

Working Mother Issue: The Effect of Family Emotional Support on Work-Family Conflict

Sekar Afrila Miftakhul Jannah¹, Anissa Lestari Kadiyono^{2*}, Diana Harding³

¹Department of Psychology, Faculty of Psychology, Padjadjaran University, Sumedang 45363, Indonesia

²Department of Industrial and Organizational Psychology, Faculty of Psychology, Padjadjaran University, Sumedang 45363, Indonesia

³Centre for Innovation & Research Studies, Faculty of Psychology, Padjadjaran University, Sumedang 45363, Indonesia

*) Corresponding author: anissa.lestari@unpad.ac.id

Abstract

The increase in gender equality, women finally have the same opportunities as men in various aspects, including employment. Therefore, the demands experienced by working mothers are increasing, both from work and family. The difficulty of meeting all these demands can lead to work-family conflict, and one factor that can reduce work-family conflict is family emotional support. This study aimed to determine the effect of family emotional support on work-family conflict in mothers who worked as civil servants in the Indonesian Army Education Training and Doctrine Command. Using a non-experimental quantitative design with simple random sampling, this study was conducted in 2021 with 68 female participants who were married and had children. Participants were requested to fill out a questionnaire for 5-10 minutes. Using regression analysis, the result showed no significant effect of family emotional support on work-family conflict in mothers who worked as civil servants in the Indonesian Army Education Training and Doctrine Command. Thus, it can be concluded that participants most likely need other forms of support, such as instrumental support and other sources of support, such as support provided in the workplace or a combination of various forms and sources of social support.

Keywords: civil servant, family emotional support, social support, work-family conflict, working mother

Abstrak

Seiring dengan meningkatnya kesetaraan gender di masyarakat, wanita akhirnya memiliki kesempatan yang sama dengan pria dalam berbagai aspek, termasuk pekerjaan. Oleh karena itu, maka tuntutan yang dirasakan oleh ibu yang bekerja semakin bertambah banyak, baik dari pekerjaan maupun keluarga. Sulitnya untuk memenuhi semua tuntutan tersebut dapat memunculkan potensi adanya work-family conflict. Berdasarkan penelitian, diketahui bahwa salah satu faktor yang dapat mempengaruhi work-family conflict adalah dukungan emosional dari keluarga. Penelitian ini bertujuan untuk mengetahui apakah terdapat pengaruh dari family emotional support terhadap work-family conflict pada ibu yang bekerja sebagai PNS di Kodiklat TNI AD. Menggunakan desain non-eksperimental kuantitatif dan teknik sampling yaitu simple random sampling, penelitian ini dilakukan pada tahun 2021 dan diikuti oleh 68 responden yang merupakan PNS wanita Kodiklat TNI AD yang berstatus menikah dan memiliki anak. Responden diminta untuk mengisi kuesioner dengan waktu pengisian sekitar 5-10 menit. Hasil analisis regresi menemukan bahwa tidak terdapat pengaruh yang signifikan dari family emotional support terhadap tingkat work-family conflict pada ibu yang bekerja sebagai PNS di Kodiklat TNI AD. Maka dari itu dapat diambil kesimpulan bahwa kemungkinan responden membutuhkan bentuk dukungan lain seperti dukungan instrumental, serta sumber dukungan lain seperti dari tempat bekerja, atau bahkan gabungan dari berbagai bentuk & dukungan sosial.

Kata kunci: dukungan emosional keluarga, dukungan sosial, ibu bekerja, pegawai negeri sipil, work-family conflict

Introduction

Family and work are important aspects of every individual's life. The number of individuals who work every year continues to rise. Based on data from the Central Bureau of Statistics (BPS) in February 2021, 22,616,717 people worked in West Java Province (BPS, 2021). As the increase in gender equality in today's society, women finally have the same opportunities as men in various aspects, including employment. In 2020, 7,845,161 women were working in West Java Province (BPS, 2020), and a job with many female employees is a civil servant. In the city of Bandung alone, based on data from the Central Bureau of Statistics in 2018, 2,007 civil servants were working in Bandung city, and the number kept increasing up to a total of 8,970 civil servants in 2020 (BPS, 2020).

There is no difference in the main duties between female and male civil servants. Considering the stereotype of gender roles that women's main duty is doing house chores and raising children (Reichl, Leiter, & Spinath, 2014; Iraq, Kalkisim, & Yildirim, 2019), the demands and responsibility experienced by mothers who work as civil servants will then increase. Despite the Covid-19 pandemic, which requires nearly all activities, including work, to be online or carried out from home, the Indonesian Army Education Training and Doctrine Command, the location of this study instead, continues to carry out the work activities at the office. The Indonesian Army Education Training and Doctrine Command only enforced the online work activities for approximately two weeks when the pandemic began in 2019. The work activities after that were carried out offline at the office. Continuing to work offline at the office will most likely cause the employees to feel fear that they will be exposed to the Covid-19 virus when in the office or will spread the virus to their families at home after work. This is most likely to be one of the other sources of burden experienced by mothers who work as civil servants at the Indonesian Army Education Training and Doctrine Command.

