

## WORK-FAMILY CONFLICT, COPING STRATEGIES, AND MARITAL SATISFACTION: A STUDY OF COMMUTER MOTHERS IN JABODETABEK

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### Abstract

The involvement of women in the public sector in working with commuters requires adaptation to their family lives to address work-family conflict and implement appropriate coping strategies to improve marital satisfaction. This study aims to analyse the influence of work-family conflicts and coping strategies on the marital satisfaction of commuter-working wives. This research uses a quantitative approach through an interview with a questionnaire aids involving 71 commuter workers' mothers in Jabodetabek, selected through a purposive sampling technique. The data obtained were processed and analysed using descriptive statistics, Pearson's correlation test, and multiple linear regression test in SPSS 26.0. The results of the correlation test show that the age difference between wives and husbands and the age at marriage have a significant negative correlation with marital satisfaction. The husband's income is negatively correlated with work-family conflicts and positively correlated with marital satisfaction. The results of the regression test show that the husband's income, the number of family members, family-to-work conflicts, and coping strategies have a significant positive influence on marital satisfaction. The age of marriage has a significant negative influence on marital satisfaction. These findings imply the importance of coping strategies and family-policy support in enhancing commuter mothers' marital satisfaction.

Keywords: commuter worker, coping strategies, dual earner, marital satisfaction, work-family conflicts.

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### INTRODUCTION

The increase in the number of workers, particularly commuters, is driven by the desire to earn higher incomes and the availability of varied public transportation in Greater Jakarta (Jabodetabek). Raijaya and Chotib (2020) found that commuters are predominantly young, productive-age workers (25-29 years old) because, generally, workers at this age still have good physical abilities and are considered capable of commuting. Workers must spend extra time and energy traveling long distances to and from home. This can be caused by delays in public transportation, the many transit routes public transportation users must take, and the lack of supporting infrastructure, such as sidewalks or other transportation, which requires them to spend more time and money to reach the nearest station or bus stop. This can trigger stress on the mind and body. Stress caused by commuting activities can include sleep disturbances, fatigue, and difficulty concentrating, and can impact physical and mental health (Pratiwi & Amarul, 2021). Female commuters in Greater Jakarta account for 32.30% (BPS, 2019). Female commuters frequently experience sexual harassment on public transportation. From January to August 2022, PT Kereta Commuter Indonesia (KCI) received 22 reports of harassment cases (Kompas, 2023). This phenomenon often occurs on trains, possibly due to increased passenger numbers, leading to overcrowding on public transportation and other problems, such as theft and sexual harassment (Kompas, 2023). Passengers, especially workers, experience delays in reaching their workplaces due to disrupted commuter trains (Kompas, 2023). Research by Jachimowicz et al. (2020) found that workers experiencing work-family conflict and who travel long distances to the office are affected by their family-work role transition. Work-related outcomes are influenced not only by events in the workplace but also by events outside of work, such as the commute, work-family conflict, and family-work role transitions (Jachimowicz et al., 2020).

The shift from traditional to modern family patterns increases women's opportunities as wives to work in the public sector (Puspitawati, 2009). Women's involvement in the public sector will affect the division of

family tasks, as time allocation between home and work shifts (Herawati et al., 2018). This change increases work-family conflict. If individuals cannot balance responsibilities in both roles, the potential for work-family conflict will increase (Andhini et al., 2021). Work-family conflict is a form of role conflict that causes stress for individuals, requiring coping strategies to manage this stress (Andhini et al., 2021). In high levels of family-to-work conflict, emotion-focused coping (EFC) results in lower family satisfaction and may be harmful due to problems balancing work and family. A combination of different coping strategies at the individual, family, and organizational levels, with flexible decision-making, will work better in situations of work-family conflict and can increase marital satisfaction.

