

INTERROLE CONFLICT AND COPING STRATEGIES AMONG WORKING MOTHERS

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Abstract. Interrole conflict is the most common factor causing problems for working woman. During pandemic, mother's responsibility on childcare and schooling increased due to the several schooling from home rules. Working mothers face work-family conflict (WFC) and family-work conflict (FWC) in which work-related demands limit their ability to perform their family roles or family stuff interfere their work performance. This study aimed to compare WFC and FWC within parental status of working woman (working mothers with and working women without children) and determine the type of coping strategies implemented by low level conflict group. There are 204 working women as respondents from 42 companies in Indonesia who were randomly selected using cluster random sampling. The interrole conflict measured using "interrole conflict questionnaire" in a scale 0-5. Parental status represents respondent's roles divided into working mother with children and working woman without children. Working mothers defined as a working woman with at least 1 child under 10 years under their responsibility. Meanwhile, working women without children were working woman who were not responsible for any children. Coping strategy was measured by using a coping strategy instrument in a scale 0-5. Data were comparatively analyzed using independent sample t-test with 95% confidence interval (CI). The results showed that working mothers have 0.69 or 14% greater WFC score ($p < 0.05$) and 0.40 or 8% greater in overall conflict score ($p < 0.01$) compared to working women without children while FWC comparison didn't showed any significant difference ($p = 0.44$). The significant difference in coping strategies between 2 groups of conflict levels are in the stress management (p -value = 0.03) and problem-solving experience ($p < 0.01$). This study concluded that work-family conflict becomes confirmed issue experienced by most working mothers during pandemic. It is recommended to consider strategic programs related to stress management and problem-solving improvement in the

organization involved working woman.

Keywords: interrole conflict, work-family conflict, family-work conflict, coping strategy, working mothers

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INTRODUCTION

The increased number of educated woman and the economic pressure nowadays impact on the increasing number of working women in both national and global work force (Hyland *et al*, 2020). Based on the data from Central Bureau of Statistics (n.d.), the percentage of female workers in the formal sector in Indonesia is 36.20% in 2021 or 1.50% greater compared to the previous year.

There are several challenge female workers forced to face in the traditional family model that referred by most culture in Indonesia, where husband as a breadwinner and a wife becomes a home-maker (Rahmawati, 2015). The demands of career and family roles among working women often causing problems due to the unbalanced priorities within job and family life (Kusumastuti, 2020). The accumulated problems against each roles becomes interrole conflict where a woman carried out multiple responsibility that can reduce each other's satisfaction (Melati and Rizkillah, 2022).

Interrole conflict between work and family is defined as a set of pressure that occur between professional and family roles that increased strain within each other (Wilson *et al*, 2018; Perreault and Power, 2021). Based French *et al* (2018), interrole conflict is the most psychological factor that caused job problems for working woman. In the workplace, this conflict is often recognized by job dissatisfaction, occupational fatigue, job stress

(eg, depression and stress), and other problems with negative impacts that affect performance at work (Dash and Saxena, 2015; Arpino and Luppi, 2020; Asbari *et al*, 2020). The unthreatened interrole conflict consequences in bad personal relationship among workers, reduce worker's job performance and impact on reduced productivity in the workplace (Balogun and Afolabi, 2021; Lakshmi Narayanan and Savarimuthu, 2022).

There are several types of interrole conflict based on the causes and problems affected. Previous studies have conceptualized the work-family conflict as two-directed construct, but recent research has shown that work-family conflict (WFC) and family-work conflict (FWC) are different constructs (Dharmanegara *et al*, 2018; Lee, 2018). WFC occurs when family role demands affect a person's ability to accomplish role demands at work. Otherwise, FWC occurs when job demands at work caused problems in the family life. However, WFC and FWC are two types of interrole conflict that are distinct but related. This type of conflict reflects the degree to which role responsibilities from the work and family domains are incompatible from a work-family and family-work perspective.

Based in Frone *et al* (1995), WFC or FWC are more closely related to psychosocial factors. They stated that conflict management among working mothers depends on their ability in problems solving or copying strategy chosen related to the person's experience in the past, especially in dealing with the familiar problems. Xie *et al* (2018) proved that personality is related to WFC through the experience of events involving work and family problems or personality that can create different perceptions of WFC.

Although it can be experienced by either male and female workers, the impact of interrole conflict experienced by 80% female workers (Asbari *et al*, 2020) and 75% of them are married women (Jeon and Noh, 2018; Yucel and Latshaw, 2020; Yusuf and Hasnidar, 2020). Based on Kim and Park (2018), the rate of working women being depressed due to the interrole conflict is 55% higher compared to male workers. The risk is higher for working woman with more kids (Adhikari, 2012).

