

Relationship of Work-Family Conflict, Work Motivation and Social Support to ASN Women's Performance in East Java Province Government Organization

Satriawan Wicaksono

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satriawan.16071295008@mhs.unesa.ac.id

Abstract. This study aims to determine the relationship of work-family conflict, work motivation, and social support to the performance of ASN women in the East Java provincial government organization. This study uses a quantitative approach. The study was conducted in two stages, namely the initial stage in the form of a validity and reliability test questionnaire then continued with the implementation stage in the form of questionnaire distribution. The population in this study was ASN Wanita in East Java provincial government organizations, a sample of 110 people. The analytical tool used in this study uses Structural Equation Modeling (SEM) with AMOS 22 software. The results showed that there was a significant influence of work-family conflict on performance, work-family conflict on work motivation, work motivation on performance, social support on work-family conflict, social support on work motivation but there was no significant effect between social support and the performance.

Keywords. Family Conflict, Work Motivation and Social Support

Preliminary

The role of a housewife that a person has is influenced by the balance of work conflict, which is a two-way nature, while a person's work role is influenced by conflict in the family. According to Greenhaus and Parasuraman (2016), the emergence of a balance between family and work demands and pressures is an attempt by employees to create family work conflicts.

There are more and more discussions about the increase in women participating in the world of work related to work-family conflicts. According to Sutanto (in Kussudyarsana & Soepatini, 2008) two economic and non-economic factors are the cause of the annual increase in the role of women in the world of work. Meanwhile, in reality, Indonesia is a developing country, the increase in the role of the female workforce in 2016 was around 48.08 percent and then 50.28 percent in 2018 (BKKBN, 2019). A career woman will be affected by work conflict in the family if she has a partner of a worker. Increased linkages between work and family arise from working couples.

This agrees with the research of Greenhaus and Beutell (2017) that the time for a family owned by a husband of a worker is not much, the wife gets heavier excess time that must be spent in family affairs.

The increase in the number of career women is an event of changes in the demographics of the workforce which will lead to many conflicts because women have responsibilities towards work and their families. Family work conflict is a form of conflict that results from changes in women's participation in the world of work. According to Minnotte (2015) work-family conflict, work stress on employee motivation is significantly positive from the role of pressure in work and family and has a two-way effect in the family such as conflict with work and vice versa.

According to Frone et al., (2015) family work conflict, leadership on employee motivation has no significant effect, one side of work is done in the office and the other is full attention to family. Thus, it is difficult to distinguish between work-related disturbances and families affected by work.

A person's efforts to fulfill the demands of a work role will result in a conflict and that person's ability can affect efforts aimed at fulfilling family demands.

According to Aycan (2018), it is also stated that work-family conflict, work motivation on performance has a positive effect, but the situation at work has a negative effect. work-family conflict in one culture with another. Work-to-family role conflict is more felt by individuals who live in a culture where family is important in life, whereas family-to-work role conflict is more felt by individuals who live in a culture where work is an important thing in life.

According to Greenhaus and Beutell (2018), work-family conflict has three dimensions, namely (1) time-based conflict, is a conflict that occurs because the time used to fulfill one role cannot be used to fulfill another role. Individuals who experience work-family conflict at this level cannot carry out both roles they have at the same time.

Time-based conflicts can occur in two forms, namely (a) time demands from one role make individuals physically unable to meet expectations from other roles, (b) time demands can make individuals occupied with one role when the individual should meet the demands of other roles. (2) strain-based conflict, is a conflict that occurs because the tension generated by one role makes it difficult for individuals to meet the demands of other roles. The tension that arises due to carrying out one role affects the performance or performance of individuals in other roles, and (3) behavior-based conflict, is a conflict that arises when a behavior is effective for one role but is not effectively used for another role. . Then,

This situation has become an increasingly important issue for companies in both developed and developing countries to pay attention to. This is supported by the statement of Greenhaus, Callanan, and Godshalk (2017) which states that family work conflict can be one of the causes of high absenteeism and high stress levels, both of which can affect the productivity of an organization. Employees will try to balance the demands between work and their families, one of which is by making distances in their careers in order to achieve a good quality of life (Greenhaus, Callanan, & Godshalk, 2016). This condition illustrates that work-family conflict is a determinant of life that needs serious attention not only from individuals who experience it, but also from individuals who experience it.

Greenhaus, Callanan, and Godshalk (2017) say that Leadership and Social Support on family work conflict have a significant positive effect, but in Abbot, Cieri, & Ivelson's (2014) research, the influence of Social Support and Motivation on family work conflict has a significant negative effect.