According to Veronika and Afdal (2021), marital satisfaction is a subjective assessment of the overall quality of a marriage and is the peak of happiness experienced by a husband and wife. Marital satisfaction is dynamic and changes over time and in response to certain conditions. Marital satisfaction is created by the couple themselves by maintaining harmony, which will be an indicator of success in married life. In research by Srisusanti and Zulkaida (2013), one of the determining factors of marital satisfaction among working wives is the compatibility of roles and expectations, including the division of tasks and roles with their partners. One in three working mothers has low marital satisfaction (Meliani et al., 2014). Meliani et al. (2014) also found that well-managed work-family conflict tends to increase marital satisfaction. According to Mittal and Bhakar (2018), the family and work environments are sources of stress for wives with formal jobs. Fala et al. (2020) found that wives working in the formal sector use more effective coping strategies to obtain support in fulfilling family roles. Rantanen et al. (2011) and Richter et al. (2014) found that problem-based coping strategies had a better influence on marital satisfaction than emotion-based coping strategies.

The theoretical approach employed is structural-functional theory, which is necessary to create balance within the family while maintaining the functioning of family systems. Structural-functional theory is a social system composed of interconnected parts that are integrated to maintain balance (Parsons & Durkheim, as cited in Juwita et al., 2020). Research related to work-family conflict and marital satisfaction has been studied by Carroll et al. (2013), Bagherzadeh et al. (2016), work-family conflict and marital satisfaction in working wives by Meliani et al. (2014), coping strategies and marital satisfaction in working wives by Fala et al. (2020), and work-family conflict and marital quality by Dyoga et al. (2022). Despite the growing number of female commuters, research specifically examining the combined effects of work-family conflict and coping strategies on marital satisfaction among working mothers who commute remains very limited. This study fills that gap by offering new insights into how commuting as a unique stressor shapes the dynamics of marital satisfaction, making it both urgent and novel in the context of family and commuter studies in Indonesia. Based on this background, research on work-family conflict and coping strategies on marital satisfaction in working mothers who commute is necessary, considering that this conflict will likely be very felt by working mothers who commute because commuting is an activity that is tiring and can cause stress on the mind and body, which is feared to affect the productivity of carrying out work-family responsibilities and roles. This study aims to identify, analyze, and understand the relationships and influences among family characteristics, work-family conflict, coping strategies, and marital satisfaction among working mothers who commute.

## METHOD

### Research Design, Location, and Time

This study employs a cross-sectional design, conducted through face-to-face interviews using a questionnaire. The location was chosen purposively in Jabodetabek. The reason for this research location is that, based on BPS (2019) Jabodetabek Commuter Statistics, 80.6% of commuters in Jabodetabek have their main activity as work, with 32.30% of commuters being female.

### Samples and Sampling Techniques

The population in this study was families with husbands and wives working in Jakarta. The sampling technique employed was a non-probability sampling method, specifically a purposive sampling approach. This study selected samples with the following criteria: (1) wives who work in the formal sector; (2) have children aged 0 to 6 years; (3) work in Jabodetabek; (4) are accustomed to using public transportation such as the Electric Rail Train (KRL) or Commuter Line from their residence to their workplace; (5) travel time from home to their workplace is at least 1 hour. The study included 71 respondents, all working mothers who commuted in Jabodetabek.

### **Types of Data and Data Collection Techniques**

The data used in this study were both primary and secondary. Primary data were obtained through offline and online interviews using a questionnaire. The primary data used in this study included family characteristics (husband and wife's age, husband and wife's education, husband and wife's occupation, husband and wife's income, workplace location, residence location, number of family members, length of marriage, daily working hours, travel time from home to work, and travel time from work to home), work-family conflict, coping strategies, and marital satisfaction. Secondary data used in this study were obtained through a literature review of previous related studies, books, and credible internet sources.