Several study proved that the conflict between professional and parental roles also impact on increased stress level among working mothers (Arpino and Luppi, 2020; Adhikari, 2012). This study aimed to determine WFC and FWC comparison based on the parental status and identify most coping strategies implemented to reduce the conflict risk among working women.

MATERIALS AND METHODS

Research design and sample size

This research is an observational study using a cross-sectional design involved working women as a population. Based on the minimum sample size required (Potthoff *et al*, 1992), 204 female workers from 42 formal companies randomly selected as respondents by cluster random sampling. The sample included respondents with the following criteria: 1) female workers under 60 years old who has an undergraduate education level/equivalent; 2) working as full-timer for at least 8 hours a day; and 3) has been working for 5 years or more.

Data collection

Data were collected during July 2021 – February 2022. In first stage, the researcher made a list of formal companies in Indonesia with at least 8 working hours. Sample size then clustered by narrowing it down to 1-2 companies for each province randomly and 42 formal companies obtained. After get a permission, the questionnaires were distributed by online form to female respondents.

Variable and instruments

The dependent variable is interrole conflict consisting of WFC and

FWC indicators measured using a work-family conflict questionnaire (Pinto *et al*, 2016). This instrument consisted of 9 questions on a scale of 0-5 (no conflict – high). The final conflict outcome is calculated on a numerical scale determined from the average score of WFC and FWC accumulatively.

Parental status referred to respondent's parental roles based on whether they did a childcare or not and divided into working mother with children and working women without children. Working mother was defined as a working woman with at least 1 child under her responsibility while working women without children were those who were not responsible for any children. In order to minimize bias within analysis, the children of working mothers in this study were under the age of ten.

Coping strategy in this study referred to a person's behavioral and cognitive ability in dealing with any situation that indicates a problem. There are 9 main indicators measured by a coping strategy instrument (Harrison and Minor, 1982) with a scale of 0-5.

Evidence of internal consistency was provided by construct reliability, alpha coefficient, and the estimated variance of the extracted mean for WFC, FWC and coping strategy instrument. Discriminant validity test was performed on this instrument. It has been suggested that if the square of the parameter estimate between the two constructs is less than the mean of the extracted variance, discriminant validity is supported (Ab Hamid *et al*, 2017). This criterion was met by all samples in the study.

Data analysis

The independent t-test used as comparison test to determine conflict difference (WFC and FWC) scores based on the parental status between working mothers and working women without children. Comparison tests were also conducted to compare coping strategy score based on conflict levels. Significant level interpreted using a confidence interval (CI) of 95%.

Ethical consideration

This research has complied with the ethical guidelines set by the ethical research publishing committee and was approved by the Review Board of the Harjono S Hospital Ethics Committee with the registered number 00542135021212420221010040/XII/KEPK/2022. All respondents were informed about the purpose and benefits of the study and voluntarily participated by signing an online informed consent form. To maintain the privacy of respondents, their responses are anonymous.

RESULTS

Comparison test of WFC and FWC indicators based on the parental status using an independent t-test is shown in Table 1. In this part, interrole conflict is divided into WFC and FWC based on instrument's indicator scales to determine which conflict more affected by the parental roles.

Overall interrole conflict is presented by the average score of WFC and FWC accumulatively based on 9 indicators measured in the instrument (4 WFC's + 5 FWC's) (Polasky and Holahan, 1998). It shows a significant difference in both WFC and overall conflict score comparison between 2 groups of female workers based on parental status. Working mothers have 0.69 or 14% greater score of WFC ($p < 0.05$) and 0.40 or 8% greater in overall conflict score ($p < 0.01$) when compared to working women with no parental role while FWC comparison didn't show any significant difference ($p = 0.44$).

Working mothers tend to have a higher WFC instead of FWC (2.88 vs 2.61), while working women with no parental role have a higher FWC instead of WFC (2.51 vs 2.18). But the result comparison test indicates that only WFC score that significantly different among 2 groups. Fig 1 descriptively shows the comparison scale each indicator of WFC and WFC among 2 groups of working women.

