

WORK-FAMILY CONFLICT TOWARD MARITAL SATISFACTION WITH SELF-EFFICACY AS A MODERATOR VARIABLE

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Abstract

Purpose of the study: The aim of the study to determine the effect of work-family conflict on marital satisfaction and try to see whether self-efficacy can be a moderator variable in the relation among work-family conflict and marital satisfaction in PKK mothers who work in District X.

Methodology: The subjects of this study were 200 PKK mothers working in District X. Data collection used three scales, namely the scale of work-family conflict, the scale of marital satisfaction, and self-efficacy scale.

Main Findings: The first hypothesis obtained with a t-value of -0.33, and then there is a negative relationship between work-family conflict with marital satisfaction. Then for the second hypothesis, self-efficacy has a positive role in marital satisfaction. And the third hypothesis is obtained by the statistical value of 2.71, which means that self-efficacy can be moderated variable in the relationship between work-family conflict and marital satisfaction.

Applications of this study: This study can be used as an appropriate foundation, especially as consideration for married couples to maintain and increase marital satisfaction.

Novelty/Originality of this study: This research focuses on the role of self-efficacy as a moderator variable that functions to strengthen marital satisfaction and reduce work-family conflict in the family. The causality relationship built in this research is an important value that must be a major concern for potential couples who will get married to busy conditions in their work.

Keywords: *Family, Family Psychology, Marital Satisfaction, Self-Efficacy, Work-Family Conflict, Worker Mother.*

INTRODUCTION

Marriage was described as a union between women and men who live together and benefit from the legally valid relationship (Dabone & Tawiah, 2014). The purpose of a couple in marriage is to satisfy some biological, social and psychological needs (Manap et al., 2013). Marriage is an event that has an important meaning in the cycle of one's developmental stage. In married life, married couples certainly crave happiness and success in the household. According to Burgess and Locke (1960, in Ardhanita & Andayani, 2005), there are several criteria that experts have set in measuring marital success. The criteria include (a) long-lasting marriages, (b) marital satisfaction which includes the happiness of husband and wife, (c) sexual orientation by expectations, (d) able to adapt well in marriage, and (e) cooperation between a couple.

A satisfying marriage is certainly the desire of a married couple because marriage will determine the happiness and satisfaction of one's life. Satisfaction exists when a thing is expected to make adjustments to the reality that occurs or compare the actual relationship with the choice if the relationship will end (Boyce, Wood, & Ferguson, 2016). A good adjustment will increase marriage satisfaction. Marriage satisfaction is an individual assessment between husband and wife regarding feelings and attitudes that will affect marital relationships (Boyce et al., 2016). Marriage satisfaction has a great influence on the lives of husband and wife, namely to realize the happiness and harmony of husband and wife.

However, to achieve a happy family, sometimes problems arise in a family. Both wife and husband can experience dissatisfaction in marriage even though there is no conflict in the household. Marriage failures come when one or more family members feel dissatisfied (Ardhanita & Andayani, 2005). Dissatisfaction will affect how the family faces various problems. Marriage satisfaction generally reflects happiness and functioning in one's marriage. As her life journey is marked by challenges of internal factors and external factors, each family experiences various changes. Changes that occur in married life that become a challenge for themselves and their partners so that the couple requires to make readjustments to the status of new behaviour (Pananakhonsab, 2019).

In the process of family development, some succeed satisfactorily, some who have deficiencies (deficits) or even fail. And these changes can cause anger, anxiety, or confusion (Yeung, Chen, Lo, & Choi, 2017). Thus, the changes that occur have not been steady. This is what makes one partner want to make the power of change in their married life visible from the many housewives who enter the workforce and become interested in their work. Seen from the current development also that gender views about men and women are no longer relevant, the erosion of the barriers that separate men and women so that the increasing involvement of women in the world of work (Betz et al., 2016).

Several factors cause women to have more work, including because of family income, especially if the husband's income is relatively small, utilizing various advantages (education, skills, capital, and relations) they have, and the need to actualize themselves, that women can excel in community life, as well as to obtain greater power or power status in family life (Ferreira, Bessa, Drezett, & De Abreu, 2016). It makes women who play two roles at once, which is faced with a dilemma between the role of the family and the role of work. This happens because the demands of the family role make women have to pay more attention to children, husbands, and parents (Mastantuoni et al., 2018). On the other side of career demands, it provides ample opportunity for women to develop themselves at work so that it promises better positions and even greater income (Ferreira et al., 2016). Therefore, women's role in the family and the work creates multiple role conflicts. So according to researchers, being a woman who has a work-family conflict is one of the factors that influence marital satisfaction. An imbalance of roles between responsibilities in residence and at work is called a work-family conflict (Sawyer, Thoroughgood, & Ladage, 2017).