Work-family conflict was measured using the Work-Family Conflict and Family-Work Conflict instrument by Netemeyer et al. (1996). This instrument consists of 10 statements, divided into two dimensions: work conflict interferes with family (5 items) and family conflict interferes with work (5 items). Items were measured using a semantic scale ranging from strongly disagree (score = 1) to strongly agree (score = 4). This instrument has a Cronbach's Alpha value of 0.830. Coping strategies were measured using the Brief COPE (Coping Orientation to Problems Experienced) instrument compiled by Carver (1997). The instrument consists of 30 questions, divided into two dimensions: problem-based coping strategies (10 items) and emotion-based coping strategies (20 items). Item measurement uses a semantic scale ranging from "never" (score = 1) to "very often" (score = 4). This instrument has a Cronbach's Alpha value of 0.705. Marital satisfaction was measured using the ENRICH (Evaluation and Nurturing Relationship Issues, Communication and Happiness) Marital Satisfaction Scale instrument compiled by Fowers and Olson (1993). The instrument consists of 15 statement items. Item measurement uses a semantic scale from very dissatisfied (score = 1) to very satisfied (score = 4). This instrument has a Cronbach's Alpha value of 0.859.

### **Data analysis**

The activities carried out started from pre-survey, secondary data collection, primary data collection, data entry, data cleaning, editing, coding, and data analysis. The data processing was carried out using Microsoft Excel 2019 and the Statistical Package for the Social Sciences (SPSS) for Windows, version 26. The data were analyzed using descriptive statistics, including mean, standard deviation, maximum, and minimum values, as well as a Pearson correlation test to examine relationships between variables and a multiple linear regression to assess the influence of independent and dependent variables. The scores were then transformed into an index and categorized according to the cut-off from Sunarti et al. (2005): low (<60), medium (60-79), and high (≥80).

## **RESULTS**

### **Respondent and Family Characteristics**

The study found that the ages of wives (93%) and husbands (90.1%) were predominantly in the early adulthood range, 19-40 years. The wives' ages ranged from 25 to 47 years, while the husbands' ages ranged from 27 to 56 years. The average length of education for wives was 15.97 years and for husbands 16.39 years. The average income for wives was Rp6,300,000 and for husbands Rp6,620,000. The largest number of respondents' families were in the small family category (0-4 people; 88.7%). The respondents' marital age varied from two to fourteen years, with an average of 5.35 years.

Respondents in this study were working mothers in the formal sector, mostly private sector employees (73.2%). Respondents' workplaces were predominantly located in Jakarta (90.1%). Respondents' residences were spread across the Greater Jakarta area (Jakarta, Bogor, Depok, Tangerang, and Bekasi). All respondents used the Commuter Line (KRL), and 70.4% used other transportation to reach their destinations, such as the MRT, LRT, Transjakarta buses, public transportation, or motorcycle taxis. The average total travel time from work to home (round trip) was 3.89 hours. The average working hours for wives were 7.99 hours. Respondents were mostly assisted in carrying out their family roles by other parties, such as domestic workers (PRT), babysitters/nannies, daycare centers, or other family members (parents/siblings) (87.3%).

### **Work-Family Conflict**

The results in Table 1 indicate that more than half of commuting mothers (63.4%) fall into the low work-family conflict category, 28.2% into the moderate category, and only 8.5% into the high category. When viewed by dimension, conflict between work and family is more frequently experienced by those in the moderate category (40.8%), while conflict between family and work is predominantly experienced by those in the low category (73.2%).

Table 1. Distribution of samples based on work-family conflict categories

Variables	Category						Min± max	Mean± SD
	Low (<60)		Moderate (60-79)		High (≥80)			
	n	%	n	%	n	%		
Work conflict disrupts family life (WFC)	28	39.4	29	40.8	14	19.7	13.3± 93.3	60.7± 17.90
Family conflict disrupts work life (FWC)	52	73.2	15	21.1	4	5.6	13.3± 100	47+ 17.19
<b>Work-family conflict</b>	45	63.4	20	28.2	6	8.5	13.3± 90	53.8± 15.74

Proportionally, work conflict disrupts family life (53.9%) is more common than family conflict disrupts work life (46.1%). This finding confirms that work demands and pressures are more dominant in hindering mothers' roles within the family than family demands are in interfering with work. In other words, work is a relatively stronger source of conflict than family in influencing role balance among commuting mothers.

