

The Influence Of Work Family Conflict On Organizational Commitments On Career Women Who Have Child

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Abstract – The aim of this research is how the influence of work family conflict on organizational commitment on career women who have child. The method used in this research is a quantitative method, with psychological scale as measuring instrument. The measurement of work family conflict variables used Greenhaus & Beutell's theory and organizational commitment used Mowday, Steers & Porter's theory. The sampling technique in this study using the snowball technique. The number of samples used were 147 people. Data analysis used was multiple linear regression analysis. Based on the results of the research, it was found that work family conflict had a positive effect on organizational commitment, giving an effect of 3.2% on organizational commitment. Based on the results of the categorization, the average employee who works in a bank in the Medan city has work family conflict at the middle level, and quite good organizational commitment.

Keywords – Work Family Conflict, Organizational Commitment.

I. INTRODUCTION

Increasing need of public for banking and increasing competition interbanks has resulted the need for quality human resources to increase. As a company in the service sector, banking also requires qualified human resources, thereby increasing organizational commitment. However, according to Rahmalia's research (2016) which states that the banking turnover rate reaches 10-11% each year.

Of course, it will have an impact on companies that require highly committed employees. As stated by Nurtjahjanti (2006) that organizational commitment highly affects employee performance, such as absenteeism, employee turnover, a strong desire to share and sacrifice and positive consequences for individuals.

In reality, organizational commitment has not become a concern for the company, so employee performance is less than optimal. Mowday, Porter and Steers (in Purba, 2017) states that commitment is an important factor to form a positive work attitude, so companies must understand how commitment can be formed so that it has a significant impact on the work processes of employees, organizations and society as a whole.

The lack of understanding of commitment in Indonesia is evident in the Watson Wyatt calculation in the Commitment Index. Indonesia has an index of 57%, meaning that it is seven points lower than the Asia Pacific. The shift in the definition of loyalty from loyalty to the company to loyalty to the profession is the cause of the low value of loyalty in Indonesia (Agustina, 2015).

There are several factors that influence organizational commitment. As revealed by Dewi (2011) that personal factors of organizational commitment affect organizational commitment in career women who have child, such as work family conflict, marital status, period of work, education level, age, work involvement and Perceived Organizational Support (POS).

As companies in general, banking certainly places female employees in many positions. Apart from the concept of women's emancipation (desire valued the same as men) and the demands of life, the desire to self-actualize and apply knowledge has also contributed to the increase in working women. This is supported by Yanggo (in Ermawati, 2015) which states that the factors that encourage women to have careers include education, urgent conditions and needs, economic reasons, motives for seeking profit, filling free time, looking for fame and entertainment, and developing talents.

Based on the Central Bureau of Statistics (2018), it can be seen that the number of working people is 7.12 million people, consisting of 3.887 million men and 2.841 million women. Of the total working women, only 0.69 percent work in banking.

If viewed from the number, women are potential workers in quantity. However, their roles as housewives and career women will affect their performance. Difficulty dividing time between household tasks and career women causes their performance to decline.

In general, women workers prefer to change jobs than men. As stated by Pasework & Viator (in Utama & Sintaasih, 2015) in their research, employees whose activities at work are not in accordance with their activities at home will be increasingly dissatisfied with their work, so they are easy to change jobs.

As revealed from the results of interviews with employees of Bank Sumut HR, which stated that 60 percent of employees resigned from their jobs because of family problems. In fact, it is not uncommon to decide not to build a household.

Apart from the division of time, the role played by career women is also not an easy thing. Because on the one hand, they are required to be tolerant, warm, diligent in their duties and unselfish. Contrary to their role as an employee who is bound by working hours, attendance, responsibilities and other obligations that must be fulfilled (Matlin, 2012).

According to Apollo & Cahyadi (2012), work family conflict is a conflict between roles where the pressures of each role do not match each other, a person will spend more time in one of the more important roles and will lack time to carry out other roles.

Pradita's research (2015) states that work family conflicts and organizational commitment have a negative and significant effect. This means that the more work-family conflict experienced by these women, the lower the organizational commitment will be due to the two roles that must be performed simultaneously.

II. THEORIES

2.1. Organizational Commitment

Organizational commitment is determined based on the ability and involvement of individuals in an organization, which is shown in their attitude towards organizational values and goals (Mowday, Streers and Porter in Parvar, Allameh, & Ansari, 2013).

Pambudi (in Widodo, 2009) states that commitment is not only physical loyalty from employees to the company (existence in the company) but also thoughts, attention and dedication that are poured out to the company. In addition, commitment is also not just doing or carrying out the duties of superiors (do the define jobs), but doing everything beyond the assigned tasks (go the extra miles beyond the call of duties).