Women experience family work conflicts when they have to be wives, mothers, and employees together (Vahedi, Krug, & Westrupp, 2019). Some of the factors that cause work-family conflict include lack of closeness, a sense of cohesiveness and social support in a family environment that causes feelings of stress (Ryff and Singer, 2008 in Sianturi & Zulkarnain, 2013). Based on the phenomena that occur in District X, it shows that multiple role conflict is more found in working women who also join the Family Welfare Empowerment (PKK) organization. PKK is a social institution that empowers women to act in the civilization of Indonesia that functions as a facilitator, planner, implementer, controller and mobilizer in empowering families to improve their inner and outer well-being.

In several previous studies also mentioned that high work-family conflict causes low marital satisfaction. According to Harsanti and Handayani (2017) in their research revealed that there is an influence among work attachment and work-family conflict on marriage satisfaction for working women by 10.8%, which means there is a negative correlation between multiple role conflict variables and marriage satisfaction. Then in another study that there was a negative relationship between work-family conflict and marital satisfaction among women who worked as extension workers in Purbalingga District, which means that when the level of conflict with multiple roles was higher, the level of marital satisfaction was lower, and vice versa (Wijayanti & Indrawati, 2016).

From this study, it is known that the demands of roles in work and family are very time-consuming, psychological and mental of a person who causes an increase in the occurrence of multiple role conflicts (Sianturi & Zulkarnain, 2013). Thus, efforts are needed from individuals in managing their role demands so that work-family conflict can be minimized to increase marital satisfaction. So, problems that occur, such as challenges, opportunities, and also failures need to be managed properly by a woman. This problem can be solved if the couple can solve marital problems by finding effective solutions to this problem. De Roza et al., (2019) links the role of self-efficacy in the influence of work-family conflict. The time needed to carry out both roles and the burden of the two roles will also lead to conflicting roles in the individual if the individual is unable to face every problem that arises. To be able to deal with problems efficiently, an individual must be able to anticipate the consequences that may arise from all situations that occur and regulate it regularly so that it becomes a habitual behaviour (Puspasari, Nur Rachmawati, & Budiati, 2018).

Self-efficacy is a positive potential that is a powerful way to minimize the problems that occur. Someone who has self-efficacy will maximize all the potential possessed so that the desired results are achieved. Thus for an individual, especially working women who join the PKK organization that has self-efficacy will try more in dealing with all the problems that arise. Therefore it can be assumed that people with high self-efficacy will try more to overcome obstacles, whereas people with low efficacy are more likely to feel obstacles that arise as problems. Based on the explanation above, the researcher is interested in studying and conducting research on how work-family conflict influencing marital satisfaction with self-efficacy as a moderator variable.

LITERATURE REVIEW

Work-Family Conflicts

The term double role is when someone does two or more jobs that are done at the same time. In this case, the intended role is when a woman becomes his wife and mother at home and becomes a woman who works outside the home. work-family conflict is a condition where there is pressure on individuals from work and family that are conflicting (Maertz, Boyar, & Maloney, 2019). Work-family conflict occurs when there is no harmony between one's role at work and when at home (Maertz et al., 2019). Thus, work-family conflict can be said to be an event that occurs when an individual experiences an incompatibility between roles faced at home and work (Masuda, Sortheix, Beham, & Naidoo, 2019).

Multiple role conflict can be influenced by several things. According to Moqsood, et al. (2012 in Satria Utama & Sintaasih, 2015), a work-family conflict due to the long duration of work, the tasks are given exceeded the standard, rigid in managing work schedules, and the absence of relief when vacation time. Then, such as lack of communication between partners and lack of support (Sianturi & Zulkarnain, 2013). This proves that these demands contribute to an increase in work-family conflict.

In Islam women are given the opportunity to career (work) as wide as possible to women in other words that women are respectable, polite, and as long as they can maintain their religion, and can also avoid the negative effects of the work on

themselves and their environment. The positive impact is an effort to meet economic needs while the negative impact is the loss of affection and attention for their children; the emergence of adultery because often mixed in the workplace; will shift men's work; loss of sense of responsibility towards the family as a housewife.