The difficulty of meeting all these demands and responsibilities can lead to work-family conflict. Work-family conflict is a form of inter-role conflict in which time spent, demands, and pressures arising from one role (work/family) can interfere with a person's ability to fulfil their responsibilities in other roles (Netemeyer, Boles, & McMurrin, 1996). The definition suggests that there are certain aspects of work and family that can influence each other or have an impact on each other. This work-family conflict can occur bidirectionally (French et al., 2018). Bidirectional means that work can interfere with an individual's ability to meet the demands of their family, which is often referred to as Work Interfering Family (WIF), or vice versa. Family can interfere with an individual's ability to meet the demands of their job, which is referred to as Family Interfering Work (FIW) (Netemeyer, Boles, & McMurrin, 1996). According to Netemeyer, Boles, and McMurrin (1996), there are two most common types of work-family conflict, including time-based Conflict and strain-based Conflict. Time-based conflict occurs when time spent in one role interferes with an individual's ability to carry out responsibilities in another role. Strain-based conflict occurs when pressure from one role interferes with an individual's ability to carry out responsibilities in another role.

According to Allen, French, Dumani, and Shockley (2019), there is the great number of things that can be the factors in the emergence of work-family conflict, both from work and family aspects. Several factors from the work aspect that result in work-family conflict are inflexible working hours, the number of individual working hours, work demands, control that an individual has overwork, and the work environment (Samad, Reaburn, & Milia, 2014; Allen et al., 2019; Hwang & Ramadoss, 2016).

The antecedent factors of work-family conflict from the family aspect include the amount of time spent with family, spouse's working hours, support from family and spouse, number of family members, number of children, and age of children (Allen et al., 2019; Daalen et al., 2006; Michel, Kotrba, Mitchelson, Clark, & Baltes, 2011). According to Nomaguchi and Fetto

(2018), a mother will experience a higher level of work-family conflict when their child is at a younger age.

As previously mentioned, based on several studies, it is proven that one important antecedent factor in reducing the level of work-family conflict is social support, especially family emotional support (Daalen, Willemsen, & Sanders, 2006; Michel et al., 2011; Blanch & Aluja, 2012; Selvarajan, Cloninger, & Singh, 2013; Iraq, Kalkisim, & Yildirim, 2019). Family emotional support, specifically from the spouse, is correlated with a lower level of work-family conflict in working mothers (Iraq, Kalkisim, & Yildirim, 2019). Emotional support is indicated by the behaviour or attitude of sympathy and care performed by family members intending to provide support, understanding, attention, positive regard, and help solve problems (King et al., 1995).

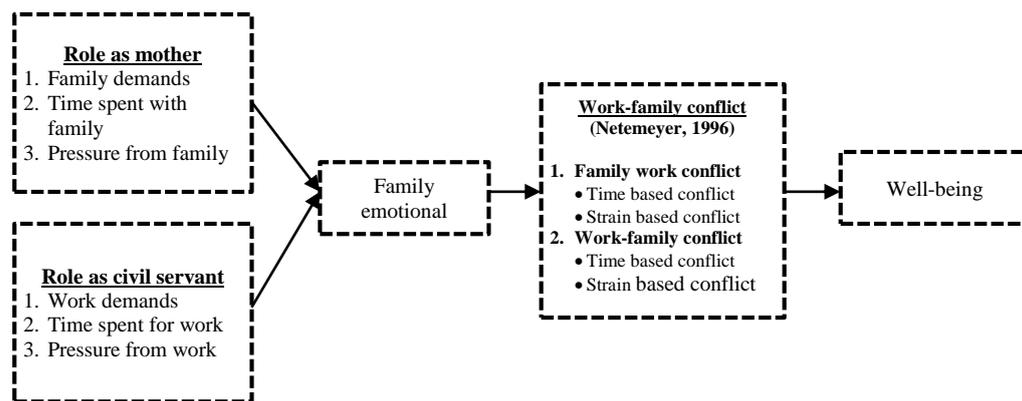


Figure 1. Relationship between family emotional support and work-family conflict

Figure 1 illustrates how family emotional support has an impact on work-family conflict. This is in accordance with a study conducted by Allen et al. (2019) and Selvarajan, Cloninger, and Singh (2013), which stated that family emotional support is negatively correlated with work-family conflict. Social support can reduce the impact of work-family conflict by reducing the stress level perceived by a working mother (Ekmekci, Xhako, & Camgoz, 2021; Daalen, Willemsen, & Sanders, 2006). Working mothers who receive family emotional support will also perceive themselves as experiencing lower levels of work-family conflict and will be more able to handle the demands of work and family (Selvarajan, Cloninger, & Singh, 2013).