### Coping Strategy

The coping strategies measured in this study consisted of two dimensions: problem-based coping strategies and emotion-based coping strategies. Table 2 shows that the coping strategies employed by commuting mothers were mostly in the moderate category (81.7%), with the remainder in the low (12.7%) and high (5.6%) categories. Five out of ten commuting mothers employed problem-based coping strategies in the moderate category (57.7%). Seven out of ten commuting mothers employed emotion-based coping strategies in the moderate category (76.1%).

Table 2. Distribution of samples based on coping strategy categories

Coping Strategy	Category						Min± max	Mean± SD
	Low (<60)		Moderate (60-79)		High (≥80)			
	n	%	n	%	n	%		
Problem-based coping strategies	9	12.7	41	57.7	21	29.6	40± 100	71.4± 12.145
Emotion-based coping strategies	13	18.3	54	76.1	4	5.6	43.3± 83.3	67.0± 8.251
<b>Coping Strategy</b>	9	12.7	58	81.7	4	5.6	52.2± 84.4	68.4± 7.599

### Family Subjective Well-being

Based on Table 3, the majority of respondents' marital satisfaction levels were in the moderate range (60–79), with 66 respondents (93.0%). Three respondents (4.2%) were in the low category (<60%), while only two (2.8%) were in the high category (80–100%). The mean marital satisfaction score was 67.66 (SD ±12.11), with a score range of 40.00 to 95.56. This finding indicates that, in general, respondents' marriages were at a fairly good level of satisfaction, but not yet optimal. Only a small proportion of respondents reported high marital satisfaction, while a small proportion reported low satisfaction.

Table 3. Distribution of samples based on marital satisfaction categories

Category	Marital Satisfaction	
	Total (n)	Total (%)
Low (<60)	3	4.2
Moderate (60-79)	66	93.0
High (80-100)	2	2.8
Total	71	100
Min±max	40.00+95.56	
Mean±SD	67.66+12.11	

In conjunction with the findings in the previous table on coping strategies, this pattern suggests that although most respondents employed moderate coping strategies, this did not necessarily lead to high marital satisfaction. This raises the possibility that other factors, such as the quality of spousal communication, emotional support, or external conditions like economic pressure and workload, also influence marital satisfaction.

### The Relationship between Family Characteristics, Work-Family Conflict, Coping Strategy and Marital Satisfaction

Based on the Pearson correlation test, the results showed that the respondents' family characteristics, namely the age of the wife and husband and the length of marriage, were negatively related to marital satisfaction. This means that the older the wife and husband and the longer the marriage, the higher the marital satisfaction. The husband's income was negatively related to work-family conflict but positively related to marital satisfaction. This means that the higher the husband's income, the lower the work-family conflict, and it can increase marital satisfaction. Meanwhile, both dimensions of the coping strategy variable (problem-based coping strategies and emotion-based coping strategies) were positively related to marital satisfaction. This means that the more problem-based and emotion-based coping strategies are used, the higher marital satisfaction is. The results of the correlation test are presented in Table 4.

Table 4. Correlation coefficients of family characteristics, work-family conflict, coping strategy, and marital satisfaction

Variable	Work-family conflict		Coping Strategy		Marital satisfaction
	WFC	FWC	Problem focus	Emotion focus	
Wife age (year)	0.147	-0.036	-0.005	-0.041	<b>-0.354*</b>
Husband age (year)	0.056	-0.057	-0.051	-0.025	<b>-0.327*</b>
Wife education (year)	-0.007	-0.126	-0.118	-0.181	-0.041
Husband education (year)	0.104	-0.076	-0.049	-0.066	-0.088
Wife income (IDR)	0.035	0.097	0.232	0.122	0.095
Husband income (IDR)	<b>-0.267*</b>	-0.132	-0.031	0.045	<b>0.287*</b>
Family size (people)	-0.021	-0.039	0.023	-0.162	-0.140
Length of marriage (tahun)	0.098	0.014	-0.025	-0.079	<b>-0.422**</b>
Marital satisfaction	-0.072	0.185	<b>0.372**</b>	<b>0.416**</b>	1.000

\*Significant at  $p \leq 0.1$ . \*\*Significant at  $p \leq 0.05$ .