Marital Satisfaction

Married couples who undergo a marriage naturally want their marriage always to be happy. They certainly hope to be able to go through each phase of their married life, and together raise the children they have in the future. The happiness of life for most adult individuals is more determined by satisfaction in their marriage. Marriage satisfaction is a person's mental condition that reflects the benefits and disadvantages felt from a marriage (Dabone & Tawiah, 2014). Marriage satisfaction is the psychological satisfaction of individuals when there is the same way of thinking, intimacy with a partner, whereas according to Hughes & Noppe (1985) states that marriage satisfaction is felt by husband and wife depends on the level where they feel the marriage is by their needs and expectations (Manap et al., 2013).

Hasson-Ohayon et al., (2019) state that the level of marital satisfaction is highest in early marriage, then decreases after the birth of the first child until the child reaches adolescence. This happens because children need the most attention, and child care is usually done more by women. So, marital satisfaction can be said as an individual's condition in establishing a relationship where the individual feels happy or unhappy in his life. Marriage satisfaction can be measured by looking at aspects in marriage, as stated by Fowers & Olson (1989). If the individual has a positive assessment of these aspects, then the individual tends to have high marital satisfaction.

Self-Efficacy

The term self in psychology has two meanings, namely self as an object is a person's attitude and feelings towards himself and self as a process is a whole psychological process that controls behaviour and adjustment (Viskovich & De George-Walker, 2019). Meanwhile, according to Bandura (1997), when an individual is confident of his abilities and has a clear picture of what he does. Thus, the individual will be optimistic when facing new challenges, be able to set realistic goals for himself, and the individual will behave in ways that can help him achieve the desired goal or target. While Maricuțoiu & Sulea (2019) states that self-efficacy is a belief in oneself that he can hold control of their environmental events. From this definition can be obtained an understanding that self-efficacy is a belief in an individual about his abilities so that he can face challenges and achieve desired goals. Bandura (1997) mentions three aspects of self-efficacy in humans, including:

1. *Level*. The aspect of seeing how someone believes that he can do a difficult task successfully.
2. *Strength*. Aspects that look at the level of individual confidence in carrying out tasks at various levels.
3. *Generality*. This aspect shows whether the individual can have self-efficacy in various situations or certain situations.

The Correlation between Variables

Marital satisfaction is the ultimate goal that an individual wants in his marriage. Marital satisfaction will certainly be related to the stability of the individual (Boyce et al., 2016). Work-family conflict is one of the conditions that influence the satisfaction of an individual's marriage. Individuals with religious problems can be a stimulus whether they will get through the problem or not (Boyce et al., 2016). If they make it through then what is obtained is the satisfaction of marriage. In addition, work-family conflict is not the only condition that directly affects marital satisfaction, but the self-efficacy of individuals contributes to the strengthening of these conditions (Viskovich & De George-Walker, 2019). Self-efficacy in this context is a condition that is able to moderate the effect of work-family conflict on marital satisfaction. This is assumed because the success or failure of someone in dealing with conflict is certainly also influenced by their principles in dealing with problems, those who think that they are able to face it will strengthen the influence on marital satisfaction (De Roza et al., 2019).

METHODOLOGY

Participants

The selection of respondents in this study was carried out using a study population in which the population was all PKK mothers in District X, which were spread over four villages as many as 200 subjects. The characteristics of the subject are work (as employees in private and public companies), a minimum marriage age of 3 years, and a minimum of S1 education. Data is collected by distributing questionnaires (questionnaires) to respondents scattered in four villages.

Instruments

The instrument used to measure work-family conflict refers to Carlson, Kacmar, & Williams (2000) and is modified by researchers who measure three aspects with 29 items. While the instrument to measure marital satisfaction is a measure compiled by Fowers & Olson (1989) and modified by researchers based on ten aspects of 30 items. The instrument used to measure self-efficacy is a measuring tool compiled by Bandura (1997) and then modified by researchers. This scale was arranged based on three aspects, namely Level, Strength, and Generality aspects which consisted of 41 items.