This study is important because most previous studies on social support and work-family conflict measured the social support variable as a whole, meaning that there are several forms of social support examined at one time. In addition, based on the phenomena, there may be indications of work-family conflict experienced by female civil servants at the Indonesian Army Education Training and Doctrine Command. They are married and have children, which may impact their organisation and their lives. Based on the results of preliminary data, a total of 62.5% of participants experienced some difficulties in being a working mother, especially when their child is at an early age or there is no caregiver at home. In addition, 87.5% of participants stated that there are aspects of work and family that impact each other. This is in line with the results of several studies that the level of work-family conflict is indeed more commonly experienced by women than men (Daalen, Willemsen, & Sanders, 2006; Beauregard et al., 2018). This is also consistent with the study conducted by Reichl, Leiter, and Spinath (2014), which suggested that individuals who have a spouse or child usually have more responsibilities, hence a higher probability of experiencing work-family conflict.

In addition, work-family conflict can also impact an individual's life. Thus, it is important to examine them. This work-family conflict is related to a decrease in the level of well-being, a decrease in the level of professional commitment, a low level of job satisfaction, an increase in

the tendency to experience burnout, and an increase in employee turnover intention (Hwang & Ramadoss, 2016; Rasheed, Iqbal, & Mustafa, 2018; Zheng). & Wu, 2018; Gupta & Srivastava, 2020). Work-family conflict also predicts various aspects of satisfaction in an individual's life, such as life satisfaction, job satisfaction, and family satisfaction (Allen et al., 2019). Specifically, a mother who experiences a higher work-family conflict will perceive higher guilt towards her family (Maclean, Andrew, & Eivers, 2021). Other studies suggested that work-family conflict significantly impacts an individual's level of work-life integration (Mary & Ramesh, 2020). Therefore, this study aimed to determine the effect of family emotional support on the level of work-family conflict in mothers who work as civil servants at the Indonesian Army Education Training and Doctrine Command.

Methods

Participants

This study used a quantitative non-experimental design with a simple linear regression model. A quantitative non-experimental study is a descriptive study that collects quantitative data intending to provide accurate, descriptive information about the phenomenon that occurred. This study was conducted from March to December 2021 at the Indonesian Army Education Training and Doctrine Command. The Bandung Indonesian Army Education Training and Doctrine Command is the main command in charge of 28 central institutions for fostering doctrine, education, training, and weapons in the Army with many female civil servants. The population in this study was 79 participants, with characteristics of female civil servants at Indonesian Army Education Training and Doctrine Command who were married and had children. This study used a probability sampling technique that was simple random sampling, with a bound of error of 5 per cent. A total of 68 participants participated as the sample in this study. Participants' names were randomly selected using a random generator on the Unpad SAS application.

Measurement

Each selected participant was provided with a questionnaire which consisted of several parts that were informed consent, demographic data, supporting data in the form of open-ended questions, and questionnaires for the two variables. Family emotional support is the behaviour or attitude of family members that facilitates individuals by providing encouragement, understanding, positive regard, and helping them with problem-solving (King, Mattimore, King, & Adams, 1995). The family emotional support instrument was adapted from Family Support Inventory for Workers (King, Mattimore, King, & Adams, 1995). The questionnaire consisted of 29 items with a Likert scale ranging from 1 to 5 (strongly disagree to strongly agree), and the Cronbach's alpha value was 0.829.

The second instrument used was a work-family conflict adapted from Work-Family Conflict Scales (Netemeyer, Boles, & McMurrian, 1996). A work-Family conflict is a form of inter-role conflict in which the general demands, time spent, and pressure from one role (work/family) interfere with an individual's ability to fulfill their responsibilities in another role (family/work) (Netemeyer, Boles, & McMurrian, 1996). The questionnaire consisted of 10 items with a Likert scale ranging from 1 to 5 (never to often). The instrument had Cronbach's alpha value of 0.901. The total score of the two variables was categorised into three categories that were low, moderate, and high. Filling out the questionnaires took approximately 5-10 minutes.

Analysis

Descriptive analysis was first performed, including frequency, mean, and standard deviation (SD), to analyse each data per variable and dimension. The Likert-scale responses from participants to each questionnaire were added up to obtain a total score and categorisation (low, moderate, high). Furthermore, to determine the effect of family emotional support on work-family conflict, assumption tests were carried out first, which were linearity, homogeneity, and heteroscedasticity tests as a prerequisite before performing a simple linear regression test. To further explore the study results, a comparative test was also performed between demographic data and work-family conflict. As several data did not meet the assumption test, the normality test, the data with two independent samples were analysed using Mann Whitney Test, and the data with the k-independent sample were analysed using Kruskal Wallis Test. All data analysis was carried out using version 22.0 of SPSS software.

