

## Correlation Between Work Family Conflict Self-Efficacy, Supervisor Support And Spouse Support With Work Family Enrichment On Female Worker In Tourism Sector

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### Abstract

This study was aimed at examining the correlation between work family conflict self-efficacy, supervisor support and spouse support with work family enrichment. Work family enrichment is one of the benefit from taking the role in the family and work domain. For female workers, working could have positive effect on their families, and vice versa, positive effect in family could be gained from their good work life. The factors influencing work family enrichment were including work family conflict, supervisor support, and spouse support. The results from this study showed that: (1) there is a significant correlation between spouse support, supervisor support and work family conflict self-efficacy with work family enrichment ( $F = 28.158$ ;  $p < 0.001$ ;  $R^2 = 0.176$ ). (2) work family conflict self-efficacy has strongest association with work family enrichment ( $F = 44.201$ ;  $p < 0.001$ ;  $R^2 = 0.100$ ), followed by supervisor support ( $F = 36.503$ ;  $p < 0.001$ ;  $R^2 = 0.055$ ) and spouse support ( $F = 28.158$ ;  $p < 0.002$ ;  $R^2 = 0.021$ ). Participants in this study are suggested to keep maintaining good correlation with their superior and husband. For the company, it is suggested to have a good work design (the systems of shift work, leave policy and length of time to work) to support female workers.

**Keywords:** Work Family Enrichment, Work Family Conflict Self-Efficacy, Supervisor Support, Spouse Support.

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### Introduction

In this globalization era, there are quite lots of roles done by women. A big number of women even do or execute men's jobs. The reason why women work and doing a variety of roles is economic factor. The involvement of women in Bali Province in executing jobs from 2010 up to 2015 is shown in The Statistical Board of Bali Province as follows: 43.19% in 2010, 41,32 % in 2011, 39.50% in 2012, 41.79 % in 2013, 44.36% in 2014, and 45.46 % in 2015. For single women, the situation gives them opportunity to step their carriers and to do self-actualization. They

state their life's goals as reaching their ambition or dreams, being top performer in their workplace, having highest position, getting good salary, having international networking and tight working hours. For married women, the situation is vice versa. They are in dilematic ambience if they want to step their carriers for they have their roles as wives and housewives (Mazdalifah, 2012).

Many researches found out that the overlapping roles as wives-housewives and stepping carriers may lead to negative conflict (Sabil & Marican, 2011). The conflict may cause women to stop woro king or diforce in the marriage for there is no work- family balance.

According to Russel, someone can feel the opportunity to get the good quality of life through working (stepping carrier). The jobs with a large otonomy can provide space for someone to be creative and improving psychological well-being). Carlson, Kacmar, Wayne, & Grzywacz (2006); Greenhaus and Powell ( 2006); Rohani and Fatimah (in Sabil & Marican, 2011) stated that there are benefits of family and jobs which are called work family enrichment. This work family enrichment is a term used to describe the positive effect in which the people who work can have their families, and families can have the jobs. Futher, Greenhaus and Powell (2006) stated that work family enrichment is defined as the extend of experience in a certain role can improve the quality of life.

Based on the interview above, it was found out that Ms. Ami who works can have a number of benefits, like: experiences the situation where she can mentally train to face various problems arised from both the works and family, can support family's life, can implement knowledge and skill she got in the college in the work place. In the contrary, Ima has to resign in order that she can look after her kid. She doesn't have any supports from her husband to work. It can be concluded that Ami, age 42 can get a number of benefits from her jobs that can influnce her family's life. Ima, on the other hand, choose to stop working for she can not deal with caring of her kid while working.

It is important to do research about work family enrichment. Women who work have capibility in overcoming problems in the workplace (i.e in the office) may also able to handle their family's problems. They are keen in time management, let say, for gathering with family, looking after their children, and capable in accomplishing office duties.

According to Hennessy (2007), there are three factors which influence work family enrichment, as follows: (1) work family conflict; is a conflict of overlapping roles, forexample, one

who involves in one role, like job, may get conflict when he/she does other role, such as caring of his/her familys. (Greenhaus & Beutell, 1985); (2) work family self-efficiency which is defined as self believe system or capability to manage job/work-family conflict (Cinamon, 2003). (3) society/community support which is defined as sources that can reduces the negative effect of stress sources, improve health and welfare. (Adam, King & King, 1996; Carlson & Parreewe, 1999).

From those three factors above, the researcher only takes two of them as the research objects/topics, namely: work family conflict self-efficiency and community support. The research conducted by Zhang, Ayman, and Korabik (2011) found out that the support from leaders were the most effective aspect in reducing WIF conflict and the support from spouse were the most effective aspect in reducing FIW conflict.

In the Indonesian community context, spouse support has the crucial role in understanding the work family conflict dynamic, especially for women who works/carrier women. Getting “permission and support” from spouse to work is important in Indonesian culture. Spouse support can reduce work family conflict, so the women who work feel convinient in working, and even can actualize their potentials optimally. (Artiawati, 2004). Other than, social support in workplace can create a more positive working environment for the employees, and this ambience may come from several different sources, like: fiends or supervisor (Carlson & Parreewe, 1999).

