support on Time-Based Family Interference Work	4,359	3,89	0,038
Social support on Strain-Based Work Interference Family	18,000	3,89	0,000
Social support on Strain-Based Family Interference Work	35,859	3,89	0,000
Social support on Behavior-Based Work Interference Family	20,369	3,89	0,000
Social support on Behavior-Based Family Interference Work	10,764	3,89	0,001

Table 2 shows the results of significance test of social support on the six dimensions of work-family conflict. Based on that table, it is known that the F value is greater than the F table, and the significance value is smaller then the significance level ($\alpha = 0,05$). It can be concluded that social support has the impact on the six dimensions of work-family conflict, which consists of time-based work interference family, time-based family interference work, strain-based work interference family, strain-based family interference work, behavior-based work interference family, and behavior-based family interference work.

Table 3. Model Summary and Regression Equation Test

	R Square	Constant	Regression Coefficient
Social Support on Time-Based Work Interference Family	0,022	12,342	-0,058
Social Support on Time-Based Family Interference Work	0,018	9,231	-0,036
Social Support on Strain-Based Work Interference Family	0,071	15,674	-0,098
Social Support on Strain-Based Family Interference Work	0,133	14,214	-0,107
Social Support on Behavior-Based Work Interference Family	0,283	13,649	-0,085
Social Support on Behavior-Based Family Interference Work	0,044	12,161	-0,065

Table 3 shows the test results that obtain the values of R Square. It can be seen that the percentage value of the impact of social support on time-based work interference family is 2,2%, social support has an impact on time-based family interference work is 1,8%, social support on strain-based work interference family is 7,1%, social support on strain-based family interference work is 13,3%, social support on behavior-based work interference family is 8%, and social support has an impact by 4,4% on behavior-based work interference family. And if looking at the regression coefficients, it can be seen that the direction of the influence of social support on the six dimensions of work-family conflict is negative. That is, if social support increases, the level of work-family conflict will decrease by the regression coefficient.

This study looks at how the categorization of the subject in each variable. The categorization measured by theoretic mean with two category, consist of low and high (Rangkuti & Wahyuni, 2017). Table 3 is the result of the social support variable and the six dimensions of the work-family conflict (time-based work interference family, time-based family interference work, strain-based work interference family, strain-based family interference work, behavior-based work interference family, and behavior-based family interference work.)

Tabel 4. Categorization Results

				Low	%	High	%
Time-Based	Work	Interference	Family	178	75,4%	58	24,6%
Time-Based	Family	Interference	Work	218	92,4%	18	7,6%
Strain-Based	Work	Interference	Family	165	69,9%	71	30,1%
Strain-Based	Family	Interference	Work	209	88,6%	27	11,4%
Behavior-Based	Work	Interference	Family	194	82,2%	42	17,8%
Behavior-Based	Family	Interference	Work	198	83,9%	38	16,1%
Social Support				7	3%	229	97%

Table 4 shows the categorization results. If looking the tables, it known that the majority respondents occupied the low category of time-based work interference family (75,4%), time-based family interference work (92,4%), strain-based work interference family (69,9%), strain-based family interference work (88,6%), behavior-based work interference family (82,2%), and behavior-based family interference work (83,9%). As for the social support, majority respondent occupied the high category (97%).

Table 5. Categorization Results of Tenure

	Low	High
Time-Based Work Interference Family	>15 years	1 – 5 years
Time-Based Family Interference Work	>15 years	6 – 10 years
Strain-Based Work Interference Family	>15 years	1 – 5 years
Strain-Based Family Interference Work	>15 years	1 – 5 years
Behavior-Based Work Interference Family	>15 years	1 – 5 years
Behavior-Based Family Interference Work	11 – 15 years	1 – 5 years
Social Support	6 – 10 years	1 – 5 years

This study also looks at the results of categorization based on tenure as presented in table 5. The results shows that the majority of the group workers who have only worked for 1 – 5 years occupied the high category on time-based work interference family, strain-based work interference family, strain-based family interference work, behavior-based work interference family, behavior-based family interference work, and social support. Afterwards, the majority of the group workers who worked for 6 – 10 years occupied the high category on time-based family interference work, and have a low category on social support. As for looks the majority of the group workers who worked for 11 – 15 years, they are in low category of behavior-based family interference work. And the last, the majority of the group workers who worked for more than 15 years occupied the low category on time-based work interference family, time-based family interference work, strain-based work interference family, strain-based family interference work, and behavior-based work interference family.