Findings

Characteristics of Participants

A total of 68 participants participated in this study. Based on Super's career development stage, most participants were in the maintenance stage with an age range of 45 – 64 years. At this stage, the individuals try to maintain their existing job situation (job security). Furthermore, speaking of tenure, most participants had worked for 20-29 years. Most participants had two children who were mostly in early adulthood, around the age of 20-30 years. Most husbands of the participants in this study worked for 8 hours a day.

Family Emotional Support

Based on the results of the data analysis as listed in Table 1, most of the participants had a high level of family emotional support. This indicated that most participants received quite strong emotional support from their family members. To enrich the data on family emotional support, the researchers asked participants several supporting questions.

Table 1. Category of family emotional support

Category	Total	Percentage	Mean	SD
Moderate	10	14.71%		
High	58	85.29%	116.99	10.958

Note. SD = standard deviation

Table 2 shows the analysis results of supporting data in open-ended questions. The results showed that nearly all participants are very close to their family members (n = 50), and the family member who most often provides emotional support is the husband (n = 63). Participants also experience several impacts after receiving emotional support from their family members, including feeling calmer (35.29%), being more motivated and enthusiastic (25%), and reducing burden and stress (10.29%).

Table 2. Supporting data for family emotional support variables

Question	Category	Total	Percentage (%)
Closeness to family members	Quite close	4	5.88
	Close	14	20.59
	Very close	50	73.53
Source of emotional support	Spouse	63	92.65
	Child	21	30.88

Table 2. Supporting data for family emotional support variables (continue)

Question	Category	Total	Percentage (%)
Source of emotional support	Parents	9	13.24
	Parents in law	3	4.41
	Sibling	2	2.94
Impact after receiving family emotional support	Calmer	24	35.29
	More enthusiastic	17	25
	Less burden & stress	7	10.29

Work-Family Conflict

Based on the result of descriptive data analysis, as seen in Table 3, most participants have low work-family conflict. Low work-family conflict indicates that the participants never or rarely encounter any work-family conflict in their daily lives. The low level of Work Interfering Family (WIF) means that the demands, time spent, and pressure that arise from work do not interfere with participants fulfilling responsibility as a mother and/or wife at home. Family Interfering Work (FIW) falls in the low category, indicating that aspects at home do not interfere with participants fulfilling responsibilities at work. Furthermore, it can also be seen that participants have a higher score on Work Interfering Family (WIF) dimension (M = 8.5, SD = 3.216).

Table 3. Level of work-family Conflict

	Category	Total	Percentage (%)	Mean	SD
WFC	Low	62	91.18	15.09	4.564
	Moderate	6	8.82		
WIF	Low	58	85.29	8.5	3.216
	Moderate	9	13.24		
	High	1	1.47		
FIW	Low	66	97.06	6.59	2.118
	High	2	2.94		

Note. WFC = work-family conflict; WIF = work-interfering family; FIW = family-interfering work; SD = standard deviation

To provide a more detailed explanation, a descriptive analysis of the supporting data and a comparative test of the demographic data were also performed. Based on the result of the comparative test as shown in Table 4, a significant difference ($p < .05$) is only found between the husband's work status and work-family conflict. Meanwhile, there is no significant difference in work-family conflict based on the number of children, tenure, and the husband's total working hours per day ($p > .05$).

Table 4. A comparative test of demographics data and work-family conflict

Characteristics of Participants	p-value
Number of Children	0.471
Tenure	0.534
Husband's Employment Status	0.001*
Husband's Total of Working Hours	0.257

Note. (*) significant at $p < 0.05$

Based on the analysis results of supporting data as seen in Table 5, it was found that most experienced impacts of demands, pressure and time spent on Work Interfering Family (WIF) were being exhausted both physically and emotionally (27.8%) and less time spent with family (23.5%). The most experienced impacts of demands, pressure and time spent on Family Interfering Work (FIW) were being unable to focus when working (58.82%) and delayed work (14.71%).

Table 5. Descriptive data from supporting data of work-family conflict

Question	Category	Total	Percentage (%)
The impact of work → House	Physically/emotionally exhausted	32	47.06
	Less time with family	27	39.71
	Stressful	18	26.47
	Unfinished house chores	10	14.71
	Unable to do fun things like hobbies	10	14.71
	Easily getting upset	8	11.76
	No impact	5	7.35
	Unable to focus at work	40	58.82
The impact of house → Work	Delayed work	10	14.71
	No impact	9	13.24
	Sleepy at work	7	10.29

Effect of Family Emotional Support on Work-Family Conflict

Spearman correlation test was first performed. The result, as illustrated in Table 6, showed that family emotional support is not correlated ($p > 0.05$) with the level of work-family conflict in mothers who work as civil servants at the Indonesian Army Education Training and Doctrine Command. Given the coefficient correlation value was 0.042, it can be concluded that the correlation between the two variables is very weak.