Based on the above background, this research will reveal the problem, is there a correlation between work family conflict self-efficacy, supervisor support, and spouse support with work-family enrichment in working mother in tourism sector?

### **Method**

Research subject of 400 employees who work in tourism sector in Nusa Dua Bali, taking technique from participants used in this research is purposive which cover the characteristic research. Respondents characteristics are women who married have children ages 21 years and lives together.

Method of collecting data used in this research were interview for the prior survey and the questionnaires for gathering the quantitative data. The opened questionnaire was applied for revealing participants identity. The questionnaire of work-family enrichment (18 aitem) was created by Carlson *et al* (2006). The questionnaire of work family conflict self efficacy (10 items) was written by Cinamon (2003). Both questionnaires were adapted into Indonesia language by the

authors. The questionnaire of supervisor support (5 item) and spouse support (5 item) were created by Antani and Ayman (2003) and one item was added by the Project team of 3535, then were adapted by Artiawati (2012).

This research use the technique of Alpha Cronbach refer to idea of Malhotra (in Jayanti 2010), the instrument (all indicators) is considered reliable enough if the score Alpha Cronbach bigger than 0.7 ( $\alpha \geq 0,7$ ). Normality test is done by using *Curve Fit Estimation*, with the provision  $p > 0.05$ . Hypothesis testing is done by using multiple regression analysis because in this research there are more than one independent variable.

### Results

Results on reliability analysis of the questionnaires used are as following:

Tabel 1. Results on Reliability Analysis

No.	Variabel	Alpha Cronbach	Status
1.	Work Family Enrichment	0.910	Reliabel
2.	Work Family Conflict Self-Efficacy	0.848	Reliabel
3.	Spouse Support	0.852	Reliabel
4.	Supervisor Support	0.886	Reliabel

The four variables (WFE, WFC-SE, spouse support, and supervisor support) have alpha cronbach value  $> 0.7$ , meaning that each item is reliable.

Hypothesis is done with multiple regression analysis seen in the following table:

Table 2. Multiple Regression Analysis

No.	Variable	R	Rsquare	F	p	Status
1.	Work Family Conflict Self-Efficacy, Supervisor Support, and Spouse Support with Work Family Enrichment	0.419	0.176	28.158	0.001	H1 is accepted

Table 2 Major hypothesis test shows that Rsquare obtained 0.176 means Work Family Conflict Self-Efficacy, Supervisor Support, and Spouse Support has a role of 17.6% in explaining Work Family Enrichment. Value  $R = 0.419$ ;  $F = 44.201$  and  $p = 0.001 < 0.05$  where  $H_1$  is accepted. There is a significant correlation between Work Family Conflict Self-Efficacy, Supervisor Support, and Spouse Support with Work Family Enrichment.

### Discussion

The test result on hypothesis showed that there were significant correlation among work family conflict self-efficacy, supervisor support, and spouse support with work family enrichment ( $F = 28.158$ ;  $Rsquare = 0.176$ ;  $p < 0.001$ ). This finding supported the research of Hennessy (2007), supports and work family conflict self-efficacy have positive relationship with work family enrichment, in the other hand, work family enrichment was a mediate that able to influence work and family satisfaction. Work family enrichment is a positive result in managing family-work (Greenhaus & Powell, in Hennessy, 2007).

Variable such as work family conflict self-efficacy, supervisor support and spouse support is contributing as much as 17,6% for the work family enrichment ( $Rsquare=0,176$ ), meaning there are other factor (82,4%) that could help to explain the work family enrichment phenomenon, such as optimism. According The Conservation of Resources (COR), the theory by Hobfoll (in Fung, Ahmad & Omar, 2012), cited that anyone could reduce their stress with having motivation to expand their human resource. The human resource which mentioned is divided into object, condition, personal characteristic, power and social support.

Aside from the COR, model of work family enrichment is explained that inside the enrichment itself, there are also important source of human resource for solving any problem. According by Greenhaus and Powel (Fung *et al*, 2012), cited that *model of* work family enrichment have five element in itself such as (1) interpersonal skill, coping skill, respecting individual differences, (2) psychologist and physically resource (self-efficacy and optimism), (3) social-capital (influence, information), (4) flexibility (flexible work-schedule), (5) material (salary and bonus).

Based of previous point which already mentioned, it can be concluded that there are significant correlation between work family conflict self-efficacy, supervisor support and spouse support with work family enrichment which is being tested for solving the research problem, it's

objectives and support hypothesis entirely. Work family conflict self-efficacy having the strongest role for explaining work family enrichment, followed by supervisor support, and spouse support being the last and have minor importance. Work family enrichment is influenced by other factor such as optimism and resource which is model of work family enrichment.

### **Conclusions**

According to the study can be concluded that there is significant correlation between work family conflict self-efficacy, supervisor support, and spouse support with work-family enrichment. After knowing the result of this research the writer recommend to companies: (1) the company should give the support in making the schedule for working mother. (2) The company should give effective permission so working mothers can make balance in their work-family life.

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### **Declaration of Interest**

The authors report no conflicts of interest in this work.

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