Research Design

The approach used in this research is quantitative. Analysis of the data used in this study uses descriptive analysis and structural equation modeling (SEM) analysis. Then the design used is correlational research that aims to find out how each variable can be related. Data analysis was performed using Structural Equation Modeling (SEM) with the statistical tool Lisrel 8.80 student version. With Lisrel, one can test the relationship between latent variables and their indicators (to assess the quality of measures) (Ramdani, 2018). Thus it can be determined whether self-efficacy has a role in the influence of work-family conflict on marital satisfaction, how much influence it has and how well the indicators of the variable "work-family conflict", "marital satisfaction" and "self-efficacy" are.

Then, the three measuring instruments are also tested for goodness of fit, item analysis, aspect validity, and reliability (Salsabila, Rofifah, Natanael, & Ramdani, 2019). To test the goodness of fit using statistical software, the LISREL 8.80 method. The goodness of fit is a test of the research measurement model to find out whether the measurement model has been able to measure the variables to be measured by researchers. The fit index criteria can be seen from the value requirements as follows: (1) RMSR value < 0.08 ; (2) CAIC $<$ CAIC Saturated and Independence Model; (3) PGFI > 0.60 ; (4) RMSEA ≥ 0.08 ; (5) CFI > 0.90 .

RESULTS/FINDINGS

Based on the results of the descriptive analysis, it was found that the work-family conflict variable had a median value of 47.00 and Std. Dev. Of 3,681, for marital satisfaction variables had a median value of 62.00 and Std. Dev. Amounted to 10,803, and for the self-efficacy variable, it has a median value of 83.00 and Std. Dev. of 11,224. These three variables are then divided into two categories: high and low based on their median and Std. Dev.

With this categorization, it was found that there were 111 people (55.5%) of subjects who had high work-family conflict and 89 people (44.5%) of subjects who had a low work-family conflict. Then for the variable marital satisfaction found 93 people (46.5%) of the subjects who had a high level of marriage satisfaction, 107 people (53.5%) of the subjects who had low marriage satisfaction.

In the moderating effect test, researchers used SEM (structural equation modeling) analysis. SEM analysis is used to determine the effect of a latent variable that influences the relationship between the independent latent variable and the latent dependent variable. This test states that a single indicator should be used for moderating variables in the SEM model. A single indicator is the result of the multiplication between the exogenous variable indicators and the moderator variable indicators as can be seen in figure 1.

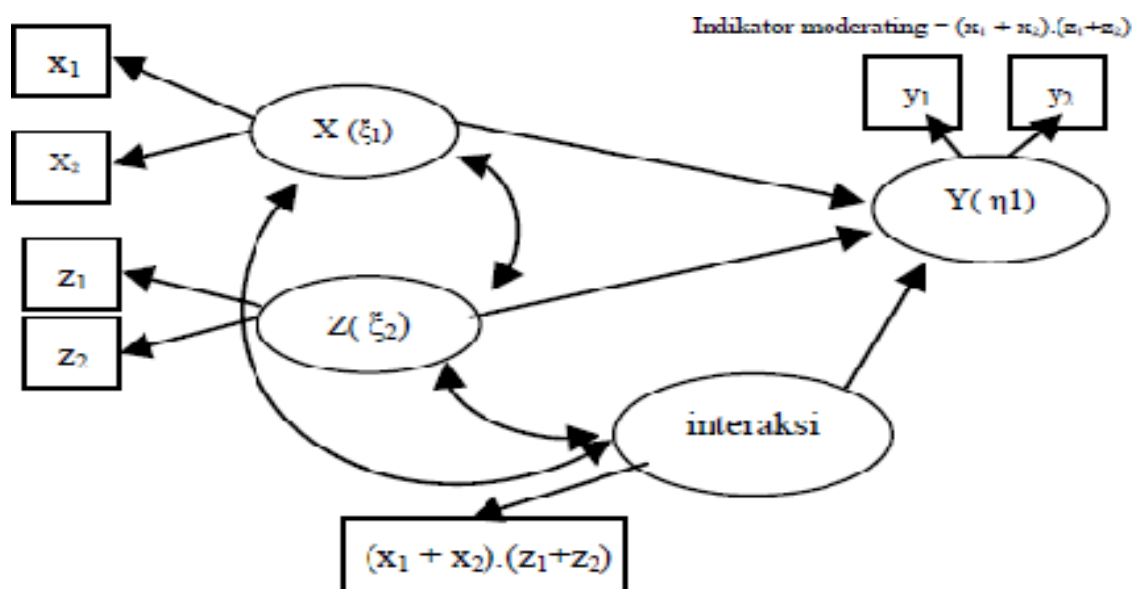


Figure 1: Moderated Model

Then after the normality test is done, the moderating effect test is divided into two stages. The first step is to examine influencing information of work-family conflict on marital satisfaction and the effect of self-efficacy on marital satisfaction. From the calculation, in the first step, the results of the statistical t value are as follows in figure 2.