### The Influence of Family Characteristics, Work-Family Conflict, and Coping Strategy on Marital Satisfaction

Based on the multiple linear regression, the variables related to marital satisfaction had an adjusted R-square of 0.470. This means that 47% of the variables in this study influence marital satisfaction, and the remaining 53% are influenced by variables outside the study. This study found that the respondents' family characteristics, such as husband's income ( $B = 0.451$ ;  $p = 0.018$ ), had a significant positive effect on marital satisfaction. This means that every one-unit increase in the husband's income of Rp100,000 will increase the marital satisfaction index by 0.451 units. Family size ( $B = 1.905$ ;  $p = 0.032$ ) had a significant positive effect on marital satisfaction. This indicates that every one-unit increase in family size will increase marital satisfaction by 1.905 units. Meanwhile, the length of marriage ( $B = -0.737$ ;  $p = 0.018$ ) had a significant negative effect on marital satisfaction. This means that every one-year increase in marital age will decrease the marital satisfaction index by 0.737 units (Table 5).

The variable regression test revealed that the dimension of family conflict interfering with work ( $B = 0.078$ ;  $p = 0.032$ ) had a positive effect on marital satisfaction. This means that every one-unit increase in the index of family conflict interfering with work will be associated with a 0.078-unit increase in marital satisfaction. Problem-based coping strategies ( $B = 0.118$ ;  $p = 0.005$ ) had a significant positive effect on marital satisfaction. Every one-unit increase in the index of problem-based coping strategies will increase marital satisfaction by 0.118 units. In addition, emotion-based coping strategies ( $B = 0.230$ ;  $p = 0.000$ ) had a significant positive effect on marital satisfaction. This means that every one-unit increase in the index of emotion-based coping strategies will increase marital satisfaction by 0.230 units (Table 5).

Table 5. The Influence of family characteristics, work-family conflict, and coping strategy on marital satisfaction

Variabel	Unstandardized Coefficients (B)	Std. Error	Standardized Beta Coefficient ( $\beta$ )	Sig.
(Constant)	41.412	10.396		0.000
Wife age (year)	-0.101	0.272	-0.091	0.713
Husband age (year)	-0.019	0.200	-0.020	0.926
Wife education (year)	0.186	0.388	0.049	0.633
Husband education (year)	-0.150	0.312	-0.045	0.631
Wife income (IDR)	-0.103	0.235	-0.042	0.662
Husband income (IDR)	0.451	0.184	0.245	0.018*
Family size (people)	1.905	0.869	0.254	0.032*
Length of marriage (tahun)	-0.737	0.303	-0.416	0.018*
Work conflict interfering with family (index)	-0.049	0.036	-0.169	0.174
family conflict interfering with work (index)	0.078	0.036	0.258	0.032*
Problem-based coping strategies (index)	0.118	0.040	0.275	0.005*
Emotion-based coping strategies (index)	0.230	0.061	0.365	0.000**
R Square		0.561		
Adjusted R Square		0.470		
F		6.172		
Sig.		<b>0.000**</b>		

\*Significant at  $p \leq 0.1$ . \*\*Significant at  $p \leq 0.05$ .

## DISCUSSION

The study results showed that the average age of wives and husbands was early adulthood. In early adulthood, people are considered to have completed their growth period and are ready to contribute to society (Hurlock 1996 in Putri 2019). Early adulthood also involves developmental tasks, such as fulfilling domestic and public roles, including earning a living, choosing a life partner, becoming a husband or wife, starting a family, educating and raising children, and developing values and attitudes to adapt to new challenges. The results of the correlation test showed that the age of wives and husbands was negatively related to marital satisfaction. The older a person is, the lower the perceived marital satisfaction. This finding aligns with Reis and Sprecher (2015), who discovered that age is a significant factor influencing marital satisfaction. Rahmaita et al. (2016) also found a relationship between family characteristics, namely the age of wives and husbands, and marital satisfaction. This can occur due to emotional maturity and life experiences, which can influence a person's ability to fulfill responsibilities and overcome existing conflicts or challenges (Novia, 2022). One aspect of marital satisfaction proposed by Fowers and Olson (1993) is conflict resolution, which is related to problem-solving skills, particularly in maintaining a marriage and increasing marital satisfaction and harmony. Marital satisfaction will be achieved if couples can effectively resolve conflicts (Saputri, 2020).