Table 6. Categorization Results of Work Hours in a Week

	Low	High
<i>Time-Based Work Interference Family</i>	<40 hours	>40 hours
<i>Time-Based Family Interference Work</i>	<40 hours	>40 hours
<i>Strain-Based Work Interference Family</i>	<40 hours	>40 hours
<i>Strain-Based Family Interference Work</i>	40 hours	>40 hours
<i>Behavior-Based Work Interference Family</i>	>40 hours	<40 hours
<i>Behavior-Based Family Interference Work</i>	>40 hours	40 hours
Social Support	>40 hours	40 hours

Table 6 shows the results of categorization based on respondent's work hours in a week. It can be seen that the majority of the group respondents who work less than 40 hours a week are in the low category of time-based work interference family, time-based family interference work, and strain-based work interference family and are in the high category of behavior-based work interference family. Then, the majority of the group respondents who work 40 hours a week occupied the low category on strain-based family interference work and a high category on behavior-based family interference work and social support. Furthermore, the majority of the group respondents who work more than 40 hours a week are in the low category of behavior-based work interference family, behavior-based family interference work, and social support and have low levels of time-based work interference family, time-based family interference work, strain-based work interference family, and are in the high category of strain-based family interference work.

Discussion

This study aims to determine the impact of social support on work-family conflict in married career women. Based on the research results obtained from the regression analysis, it shows that social support has an impact with six dimensions of work-family conflict; namely time-based work interference family, time-based family interference work, strain-based work interference family, strain-based family interference work, behavior-based work interference family, dan behavior-based family interference work.

The result of this study are partially in line with the findings of the instrument composer, Carlson et al. (2000). They found that social support predicted time-based family interference work, strain-based family interference work, and behavior-based family interference work but not predicted time-based work interference family, strain-based work interference family, and behavior-based work interference family. In other words, their finding shows that social support does not predict all forms of work-family conflict from the direction of work interference family. This may be because the social support felt by respondents in this study came from the family and the work domains, so that respondents felt loved from both domains. Nevertheless, further study which measured by the same instrument, Drummond et al. (2016) found that social support can reduce work-family conflict in all forms from the work interference family and family interference work.

The result of the hypothesis tests shows that the percentage of the impact is different on each dimension. The percentage value of the impact of social support on time-based work interference family is 2,2%, social support has an impact on time-based family interference work is 1,8%, social support on strain-based work interference family is 7,1%, social support on strain-based family interference work is 13,3%, social support on behavior-based work interference family is 8%, and social support has an impact by 4,4% on behavior-based work interference family. It can be seen that social support has the largest percentage of the impact on strain-based family interference work and the smallest impact on time-based family interference work. Social support has the smallest effect on time-based family interference work probably because there is some respondents who work from home during pandemic. Working from home may made respondents do not have a clear time limit between work and family so it is very likely that there will be overlapping needs and time fulfillment. This allows social support to have little impact on role conflict caused by disruption of work time by the family.

If looking at the regression coefficient, this study found that social support was negatively associated with six dimensions of work-family conflict. These finding in line with the statement of Zimet et al. (1988) that social support can help directly in all situations, in this case each dimension of work-family conflict which consists of time-based work interference family, time-based family interference work, strain-based work interference family, strain-based family interference work, behavior-based work interference family, and behavior-based family interference work. Smet (1994)

also suggest that social support is considered to be able to change the individual's response to the source of stress experienced. Social support can reduce pressure on certain roles (Greenhaus & Beutell, 1985). Previous research conducted by Fadilla and Rozana (2020) also stated that social support had a negative effect on work-family conflict, as the results of this study also. It can be concluded that in this study, social support makes married career women change their response to stress for the better.