Table 6. Spearman correlation result between family emotional support and work-family conflict

Correlation Coefficient	Sig.
0.042	0.731

In order to examine the effect of family emotional support on work-family conflict in mothers who work as civil servants at Indonesian Army Education Training and Doctrine Command, a simple linear regression test was performed. As the data met the prerequisites for assumption tests, normality, linearity, and heteroscedasticity tests, a simple linear regression test could then be performed. Based on the results as seen in Table 7, it was found that family emotional support did not significantly influence the level of work-family conflict in participants, both as a whole and in each dimension of WIF and FIW.

Table 7. Simple linear regression test of family emotional support and work-family conflict data

Dimension	Unstandardised Coefficients		Standardised Coefficients	r ²	Sig.
	B	Std. Error	Beta		
Overall Work-Family Conflict	0.274	0.356	0.094	0.009	0.444
Work Interfering Family (WIF) Dimension	0.037	0.036	0.125	0.016	0.311
Family Interfering Work (FIW) Dimension	-0.013	0.024	-0.068	0.005	0.579

Note. (*) significant at $p < 0.05$

Discussions

Speaking of family emotional support, most participants received quite strong emotional support from their family members. The high level of family emotional support received by these participants occurs because most participants have a high closeness with their family members. In addition, nearly all participants stated that the family member who most often provides emotional support to them is the husband. One of the effects experienced after

receiving this emotional support is a stress reduction. According to Cohen and McKay (1984), when comparing closeness between family members, the spouse or husband is the person who has the closest relationship with the wife. This causes husbands to be the main source of support to help relieve stress and solve problems, especially for working mothers and/or wives (Rasheed, Iqbal, & Mustafa, 2018).

As for work-family conflict, the low level of work-family conflict occurs due to several factors, one of which is because the majority of children's age of the participants are in the early adulthood stage, meaning the parents are no longer required to pay too much special attention or assistance to their children. This is in line with the result of a study conducted by Nomaguchi and Fetto (2018), which suggested that a mother will experience higher level of work-family conflict when their child is at a younger age. The second factor is that the Indonesian Army Education Training and Doctrine Command establishes several family-friendly policies to employees. For example, if employees are absent to work because of an urgent matter at home, such as sick children, most leaders will usually allow them. According to Michel et al. (2011), more family friendly organizations can reduce the perception of work-family conflict.

The third factor is that the working hours of civil servants at Indonesian Army Education Training and Doctrine Command tend to be stable every week. According to one study, an unstable number of working hours each week can result in work-family conflict. Employees at Indonesian Army Education Training and Doctrine Command have stable working hours; they can arrange schedules for other activities more comfortably. Furthermore, participants have a higher score on Work Interfering Family (WIF) dimension. Therefore, the possible antecedent factor of conflict experienced by participants also results from the work aspect. In general, this is in accordance with the results of several other studies, which proved that the level of Work Interfering Family (WIF) is indeed higher, especially in women (Drummond et al., 2016).

Higher Work Interfering Family (WIF) score, or work-life has more influence on family life, possibly occurs for several reasons. Michel et al. (2011) stated that the flexibility in managing work schedules could reduce work-family conflict, especially in married individuals. However, at the Indonesian Army Education Training and Doctrine Command, the working hours are not flexible. This can result in a higher level of Work Interfering Family (WIF) experienced by participants. Furthermore, when viewed from the organizational structure, Indonesian Army Education Training and Doctrine Command uses mechanistic organization design, meaning having a centralized authority, having many regulations and procedures, clear division of job descriptions, having tall structure that causes the span of control to be narrower, coordination, communication, and decision making also usually occur formally using a more directive top-down style, high level of bureaucracy, and finally lack of freedom when employees wish to do something about their works (Boukis, 2016; Schermerhorn, 2013). Based on the Job Demands Control Support model, job demands, job control, and support from supervisors and co-workers are antecedent factors of work-family Conflict (Hwang & Ramadoss, 2016).

Based on the result of the comparative test, the significant difference in work-family conflict is only found in the husband's working status. However, it is not found in the number of hours the husband works daily. This indicates that the level of work-family conflict is influenced by the work status of their husbands, no matter how many hours their husband works in a day. As long as their husbands work, participants' tendency to experience work-family conflict will also increase. This is consistent with the result of a study conducted by Michel et al. (2011), that married couples who both works (dual-career couples) can increase the tendency of work-family conflict. However, there is no significant difference in work-family conflict based on the other demographic data.

Even though most participants have a low level of work-family conflict, there are impacts of work-family conflict experienced by participants. The most experienced impacts of the

demands, pressure and time spent on Work Interfering Family (WIF) are being physically and emotionally exhausted and having less time with family. In line with previous research This is in line with the results of previous studies which stated that working mothers had difficulty completing assignments at home (Sunarti, Rizkillah, & Muktiyah, 2020).