The length of marriage also has a significant negative effect on marital satisfaction. The longer the marriage, the lower the marital satisfaction. This finding aligns with research by Lavner et al. (2014) and Herawati and Widianoro (2019), who found that marital satisfaction is high in the early stages of marriage but gradually declines after several years, only to increase again over time as the couple matures. This may occur because couples spend more time together during the early stages of marriage. The average family size in this study was three: a father, a mother, and a child. This study found that marital satisfaction is influenced by family size. A larger family size and the presence of children both increase marital satisfaction. This aligns with research by Duvall and Miller (1985), who found that the presence of children can influence marital satisfaction. Having children can make a wife feel closer to her husband, especially in terms of childcare (Srisusanti & Zulkaida, 2013). This also aligns with research by Erlangga and Widiasavitri (2018), who found that the presence of children can complement and enhance a family, increasing marital satisfaction.

This study found that husband's income was negatively related to work-related conflict. This means that the higher the husband's income, the lower the level of work-related conflict. Husband's income significantly positively impacted marital satisfaction. The higher the husband's income, the greater the marital satisfaction. This aligns with research by Matthews and Gallo (2003); Rizkillah et al. (2015), and Puspitawati (2017), which found that marital satisfaction is influenced by, among other factors, the family's income or economic situation. Having a husband and wife both work and earn income from two sources can improve their ability to meet household needs. A sufficient family economy will support marital satisfaction (Duvall & Miller, 1985).

The study results show that more than half of commuting mothers report moderate marital satisfaction, and nearly a quarter report low marital satisfaction. Commuting mothers' marital satisfaction stems from managing work-family conflict through appropriate coping strategies, such as a balanced and well-organized division of roles and time. Wives who manage work-family conflict well tend to be more satisfied with their marriages (Meliani et al., 2014). This is consistent with research by Rizkillah et al. (2015), which found that marital satisfaction increases when a wife's roles and responsibilities within the family are well-managed and fulfilled. Role compatibility and expectations, including a consistent division of tasks and roles with their partner, also influence marital satisfaction (Srisusanti & Zulkaida, 2013).

Commuting mothers have dual roles as homemakers and workers. If the responsibilities between work and family are unbalanced, this can lead to role conflict. Work and family. The results of the study indicate that work-related conflict disrupting family life is more common among commuting mothers than family-related conflict disrupting work. The most common work-related conflicts include high work demands that impact family life and require commuting mothers to adjust their family plans, work pressure, and long working hours, leaving them with less time to fulfill their family roles. This finding aligns with research by Meliani et al. (2014), which revealed that working wives perceived work-related conflict as more disruptive to family life than family conflict disrupting work. This may occur because working mothers spend more time working than with their families. This study found that family-related conflict disrupting work has a positive effect on marital satisfaction. This means that the higher the level of family conflict disrupting work, the higher the perceived marital satisfaction. This contradicts research by Nadia et al. (2017) and Dyoga et al. (2022), which found that the higher the level of family conflict disrupting work, the lower the perceived marital satisfaction. This difference may occur because commuting mothers do not perceive family demands as interfering with work responsibilities. Commuter working mothers experience this situation because of the social support they receive from their environment, which helps ease their burden, especially in domestic roles. Social support within the family helps working mothers fulfill their family roles, such as childcare and other household responsibilities (Jannah et al., 2022). Relationships with parents and relatives, as well as communication with partners, can provide support and assistance when faced with problems (Carroll et al., 2013). Good communication with partners can help reduce work-family conflict, thereby increasing marital satisfaction. Support received by working mothers can include providing advice or counsel, engaging in conversation, helping with household chores, motivating, comforting, and supporting their work.