Table 1
Comparison of conflict scores based on role status

Indicators	Average conflict score \pm standard deviation (Range 0-5)		Mean difference	<i>p</i> -value
	Working mothers with children (<i>n</i> = 116)	Working women without children (<i>n</i> = 88)		
Average WFC score	2.88 \pm 1.02	2.18 \pm 1.24	0.69	0.02
Family responsibilities	3.01 \pm 0.82	1.54 \pm 1.09	1.47	0.01
Lack of family time	3.04 \pm 1.14	1.89 \pm 0.84	1.15	0.46
Family demands	2.87 \pm 0.92	2.40 \pm 0.78	0.47	0.04
Family satisfaction	2.60 \pm 1.24	2.90 \pm 1.17	0.30	0.26
Average FWC score	2.61 \pm 1.40	2.51 \pm 1.34	0.10	0.44
Job responsibilities	2.34 \pm 1.18	2.88 \pm 0.94	0.54	0.21
Lack of job performance	2.50 \pm 1.32	1.89 \pm 1.05	0.61	0.14
Job demands	3.20 \pm 0.85	2.80 \pm 0.75	0.40	0.02
Job satisfaction	2.78 \pm 1.25	2.11 \pm 1.01	0.67	0.86
Looking for another job	2.25 \pm 0.72	2.87 \pm 1.23	0.62	0.12
Overall conflict score	2.74 \pm 1.36	2.34 \pm 0.93	0.40	0.01

Note: Significantly different when $p \leq 0.05$.

FWC: family work conflict; WFC: work family conflict

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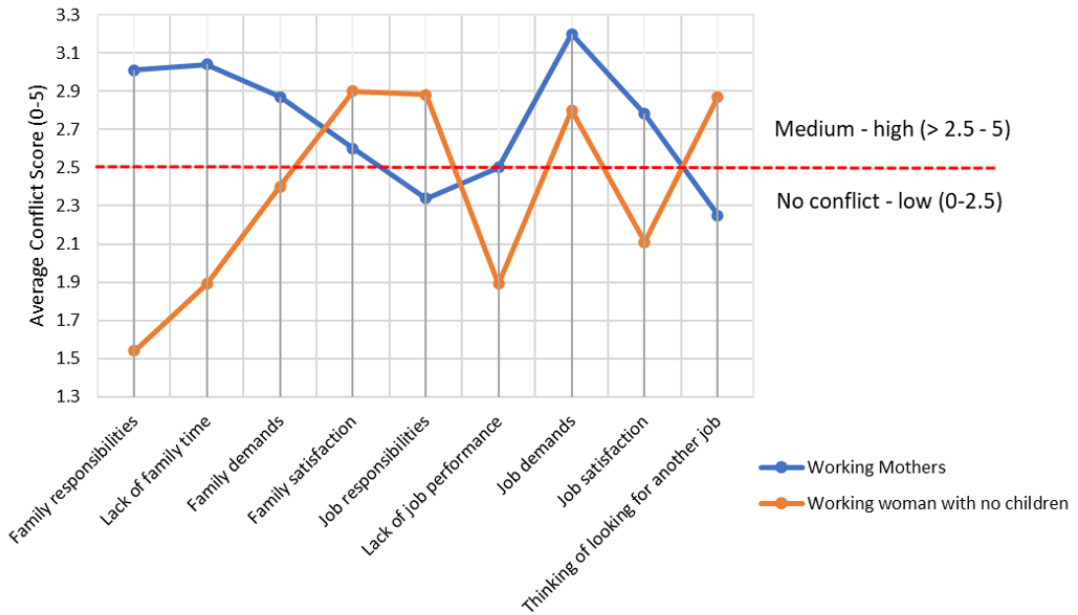


Fig 1 - Interrole conflict scale comparison based on parental status

Based on the descriptive comparison in Fig 1, it can be seen that the most of conflict scales in the group of working mothers are upper the red line (the medium – high scale area). It indicates that working mothers tend to have a higher risk of both WFC and FWC compared to the other group.

To describe the coping strategy most applied among lower level of conflict, respondents were divided into 2 groups based on the average conflict level (WFC and FWC accumulated): the no conflict – low level conflict group (conflict score 0 to 2.5) and the medium – high level conflict group (conflict score >2.5 to 5); then indicator scores were compared. Coping strategy consists of 10 indicators, with a scale of 0-5. Table 2 describes comparison result based on independent t-test.

Based on Table 2, the differences in coping strategies based on conflict levels are in the ‘stress management’ ($p < 0.05$) and ‘problem solving

Table 2
Initial rifampicin-resistant modeling with several independent variables

Coping strategy	Conflict level		Mean difference	p-value
	No conflict – low (score 0 to 2.5)	medium – high (score >2.5 to 5.0)		
Ability to express feelings	2.13	2.80	0.67	0.56
Planning strategy	2.89	2.65	0.24	0.31
Stress management	3.04	2.73	0.31	0.03
Time spent on hobbies	3.21	2.76	0.45	0.81
Socialization ability	3.12	3.28	0.16	0.24
Problem solving experiences	3.11	3.36	0.25	0.01
Self-efficacy	3.16	2.50	0.66	0.29
Average score	2.89	2.66	0.23	0.48

Note: Significantly different when $p \leq 0.05$.

experience' ($p < 0.01$). Group with higher level of conflict had 0.31 lower average stress management score and 0.25 higher average problem-solving experience score compared to the groups with lower levels of conflict. Based on the average score of coping strategies, there is no significant difference in coping strategies between the 2 levels of the group overall. However, the group with lower levels of conflict had better coping strategies on average.