One of the provinces in Indonesia that has experienced an increase in the number of working women from year to year is East Java Province. The number of women working in

East Java in 2017 was recorded at 878,976 people, then increased to 9344,300 people in 2018, and has reached 978,567 people in 2019 (Central Statistics Agency, 2019). This increase in the number of working women is also in line with the economic activity of women in East Java, which is significantly higher than that of women nationally and is shown by the higher Labor Force Participation Rate (TPAK) compared to women's LFPR.

Nationally for three periods of population census, namely 1990, 2000, and 2010. LFPR in East Java Province reached 52.52%, 63.06% and 70.16%, while national LFPR for women showed a lower figure of 38.79%, 43.98% and 51.76% (Marhaeni, 2018).

Likewise, the opposite, the ability to fulfill the work demanded and owned by the person will affect the role of meeting the demands of his family (Frone, et al., 2012). According to Ahmad (2017) there are three factors that influence each individual's work-family conflict, namely (1) related to work (job related factors), which have a definition of related job characteristics including job type, work time commitment, job involvement, ability to work less than the role (role overload), and work flexibility (work flexibility), (2) family related factors, can be defined as the linkage of aspects within the family structure with work conflicts owned by the family itself. such as being responsible for parenting.

Factors related to this individual include values in fulfilling roles (life role values), gender orientation in carrying out roles (gender role orientation), self evaluation (self evaluation), and personality. The classification into the formal sector are individuals who work as employees of government or private offices, as well as those who work with the help of permanent or paid workers, while those who fall into the category of workers in the informal sector are workers with irregular income and this type of work. relatively easy to enter because it does not require strict requirements. Sunasri, (2018) researched Social Support, turnover on work motivation has a significant negative effect, while the situation at work that Social Support on work motivation has a significant positive impact.

East Javanese women who work in the formal sector are faced with a number of challenges to complete their work in the workplace well without neglecting the fulfillment of their life roles as culturally complex East Javanese women.

Literature review and hypotheses development

1. Family Work Conflict

The role of a housewife that a person has is influenced by work conflict, which is a two-way character, while a person's work role is influenced by conflict in the family. According to Greenhaus and Parasuraman (2017), the emergence of a balance between family and work demands and pressures is an attempt by employees to create work-family conflicts.

2. Understanding Work Motivation

The term motivation comes from the Latin, namely "move" which means "to move" (Winardi, 2015).

According to Sadirman (2015), motivation is a change in one's own energy which is characterized by the emergence of "feeling" and is preceded by a response to the existence of a goal.

3. Social Support

Social support is information or feedback from others that shows that someone is loved and cared for, valued, and respected, and is involved in a network of communication and reciprocal obligations (King, 2012: 226). Meanwhile, according to Ganster, et al., (in Apollo & Cahyadi, 2012: 261) social support is the availability of relationships that are helpful and have special value for individuals who receive it.

4. Performance

If an organization or company wants to progress or develop, it is required to have quality employees. Quality employees are employees whose performance can meet the targets or targets set by the company. To obtain employees who have good performance, it is necessary to apply performance.

Performance measures can be seen in terms of a certain quantity and quality in accordance with the standards set by the organization or company, the form can be tangible (measurements can be set or standards) or intangible (cannot be determined by measuring instruments or standards), depending on the form and process of implementation. that job. The performance produced by employees in a company is determined by several factors and conditions, both those that come from within the employee or those from outside the individual employee.

Mangkuprawira and Hubeis in their book *Quality Management of Human Resources* (2007:153) say that performance is the result of a certain work process in a planned manner at the time and place of the employee and the organization concerned.

- H1 : It is suspected that work-family conflict has a significant effect on performance
- H2: It is suspected that work-family conflict affects work motivation
- H3: It is suspected that work motivation has a significant effect on performance.
- H4: Social support is suspected to have a significant effect on work-family conflict.
- H5: It is suspected that social support has a significant effect on work motivation
- H6: It is suspected that social support has a significant effect on performance.

Research methods

According to Sugiyono (2014:13) research methods based on the philosophy of positivism use a certain population or sample to be studied,

Used instruments research in collection data is quantitative research methods, analysis data sstatistical/quantitative which aims to test the validity of the hypothesis. This research is causal or often referred to as a causal relationship (Sugiyono, 2011:37) with social support as an exogenous variable, work-family conflict, work motivation, and performance as endogenous variables.

To collect data, this research uses a survey method by distributing questionnaires to obtain information, to answer problems that have been formulated, the objectives to be achieved, as well as hypothesis testing on the basis of obtaining data from quantitative measurements.

Research Sample

Part of the number and characteristics contained in the population is called a sample, the collection must truly represent (Sugiyono, 2012:62). This research uses proportional random sampling technique.

Sampling

The process of selecting and taking samples is called sampling (Arikunto, 2002:124). The method of sampling is the Proportional Random Sampling Technique, which is sampling that takes into account the considerations of elements or categories in the research population (Slameto, 2017:12).