Mothers' participation in the public sector, in this case, earning a living by working to meet family needs, requires adjustments and a division of domestic and work roles. This can occur due to changes in time allocation between family and work (Herawati et al., 2018). Balancing work and family responsibilities can often lead to conflicting priorities, which, if not properly managed, can become a source of stress for individuals. Therefore, appropriate coping strategies are needed to address existing sources of stress. Carver et al. (1989) divided coping strategies into two categories: problem-based and emotion-based. This study found that both problem-based and emotion-based coping strategies influence marital satisfaction. A combination of flexible coping strategies can increase marital satisfaction (Rantanen et al., 2011). This finding aligns with Haapala's (2012) research, which suggests that coping strategies are one way to foster marital satisfaction.

Marital satisfaction is a husband and wife's subjective assessment of the overall quality of their marriage, including their perceived happiness in it. This study found that three-quarters of commuting mothers were satisfied with aspects of conflict resolution, including their perception of a successful marital relationship, their sexual relationship, including expressions of affection and sexual intercourse, and their marriage, including their lack of regrets about their relationship. However, a quarter of commuting mothers were dissatisfied with their partner's personality and habits, financial management related to meeting needs, communication regarding understanding their partner's moods, and shared activities. Marital satisfaction is dynamic and can change over time (Veronika & Afdal, 2021). This study found that

marital satisfaction is influenced by income, family size, marital age, family conflict interfering with work, problem-based coping strategies, and emotion-based coping strategies.

Theoretically, this study contributes to the development of structural-functional theory by showing how commuter mothers adapt to their dual roles through coping strategies that maintain family balance and marital satisfaction. In practice, the findings highlight the importance of designing support systems for commuter working mothers, such as workplace flexibility, family counseling programs, and the involvement of husbands and extended family members, to reduce work-family conflict. These implications emphasize that marital satisfaction can be strengthened not only through individual coping efforts but also through systemic and policy-level interventions. A limitation of this study is that it was conducted using face-to-face interviews, but the problems experienced by respondents were not fully explored due to time constraints. Furthermore, the instrument used to measure work-family conflict consisted of only two dimensions: work conflict interfering with family and family conflict interfering with work.

## CONCLUSION AND SUGGESTIONS

This study involved 71 commuter mothers in Greater Jakarta (Jabodetabek) who were in the early adulthood category. The results showed that the work-family conflict experienced by commuter mothers was mostly low, their coping strategies were moderate, and their marital satisfaction was moderate. Correlation tests showed that the ages of the husband and wife, and the length of marriage, were negatively related to marital satisfaction. The husband's income was negatively related to work-family conflict but positively related to marital satisfaction. The influence test results showed that the family characteristics of commuter mothers, namely the husband's income and family size, positively influenced marital satisfaction. The higher the husband's income and the number of family members, the higher the marital satisfaction. Length of marriage negatively influenced marital satisfaction. The longer the marriage, the lower the marital satisfaction. For the work-family conflict variable, it was found that the greater the degree of family conflict that interferes with work, the lower the marital satisfaction. Meanwhile, the coping strategies variable, comprising problem- and emotion-based coping strategies, significantly influenced marital satisfaction. This means that the more coping strategies, the higher the marital satisfaction.

Based on the results found in this study, the suggestions that can be given are as follows: (1) working mothers can improve their problem-based coping strategies in the form of concentrating on thinking about strategies for the next steps and emotion-based coping strategies in the form of focusing on problems and not doing other things to distract attention in solving problems so that it can increase marital satisfaction, (2) the involvement of husbands, other family members, or third parties such as domestic workers (PRT), child caretakers in helping with household tasks can alleviate the work-family conflict felt by working mothers so that it can increase marital satisfaction, (3) the government is expected to provide programs for working mothers in overcoming work-family conflict such as through counseling programs or family consultation services and pay attention to the welfare of workers with policies related to working hours, wages and compensation so that working mothers can divide family-work roles more balanced (4) for further researchers related to marital satisfaction in working mothers, it is hoped that they can examine other variables that can influence marital satisfaction in more depth such as the existence of social support received by working mothers or examine the differences in marital satisfaction between commuting working mothers and non-commuting working mothers.

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