In addition, the most experienced impacts of the demands, pressure, and time spent on Family Interfering Work (FIW) are being unable to focus when working and having work delayed. This is in line with the preliminary data that many female civil servants in this study are often distracted with family matters during working hours, such as shopping, taking care of sick family members, or accompanying children to school. These affect their performance, such as unfinished work. Additionally, most of the participants stated that this impact is especially often experienced when the child is still at an early age or when a family member gets ill. This occurs because a mother whose child or family member is sick will be distracted as she is worried about her family's condition even though she is at work (Rasheed, Iqbal, & Mustafa, 2018).

According to Ahmed (2014), the negative impacts include a decrease in productivity, commitment, and absence from work. The participants and still tolerable rarely experience these impacts; therefore, the effects are not significant, meaning they do not bother them. This may be the reason why the work-family conflict of most participants in this study falls in the low category.

This study was conducted to determine the effect of family emotional support on the level of work-family conflict in mothers who work as civil servants at Indonesian Army Education Training and Doctrine Command. Based on the results of data analysis, family emotional support does not have a significant effect on the level of work-family conflict in mothers who work as civil servants at Indonesian Army Education Training and Doctrine Command. This is in accordance with a study conducted by Gopalan, Pattusamy, and Gollakota (2019), which found that the relationship between family emotional support and each dimension of work-family conflict is not significant. However, the results of this study contradict one study by Mathieu, Eschleman, & Cheng (2018), which stated that emotional support, in general, has a stronger relationship with work-family conflict when compared to instrumental support.

The insignificant effect of family emotional support on the level of work-family conflict in participants in this study occurs due to several factors. Firstly, social support will be effective in reducing the level of work-family conflict if it is provided at the right time, which is when the individual really needs that form of support, from a source of social support that is related to the source of the stressor and is perceived as useful by the individual (Pluut, Ilies, Curşeu, & Liu, 2018). Although participants in this study have a high level of family emotional support, there may be other forms of support perceived to be more useful by the participants, including instrumental support such as helping with household matters, taking care of children, etc.

This is consistent with a study conducted by Shockley and Allen (2015) that instrumental support can be more important than emotional support. Considering the working hours at Indonesian Army Education Training and Doctrine Command last until the afternoon every day, instrumental support is considered to offer more time and energy to a working mother (Gopalan et al., 2020). This is in line with several studies which suggested that the magnitude of the relationship between social support and work-family conflict will differ depending on the source and form of support provided (Daalen et al., 2006; French et al., 2018; Pluut et al., 2018).

Secondly, considering that Work Interfering Family (WIF) dimension or work-life affects family life more, the antecedent factor of the conflict encountered by participants in this study is most likely related to the work aspect (French et al., 2018). Therefore, the source of social support that participants may need more is support from their work. This is in accordance with a study conducted by Michel et al. (2011), which stated that the more support provided from

work, the less Work Interfering Family (WIF). Other studies also suggested that social support from the organisation and supervisors plays an important role and is negatively correlated with the level of work-family conflict in working mothers (Ghislieri, Gatti, Molino, & Cortese, 2016; Gupta & Srivastava, 2020; Iraq, Kalkisim, & Yildirim, 2019; Zhao, Wang, Law, & Fan, 2020). Thirdly, there is a possibility that the emotional support from the family alone is not sufficient to decrease the level of work-family conflict experienced by the participants. According to Cohen & Wills' (1985) social support theory, social support in a broader context is a strong predictor of reducing the impact of work-family conflict.

This study has several limitations, including a lack of literature or previous study on factors that may affect family emotional support. Therefore, this study does not provide a sufficient explanation of the variable. The second one is Netemeyer et al.'s (1996) work-family conflict scales used in this study only divide the items into dimensions, which are Work Interfering Family (WIF) and Family Interfering Work (FIW). This instrument does not separate the items based on work-family conflicts, such as time and strain-based conflicts. Therefore, the results could not identify more specifically what types of conflicts were experienced by participants.

Conclusion and Recommendation

Conclusion

This study examines the effect of family emotional support on working mother issues, that is, work-family conflict. The participants are mothers who work as civil servants at the Indonesian Army Education Training and Doctrine Command. The result shows that family emotional support does not significantly affect work-family conflict in mothers who work as civil servants at Indonesian Army Education Training and Doctrine Command. Participants also have a higher score on Work Interfering Family (WIF) dimension. Given these two results, it is possible that the participants in this study need other forms of social support, including instrumental support, other sources of support from the workplace, or a combination of various forms and sources of social support. This study also reveals that as long as the participants' husband is still working, the participants' tendency to experience work-family conflict will increase. Additionally, participants experience several impacts of work-family conflict despite the rare frequency and the insignificant effect; hence participants perceive that the impact does not bother their lives, both in terms of work and family.