DISCUSSION

This study confirmed that work-family conflict is the problem experienced by working mothers. Since the data collected during July 2021 – February 2022 which was the coronavirus disease 2019 (COVID-19) pandemic period, the conclusions in this study confirmed that the conflict was potentially caused by the increased responsibility in childcare and schooling at home regulations (Nikmah *et al*, 2020; Lemos *et al*, 2021; Bernhardt *et al*, 2022). However, interrole conflict has been widely proven as organizational issue among workers populations (Daovisan *et al*, 2022; Jeong and Lee, 2022; Perreault and Power, 2021).

Several studies on work-family conflict or family-work conflict targeted a women as a research objects due to the increased women's participation in the labor workforce (Boniol *et al*, 2019; Hyland *et al*, 2020). This is actually common culture in several developed countries. Women are more likely than men to be employed across United States, East Asia, and the Pacific (Boniol *et al*, 2019).

In Indonesia, where the most family follows the traditional family models where husband becomes a breadwinner and a wife becomes a homemaker, work family conflict becomes the common issue among working women (Asbari *et al*, 2020). Several studies proved that working women with children are most affected by work family conflict (Sánchez-Vidal *et al*, 2020; Adriani and Handayani, 2021; Dash and Saxena, 2015). Work-family conflict

occurs because female workers are forced to face work-related demands that limit the performance of their family roles.

This study considers parental role as the main determinant for interrole conflict because of their responsibility in multiple roles and the responsibility in childcare could increase conflict risk. Based on Wilson *et al* (2018) who studied about interrole conflict among working women, marriage is not the main problem on work-family conflict until they become parents. The risk of conflict increased due to the increasing number of children.

According to Adhikari (2012), a working mother tends to less likely to be fair to do multiple roles (workplace and family) at the same time. This may be because their time and energy must be divided into 2 equally important roles at once. This finding also confirms the study of Daovisan *et al* (2022) that proved significant negative relationship between work-family conflict and work performance. The results in Table 1 also support Dharmanegara's (Dharmanegara *et al*, 2018) which proved that working mothers tend to have higher work-family or family-work conflicts than female workers with no parental status.

Based on the comparison test, WFC tends to be more experienced by working mothers instead of FWC. It represents that job demands among working mothers have reduced the family satisfaction. However, this study was more interested on the conflict risk among working mothers rather than comparing between types of conflict. The fact that more than 40% of working woman in Indonesia have a child made the study more relevant to be generalized in order to improve work managements related to interrole conflict.

However, interrole conflict is identified as multifactorial. Our research had implemented controlling method for intervening variables including age, working type and working period by determine inclusion criteria of the respondents. But it is difficult to examine all factors in a single study. It is important for further research need to consider other factors related to WFC or FWC.

The indicators in the coping strategy in this study reveal the most psychosocial techniques implemented by low-level conflict groups so that the effective regulation could be implemented in the future. In the coping strategy, respondents with lower (no conflict – low) level conflict tend to have higher score in ‘stress management’ and ‘problem solving’ indicators. Based on the Smoktunowicz *et al* (2017), conflict can be transmitted through decreased self-efficacy which is directly related to stress. However, this study found no evidence for a direct effect of WFC and FWC on perceived stress. Based on Ebner *et al* (2018), stress management is associated with self-efficacy and mental stability in making decision so people with good stress management tend to have good in conflict management. Meanwhile, the ability to ‘deal with problems’ in this study represented the problem-solving management among respondents. The respondents with the higher score in problem solving strategy tend to be calmer while dealing with problems and less likely to become emotional when dealing with specific problems. Additionally, they are more likely to have a break time rather than attempting to solve the issue right away. Based on the Rettig *et al* (2021), the method of taking a break time to medication increases flexibility in visual perception and problem-solving management. Based on the coping strategy description, it is recommended to consider implementing strategic stress management and problem-solving programs in the organization.

In summary, it is concluded that working mothers have a greater conflict score compared to working women with no parental role. Working mothers tend to have a higher work-family conflict rather than family-work conflict. However, it is indicating that working mothers with children tend to have a higher risk of both WFC and FWC compared to the working woman without children. Group with higher level of conflict had 0.31 lower stress management score and 0.25 higher problem-solving experience score compared to the group with lower levels of conflict. Implementing strategic stress management and problem-solving programs in the organization is recommended. Since interrole conflict is identified as multifactorial, it is important for further research to consider other factors related to WFC or FWC.

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CONFLICT OF INTEREST DISCLOSURE

The authors declare there's no conflict of interest in this research.

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