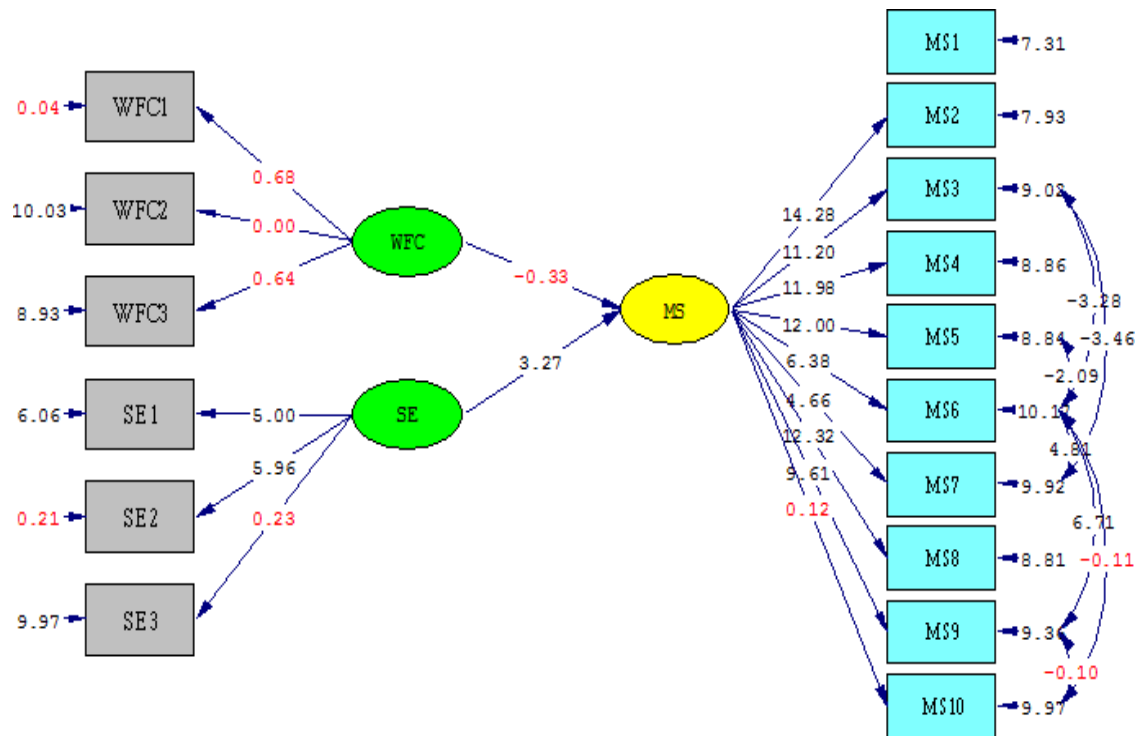


Figure 2: Direct Effect

Based on the estimation results figure 2, it can be showed that work-family conflict negatively influences marital satisfaction with the resulting t-statistic value of $-0.33 < 1.98$. Then, from the results in figure 2 also obtained results for the effect of self-efficacy on marriage satisfaction with a statistical t value of $3.27 > 1.98$. Then the second step is to examine the effect of self-efficacy on the relation of work-family conflict with marital satisfaction. From these calculations, the following results were figure 3.