Results and discussion

The role of a housewife that a person has is influenced by the balance of work conflict, which is a two-way nature, while a person's work role is influenced by conflict in the family. The emergence of a balance between the demands and pressures of family and work is an attempt by employees to create work-family conflicts.

There are more and more discussions about the increase in women participating in the world of work related to work-family conflicts. Two economic and non-economic factors are the cause of the increase every year in the role of women in the world of work. Meanwhile, in reality, Indonesia is a developing country, the increase in the role of the female workforce in 2016 was around 48.08 percent and then 50.28 percent in 2018 (BKKBN, 2019). A career woman will be affected by work conflict in the family if she has a partner of a worker. Increased linkages between work and family arise from working couples. Time for the family owned by the husband of a worker is not much, the wife gets more weight excess time that must be spent in family matters.

The following will discuss the findings of empirical data analysis research in relation to the proposed hypothesis, namely the Relationship of Work-Family Conflict, Work Motivation and Social Support on the Performance of female ASN in East Java Provincial Government Organizations.

Researchers believe that the relationship between work-family conflict, work motivation and social support on the performance of female civil servants in East Java Provincial Government Organizations has significant positive results. This is in accordance with the facts on the ground and supported by the results of previous research.

1. The Effect of Work-Family Conflict on Performance

The effect of work-family conflict on performance will answer the first hypothesis, namely work-family conflict has an effect on performance in Provincial Government organizations in East Java.

Based on the results of observations and the results of questionnaires that have been distributed to 160 respondents, it shows that the work-family conflict variable has a significant effect on performance. Apart from the results of the questionnaire, the respondents' answers stated that the work-family conflict was also responsible for the problems that existed in the performance of an organization.

2. The Influence of Work – Family Conflict on Work Motivation

The effect of work-family conflict on work motivation will answer the second hypothesis, namely work-family conflict affects work motivation in provincial government organizations in East Java.

Based on the results of observations and the results of questionnaires that have been distributed to 160 respondents, the results show that the work-family conflict variable has a significant effect on work motivation.

3. The Influence of Work Motivation on Performance

The effect of work motivation on performance will answer the third hypothesis, namely work motivation has an effect on performance in Provincial Government Organizations in East Java.

Based on the results of observations and the results of questionnaires that have been distributed to 110 respondents, it shows that work motivation has a significant effect on performance.

4. Effect of Social Support on work-family conflict konflik

The effect of social support on work-family conflict will answer the fifth hypothesis, namely social support affects work-family conflict in East Java Provincial Government Organizations.

Based on the results of observations and the results of questionnaires that have been distributed to 110 respondents, it shows that social support variables have a significant effect on work-family conflict.

5. The Effect of Social Support on Work Motivatio

nThe influence of the relationship of social support on work motivation will answer the fourth hypothesis, namely social support has an effect on satisfaction in East Java Provincial Government Organizations.

Based on the observations and the results of the questionnaire that has been distributed to 110 respondents, it shows that social support variables have a significant effect on work motivation.

6.The Effect of Social Support on Performance

The effect of the relationship of organizational commitment on satisfaction through an ethical work climate will answer the sixth hypothesis, namely organizational commitment has no significant effect on performance in East Java Provincial Government Organizations.

Based on the results of observations and the results of questionnaires that have been distributed to 110 respondents, it shows that the social support variable has no significant effect on performance.

Conclusion

Based on the results of hypothesis testing, the following conclusions can be drawn:

1. Work-family conflict has been proven to have a significant effect on the performance of female ASN employees at the East Java Provincial Government Office so that H1 is accepted. The higher the work-family conflict, the lower the performance. On the other hand, the lower the work-family conflict, the higher the performance.

2. Work-family conflict has been proven to have a significant effect on work motivation for female ASN employees at the East Java Provincial Government Office so that H2 is accepted. The higher the work-family conflict, the lower the work motivation. Conversely, the lower the work-family conflict, the higher the work motivation.

3. Work motivation is proven to have a significant effect on the performance of female ASN employees at the East Java Provincial Government Office so that H3 is accepted. The higher the work motivation, the higher the performance.

4. Social support has been proven to have a significant effect on work-family conflict for female ASN employees at the East Java Provincial Government Office so that H4 is accepted. The higher the social support, the lower the work-family conflict. Conversely, the lower the social support, the higher the work-family conflict.

5. Social support has been proven to have a significant effect on work motivation for female ASN employees at the East Java Provincial Government Office so that H5 is accepted. The higher the social support, the higher the work motivation.

6. Social support is not proven to have a significant effect on the performance of female ASN employees at the East Java Provincial Government Office so H6 is rejected. Increased social support, does not significantly improve performance.

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