Recommendation

There are several suggestions that the researchers put forward. For future studies in a similar field, it is suggested that social support is measured from a more general perspective. It is also suggested to use a more specific work-family conflict instrument and further explore the antecedent factors of family emotional support. In addition, people whose mothers/wives work are expected to be able to provide full social support, both in the form of emotional and instrumental support, to help the mothers/wives overcome work-family conflicts that may arise. Furthermore, a suggestion for Indonesian Army Education Training and Doctrine Command, for the organisation as a whole, leaders, and co-workers, is to further increase social support both emotionally and instrumentally to civil servants, especially female civil servants.

References

- [BPS] Badan Pusat Statistik. (2020). Jumlah pegawai negeri sipil menurut kabupaten/kota dan jenis kelamin di Provinsi Jawa Barat, Desember 2020. Retrieved from https://www.bps.go.id/indikator/indikator/view_data_pub/3200/api_pub/R1kzWmFzSXpTT2wyRGhzOTJpYlhqQT09/da_02/1 pada 13 Juni 2021
- [BPS] Badan Pusat Statistik. (2021). Penduduk berumur 15 tahun ke atas menurut provinsi dan jenis kegiatan selama seminggu yang lalu, 2008-2021. Retrieved from <https://www.bps.go.id/statictable/2016/04/04/1907/penduduk-berumur-15-tahun-ke-atas-menurut-provinsi-dan-jenis-kegiatan-selama-seminggu-yang-lalu-2008---2021.html> pada 13 Juni 2021
- Ahmed, H. (2014). Examine the relationship between work-family conflict and its impact on job satisfaction leading to turnover. *Journal of Business & Management*, 16(7), 73-78. doi: 10.9790/487X-16717378
- Allen, T. D., French, K. A., Dumani, S., & Shockley, K. M. (2019). A cross-national meta-analytic examination of predictors and outcomes associated with work – family conflict. *Journal of Applied Psychology*, 1-38. <https://doi.org/http://dx.doi.org/10.1037/apl0000442>
- Beauregard, N., Marchand, A., Bilodeau, J., Durand, P., Demers, A., & Haines, V. Y. (2018). Gendered pathways to burnout: Results from the SALVEO study. *Annals of Work Exposures and Health*, 62(4), 426–437. <https://doi.org/10.1093/annweh/wxx114>
- Blanch, A., & Aluja, A. (2012). Social support (family and supervisor), work–family conflict, and burnout: Sex differences. *Human Relations*, 65(7): 811–833.
- Boukis, A. (2016). Managing innovation within organisations. In Product Innovation through Knowledge Management and Social Media Strategies. *IGI Global*, 266–290. <https://doi.org/10.4018/978-1-4666-9607-5.ch012>
- Cohen, S., & McKay, G. (1984). Social support, stress and the buffering hypothesis: A theoretical analysis. *Handbook of Psychology and Health*. Hillsdale, NJ: Erlbaum.
- Cohen S, Wills TA. (1985). Stress, social support, and the buffering hypothesis. *Psychological Bulletin*, 98, 310–357.
- Daalen, G. Van, Willemsen, T. M., & Sanders, K. (2006). Reducing work – family conflict through different sources of social support. *Journal of Vocational Behavior*, 69, 462–476. <https://doi.org/10.1016/j.jvb.2006.07.005>
- Drummond, S., Driscoll, M. P. O., Brough, P., Kalliath, T., Siu, O., Timms, C., & Lo, D. (2016). The relationship of social support with well-being outcomes via work – family conflict: Moderating effects of gender, dependants and nationality. *Human Relation*, 1-22. <https://doi.org/10.1177/0018726716662696>
- Ekmekci, O. T., Xhako, D., & Camgoz, S. M. (2021). The buffering effect of perceived organisational support on the relationships among workload, work – family interference, and affective commitment: A study on nurses. *The Journal of Nursing Study*, 29(2), 1–11. [10.1097/JNR.0000000000000419](https://doi.org/10.1097/JNR.0000000000000419)
- French, K. A., Dumani, S., Allen, T. D., & Shockley, K. M. (2018). A meta-analysis of work-family conflict and social support. *Psychol Bull*, 144(3), 284–314. <https://doi.org/10.1037/bul0000120.A>
- Ghislieri, C., Gatti, P., Molino, M., & Cortese, C. G. (2016). Work–family conflict and enrichment in nurses: Between job demands, perceived organisational support and work–family backlash. *Journal of Nursing Management*, 1–11. <https://doi.org/10.1111/jonm.12442>
- Gopalan, N., Pattusamy, M., & Gollakota, K. (2020). Role of support in work – family interface among university faculty in India. *South Asian Journal of Business Studies*,