According to Steers (1977), a person's organizational commitment is influenced by factors including:

1. Personal characteristics, including age, period of work, education level, gender, ethnicity and personality.
2. Characteristics related to position or role, including job challenges, role conflicts, and role ambiguity.
3. Work experience, including organizational reliability, feelings of importance, realization of expectations, positive attitudes of coworkers towards the organization, perceptions of salary, and group norms related to hard work.

Mowday, Streers and Porter (1982) state three components in commitment, namely:

1. Strong belief and acceptance of the values and goals of the organization.

2. Willingness to make efforts for the organization.
3. Have a strong desire to build the organization.

2. 2. Work-family conflict

The mismatch between expectations related to a role is known as a work-family conflict. This is due to the emergence of different expectations from two different roles, both in work and in family. Or in other words, there is a clash of pressures from each role to one another (Greenhaus & Beutell, 1985).

Work-family conflict has 3 dimensions, that is: (Greenhaus & Beutell, 1985)

1. Time-based conflict, which is a conflict that occurs because the time spent fulfilling one role cannot be used to fulfill other roles, meaning that at the same time a person experiencing work-family conflict will not be able to perform two or more roles at once.
2. Strain-based conflict, namely tension generated by one role, making it difficult for a person to meet the demands of another. This role tension can include stress, increased blood pressure, anxiety, irritability, and headaches.
3. Behavior-based conflict, namely conflict occurs due to differences in expectations that arise between expectations from one behavior and expectations from other role behaviors.

2. 3. The effect of work-family conflict on organizational commitment

Research conducted by Duxbury and Higgins (1991) states that the impact of work-family conflict is that one's participation in one role makes it difficult for participation in other roles. The factors that cause work-family conflicts include first, the demand for time in one role mixed with taking part in another role. Second, stress that begins in one role falling into another role is reduced from the quality of life in that role. Third, anxiety and fatigue caused by tension from one role can make it difficult for another. Fourth, behavior that is effective and appropriate in one role but is ineffective and inappropriate when transferred to another role (Greenhaus and Beutell, in Pradita, 2015).

2. 4. Research Hypothesis

There is a negative effect of work-family conflict on organizational commitment in career women who have child. work-family conflict higher, the lower the organizational commitment of career women who have child.

III. METHODS

The main objective of this study is to explain the effect of work-family conflict on organizational commitment to career women who have child. The subjects of this study were 147 people, who were taken using the snowball sampling technique.

Work-family conflict and organizational commitment are measured using a Likert scale, with four options (always, often, sometimes and never). This scale consists of favorable and unfavorable items, and the scores on the scale move from 1 to 4.

The work-family conflict scale is structured based on the dimensions of Greenhaus & Beutell (1985), which consist of time-based conflicts, strain-based conflicts, and behavior-based conflicts. This scale consists of 14 items with a reliability of 0.854.

The scale of organizational commitment is compiled by Mowday, Streers and Porter, which consists of a strong belief and acceptance of the values and goals of the organization, a willingness to make efforts for the organization, a strong desire to maintain organizational membership. This scale consists of 16 items with a reliability of 0.896.

IV. RESULT AND DISCUSSION

The work-family conflict scale and the organizational commitment scale proved to be normally distributed, with the significance value of the work-family conflict scale being 0.078 ($p > 0.05$) and the significance value of the organizational commitment scale being 0.109 ($p > 0.05$).

The results of this study prove that the work family conflict has an effect of 3.2% on organizational commitment. The effect that work-family conflict has on organizational commitment is positive, which means that work-family conflict higher, so the organizational commitment higher, and conversely work-family conflict lower, so the organizational commitment lower.

Based on the categorization of organizational commitment carried out, the majority of female employees who work in banks in Medan city have moderate organizational commitment, with a percentage of 57.14% or 84 people. Then followed by employees who work in banks in Medan city with high organizational commitment, with a percentage of 42.18% or 62 people. Finally, employees who work in banks in Medan city have low organizational commitment with a percentage of 0.68% or 1 person.

For work-family conflicts, the majority of employees who work in banks in Medan city have moderate work-family conflicts, with a percentage of 89.12% or 131 people. This is followed by employees who work in banks in Medan city with high work-family conflicts with a percentage of 9.52% or 14 people. Finally, employees who work in banks in Medan city who have low work-family conflict with a percentage of 1.36% or as 2 people.

According to Amelia (2010), found that work-family conflict has no effect on a person's performance. This is because the conflicts that exist in employees are not used as an obstacle, but become a challenge, so they try to have better performance. No matter how hard their work is, they will try to do it well. Of course, this has an impact on their organizational commitment.

V. CONCLUSION

There is a positive effect of work-family conflict on organizational commitment in career women who have child. It means that work-family conflict higher, so the organizational commitment higher, and conversely work-family conflict lower, so the organizational commitment lower..

VI. REFERENCES

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