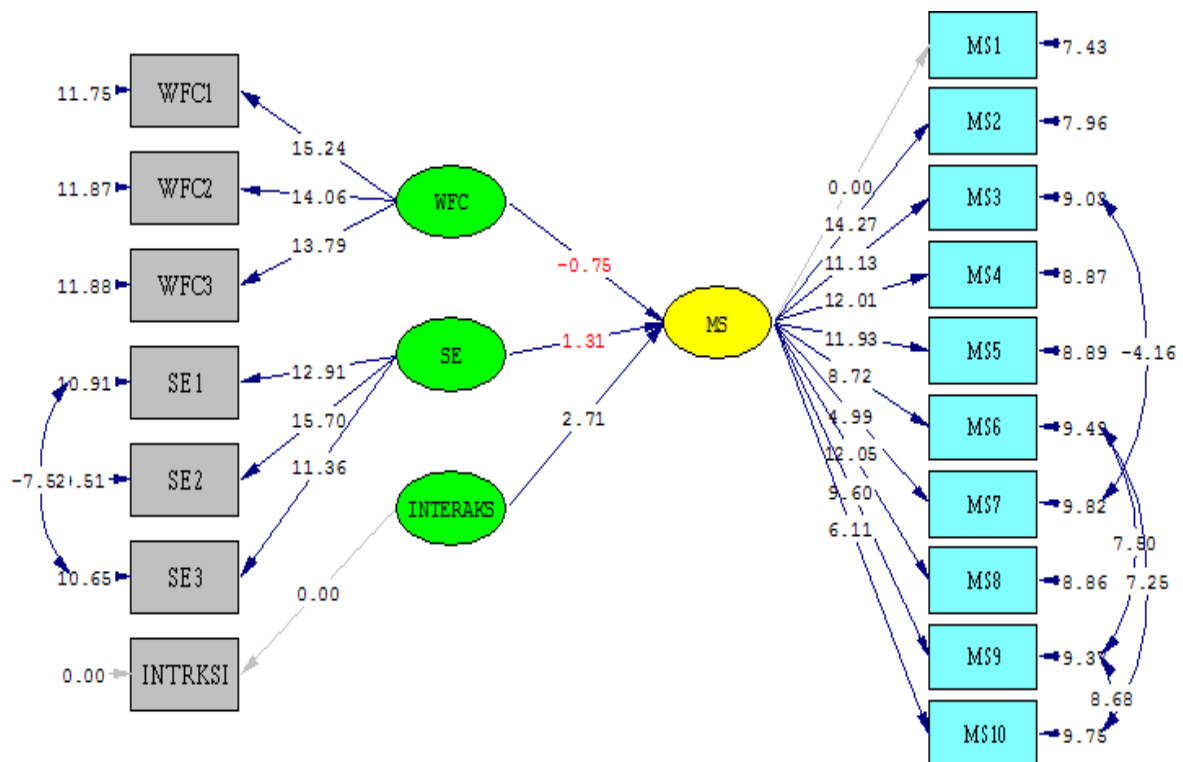


Figure 3: Moderated Testing

Based on the estimation results in figure 3, it can be seen that the interaction variable significantly influences marital satisfaction with a statistical t value of $2.71 > 1.98$. So it can be concluded that the self-efficacy variable can be a moderating variable among work-family conflict with marital satisfaction.

DISCUSSION / ANALYSIS

Effect of work-family conflict on marital satisfaction. The results of this study indicate that work-family conflict affects marriage satisfaction among PKK mothers who work. This means that PKK mothers who work in District X who experience multiple role conflicts can affect the satisfaction of marriage in a family. The form of the relationship of work-family conflict with marital satisfaction is a negative influence with a t -value of -0.33 . That is, the higher the work-family conflict, the lower the marriage satisfaction. Conversely, the lower the work-family conflict, the higher the marriage satisfaction.

These results are consistent with the researchers' hypotheses that refer to previous studies. The results of a previous study conducted by [Wijayanti and Indrawati \(2016\)](#) showed that there was a negative relationship between work-family conflict and marital satisfaction in women who worked as extension workers in Purbalingga District. Based on the results of the study above shows that subjects who have a high work-family conflict due to the task given exceed the standard, rigid in organizing work schedules, lack of communication between partners and lack of support so that they have feelings of guilt with the family for being neglected then and free time for children diminishes, is easily emotional and decreases work-related attitudes. If individuals who have low work-family conflict are affected by the level of work flexibility that is easy, there is social support, time and tension that are not rigid.

Effect of self-efficacy on marriage satisfaction. Based on the results of this study, it was found that self-efficacy has a positive effect on marital satisfaction in PKK mothers who work with a t value of 3.27 . This means that the higher the self-efficacy, the higher the marriage satisfaction will be. According to [Bandura \(1997\)](#), individuals who have high self-efficacy have one of the characteristics of believing that they will be able to work in difficult jobs. If related to marital satisfaction, it can be interpreted that when PKK mothers who work have high self-efficacy, the individual believes that he can handle the problems that will occur both in the family and at work which ultimately increases satisfaction in marriage.