- 1-11. <https://doi.org/10.1108/SAJBS-11-2019-0211>
- Gupta, P., & Srivastava, S. (2020). Work – life conflict and burnout among working women : A mediated moderated model of support and resilience. *International Journal of Organizational Analysis*, 1-27. <https://doi.org/10.1108/IJOA-12-2019-1993>
- Hwang, W., & Ramadoss, K. (2016). The job demands – control – support model and job satisfaction across gender: The mediating role of work – family conflict. *Journal of Family Issues*, 1–21. <https://doi.org/10.1177/0192513X16647983>
- Irak, D. U., Kalkisim, K., & Yildirim, M. (2019). Emotional support makes the difference: Work-family Conflict and employment related guilt among employed mothers. *Sex Roles*, 1-13. <https://doi.org/https://doi.org/10.1007/s11199-019-01035-x>
- King, L. A., Mattimore, L. K., King, D. W., Adams, G. A., Journal, S., & May, N. (1995). Family support inventory for workers: A new measure of perceived social support from family members. *Journal of Organizational Behavior*, 16, 235–258. <https://doi.org/10.1002/job.4030160306>
- Macleane, E. I., Andrew, B., & Eivers, A. (2021). The motherload: Predicting experiences of work-interfering-with-family guilt in working mothers. *Journal of Child and Family Studies*, 30, 169–181. <https://doi.org/10.1007/s10826-020-01852-9>
- Mary, M. A. J., & Ramesh, V. (2020). An empirical study on the effect of work/family conflict to work-life integration (WLI). *Materials Today: Proceedings*, 1-5. <https://doi.org/10.1016/j.matpr.2020.07.721>
- Mathieu, M., Eschleman, K. J., & Cheng, D. (2018). Meta-analytic and multiwave comparison of emotional support and instrumental support in the workplace. *Journal of Occupational Health*, 1-23. <https://doi.org/http://dx.doi.org/10.1037/ocp0000135>
- Michel, J. S., Kotrba, L. M., Mitchelson, J. K., Clark, M. A., & Baltes, B. B. (2011). Antecedents of work-family Conflict: A meta-analytic review. *Journal of Organizational Behavior*, 32, 689–725. <https://doi.org/10.1002/job.695>
- Netemeyer, R. G., Boles, J. S., & McMurrian, R. (1996). Development and validation of work-family Conflict and family-work conflict scales. *Journal of Applied Psychology*, 81(4), 400–410. <http://dx.doi.org/10.1037/0021-9010.81.4.400>
- Nomaguchi, K., & Fetto, M. N. (2018). Childrearing stages and work – family conflict: The role of job demands and resources. *Journal of Marriage and Family*, 1-19. <https://doi.org/10.1111/jomf.12521>
- Pluut, H., Ilies, R., Curşeu, P. L., & Liu, Y. (2018). Social support at work and at home: Dual-buffering effects in the work-family conflict process. *Organisational Behavior and Human Decision Processes*, 146, 1–13. <https://doi.org/10.1016/j.obhdp.2018.02.001>
- Rasheed, M., Iqbal, S., & Mustafa, F. (2018). Work-family conflict and female employees' turnover intentions. *Gender in Management: An International Journal*, 1-18. <https://doi.org/10.1108/GM-09-2017-0112>
- Reichl, C., Leiter, M. P., & Spinath, F. M. (2014). Work–nonwork conflict and burnout: A meta-analysis. *Human Relations*, 67(8), 979–1005. <https://doi.org/10.1177/0018726713509857>
- Samad, A., Reaburn, P., & Milia, L. Di. (2014). The contribution of job strain, social support and working hours in explaining work – family. *Asia Pacific Journal of Human Resources*, 1-15. <https://doi.org/10.1111/1744-7941.12058>
- Schermerhorn, J. R. (2013). *Management* (12 th). United States: John Wiley & Sons, Inc.
- Selvarajan, T. T., Cloninger, P. A., & Singh, B. (2013). Social support and work – family conflict: A test of an indirect effects model. *Journal of Vocational Behavior*, 83(3), 486–499. <https://doi.org/10.1016/j.jvb.2013.07.004>

- Shockley, K.M., Allen, T.D. (2015). Deciding between work and family: An episodic approach. *Personnel Psychology*, 68(2), 283-318. <https://doi.org/10.1111/peps.12077>
- Sunarti, E., Rizkillah, R., & Muktiyah, N. T. (2020). The effect of work-family conflict and balancing strategy towards wife's job satisfaction. *Journal of Family Sciences*, 5(1), 20-35. doi: <https://doi.org/10.29244/jfs.5.1.20-35>
- Zhao, X. R., Wang, J., Law, R., & Fan, X. (2020). A meta-analytic model on the role of organisational support in work- family conflict and employee satisfaction satisfaction. *International Journal of Contemporary Hospitality Management*, 1- 20. <https://doi.org/10.1108/IJCHM-05-2020-0371>
- Zheng, J., & Wu, G. (2018). Work-family conflict, perceived organisational support and professional commitment: A mediation mechanism for chinese project professionals. *International Journal of Environmental Study and Public Health*, 15, 344. <https://doi.org/10.3390/ijerph15020344>