In case looking at the results of the categorization, it is known that the majority of subject occupied the low category in all dimensions of work-family conflict. This result means the respondents in this study are able to balance the roles of the work and family domains which include time, stress, and behavior. However, there is an underlying reason for this. The possibility that underlies this is the majority of respondents are in the high category on social support. A high level of social support can help career women to tolerate the conflicts they need to face. This is in line with what was found by Yanti and Hermaleni (2019) which stated that social support contributes to work-family conflict.

This study looks at the representation of work-family conflict based on the categorization of tenure. This study found that that the majority of the group workers who have worked for more than 15 years is the group that has the lowest conflict in the dimensions of time-based work interference family, time-based family interference work, strain-based work interference family, strain-based family interference work, and behavior-based work interference family. This finding is in line with the theory put forward by Ranupendoyo and Saud (2005) which suggests that the longer individual works, the better his performance will be. A long working period will develop the respondent's skills in working so that the respondent feels low conflict in most of the dimensions of work-family conflict.

The researcher also looks at the representation of work-family conflict based on the categorization of work hours. Greenhaus and Beutell (1985) suggest that long working hours can lead to conflict. This statement is in line with the findings in this study. The researcher found that the majority of the group respondents who work more than 40 hours a week are in the high category of time-based work interference family and time-based family interference work. And vice versa, the majority of the group respondents who work less than 40 hours a week are in the low category of the time-based work interference family and time-based family interference work. Greenhaus and Beutell (1985) also state that time-based conflicts are caused by the time devoted to one domain cannot meet the time needs of other domains. In this case, long working hours make respondents feel a high level of time-based conflict.

In terms of the categorization of working hours, this study found that the majority of respondents who work more than 40 hours a week occupied the high category of strain-based work interference family. And vice versa, the group of respondents who work less than 40 hours a week is the group of respondents who occupied the low category on strain-based work interference family. The possibility that causes the high strain-based work interference family is that respondents have spent a lot of time working, so they experience physical fatigue and are unable to live up to the demands of the family. Respondents who do not need a lot of time to work will make themselves feel less physically exhausted so that they are able to live up to the demands of their family.

The findings on this study proves that social support negatively associated the inter role conflict caused by the disruption of time from both domain to each others, the level of emotional tension form one domain that makes difficult to fulfill demands in the other domains, and caused by carrying out behavior from one domain that is contrary to expectations in the family. The implication of this study is that work-family conflict in married career women can be negatively affected by social support. Social support can be obtained from the surrounding environment such as family, friends, or significant others. The availability of social support makes career women feel cared for, loved, respected, and valued. Social support also makes married career women change their response to stress for the better. This makes career women who are married more optimistic when they need to tolerate with work-family conflicts. The surrounding environment also needs to understand that

career women who are married will find conflicts in their work and family lives, so that adequate support is needed to tolerate work-family conflicts.

The limitation of this study is that it doesn't discuss the respondent's condition during the pandemic. During the pandemic, there are employees who work in the office, while others work from home. This may be related to result of in this study. Further research should add employee working conditions during the pandemic as research criteria. In addition, further research should consider the characteristics of the participant. In this study it was found that employees with longer tenure had lower levels of conflict. Then, this study was found that employees who work less than 40 hours a week are in the low category of time-based conflict. So, it is important to anticipated before deciding the characteristics of the participants.

Conclusion

Based on research on married career women, it is concluded that there is an negative impact of social support on work-family conflict. In this study, there were six results obtained. The high level of social support by married career women has an impact work-family conflict. Social support can be obtained from the surrounding environment. The surrounding environment also needs to understand that married career women will find conflicts in their work and family lives, so that adequate support is needed to tolerating work-family conflicts.

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