Several related studies support the results of the above research that having high self-efficacy will positively affect marital satisfaction. Conversely, if someone has low self-efficacy, then they feel dissatisfied in their marriage. Among the studies conducted by [Khorasani Hosseini, Matbouei, et al. \(2017\)](#) concerning research into the relationship between self-efficacy and marriage satisfaction in couples at Babol Health Center stated that there was a positive and significant relationship between self-efficacy and marital satisfaction.

Based on the results of the above research it is said to have high self-efficacy because it is related to self-efficacy according to [Bandura \(1997\)](#), that there are three aspects of self-efficacy, including the Level, Strength, and Generality. When viewed from the aspect level of PKK mothers who have high self-efficacy because they can consider what activities will be a priority of several activities they have, then, if viewed from the aspect of strength that is seen from when the subject is sure to be able to complete all activities both work at home and work in the office on time. Finally, in the generality aspect, it can be seen that having various abilities makes the subject sure to do all activities that are classified as heavy. While low self-efficacy at the aspect level can be seen from the PKK who participated in all activities without considering the abilities he has, and pessimistic when carrying out the activities that have been selected. Aspects of strength can be seen from subjects who are not sure of their abilities when deciding to undergo both roles of responsibility. The aspect of generality, seen from subjects who are not confident in carrying out both roles simultaneously.

In dealing with multiple role conflicts and to defend the family from the various challenges faced, an individual must have effective problem-solving abilities. One ability to face challenges in married life is self-efficacy. This means that the higher marital satisfaction felt by PKK mothers who work and are moderated by self-efficacy, the lower the work-family conflict that the individual has. Based on the results of this study prove the researcher's hypothesis that self-efficacy has a positive effect on the relationship of work-family conflict with marital satisfaction with. This is consistent with the researcher's hypothesis that self-efficacy can reduce conflicting dual roles, thereby increasing marital satisfaction. Self-efficacy as an internal factor within the individual itself or can be said to be a positive potential that can be used as a solution to the problems faced when experiencing multiple role conflict.

This shows the greater the self-efficacy felt by Nurse Hospital X, the smaller the work-family conflict he felt. Other research by [Rajabi, Sarvestani, Aslani, and Khojastemehr \(2013\)](#) with the finding that self-efficacy from work-family conflict is a predictor of marital satisfaction in nurses. Self-efficacy can negotiate the dual roles that occur to increase job satisfaction, family life, and health. According to [Bandura \(1997\)](#), self-efficacy affects the actions chosen by individuals, how much effort is done, how long the individual survives in the face of obstacles, coping with individual stress in dealing with environmental conditions and the level of achievement of the task. Self-efficacy helps determine how much effort will be made in an activity, perseverance in facing obstacles and how tenacity if faced with an unfavourable situation. [Bandura \(1997\)](#) also revealed three aspects of self-efficacy, namely level, strength, and generality. This shows that self-efficacy can influence the selection of individual activities by existing environmental demands — high levels of

work-family conflict. The high work-family conflict that occurs in women who work indeed has the potential to cause a disharmony in the family that is marriage satisfaction.

CONCLUSION

Based on the results of the data analysis done in this study, the following conclusions are obtained. Work-family conflict negatively affects Marriage Satisfaction. This means that the higher the level of conflict, the dual role of PKK mothers who work the marriage satisfaction will be lower. Self-efficacy significantly has a positive effect on marital satisfaction with a t-value of 3.27. This means that the higher the self-efficacy, the higher the marital satisfaction possessed by the PKK mother who works. This makes the second hypothesis in this study accepted. This is also caused by the influence of work-family conflict on marital satisfaction whose influence is a negative influence which means that self-efficacy can increase the influence of work-family conflict on marital satisfaction becomes increasingly positive.

LIMITATION AND STUDY FORWARD

This research should be able to use respondents with a broader scope so that general information that can be conveyed is also more comprehensive. Future researchers must be able to reassert the psychological conditions experienced by them so that they do not only include only one variable but many dependent variables.

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AUTHORS CONTRIBUTION

All writers are active in researching and writing this article. The first author, as well as the correspondent writer, is the one who is fully responsible for all research. The second author helps to oversee and control all research and publications. The third author is the party who contributes to data retrieval, while the fourth author contributes in helping to process data and improve publication results.

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