

Correlation between Work-Family Conflict and Job Stress among Government Public Service Employees: The Moderating Role of Psychological Capital

Nur Pratiwi Noviati

Department of Psychology, Faculty of Psychology and Socio-Cultural Sciences,
Islamic University of Indonesia

Abstract— The purpose of this study is to explore the correlation between work-family conflict (WFC) and job stress among government public service employees, along with the moderating role of psychological capital (PsyCap) in this correlation. Data were collected from 204 respondents. Respondents working in the government public service in Daerah Istimewa Yogyakarta spread in 5 district office. The result showed there are WFC and PsyCap able to predict the job stress levels of employees. In addition, PsyCap can also be moderated the correlation between WFC and job stress. The result indicates that if there is WFC experienced by employees with low PsyCap it can increased the job stress. The results of this research can be used to help employees develop their potentials in preparing to cope with problems that appeared because of the demands in the workplace and family responsibilities.

Keywords- Job Stress; Work-Family Conflict; Psychological Capital

I. INTRODUCTION

Job stress is still a topic that is getting attention and specifically studied by organizational behavior experts because if not managed properly can negatively impact the employees as individuals and also in the company. Based on the results of several studies suggest that job stress is the significantly negative impact on the health and employees performance [1][2], as well as employee productivity [3]. Because when seen in a different angle then basically stress are necessary for work situations. At the right level then the actual stress can increase a person's optimal performance, it is in line with the experiments conducted by Yerkes and Dodson [4] that the results can simply be seen in figure 1.

The perspective used in understanding the curve is when an employee is faced with a low level of stress it will get bored and become less optimal impact performance. If the stress level is too high then the employee will experience excessive fatigue, pain until experiencing burnout so that the impact also is less than optimal performance. Meanwhile, when the stress of being at a medium level, the employee will be excited,

focused and motivated to complete the work so that the performance becomes more optimal [4].

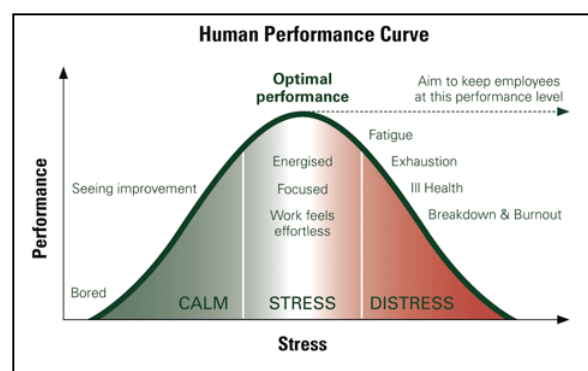


Figure 1: The Yerkes-Dodson Human Performance and Stress Curve [4]

Employees who are in government agencies in the public service sector were also able to experience it, especially employees of the health department in the DIY province. The based on 57 DIY governor rules in 2015 on details of the duties and functions of the health department in mind that every employee in their respective fields in the health department has a duty to provide the public [5]. A task that involves many people and parties can also cause stressful situations, particularly in providing services.

Furthermore, the current conditions in some of the companies and institutions that are actively involved as employees are not only men but also women. National Labor Force Survey BPS DIY Province in February 2015 showed Labor Force Participation Rate (LFPR) when broken down by gender shows the percentage of male workers amounted to 83.95% and 66.72% of female workers [6]. Employed men and women have equally important roles in the scope of work and the scope of the family. So it is likely a conflict arises when there are demands that are considered pressing from both sides. The role conflicts that arise due to the gap expectations of two different roles that a person has, Greenhaus and Boutell [7] calling it a dual role conflict or

work-family conflict (WFC). WFC can be one of the factors causing stress in the work environment. When an employee is experiencing difficulty in adjusting to its dual role, it can be perceived as being pressed until finally be stressful for him.

On the other side, job stress and WFC actually be overcome by each individual, and psychological factors that exist within the individual can support to overcome them. PsyCap is one factor may contribute to overcoming the stress of work to employees who face the WFC. Luthans, Youssef, and Avolio [8] explains that the psychological capital is a psychological state positively that an individual develops the four characteristics, self-efficacy (the confidence in facing the challenges), optimism (having attributions positive or high optimism will achieve success either now or in the future), hope (to have the condition or positive motivation will be the achievement of success), and resiliency (ability to survive and advance when confronted with a problem).

Psychological capital is very important for individuals. This is because of many the people that a career in the fulfillment of its dual role is inseparable from the work and family conflict. With a four components of the PsyCap, hopefully, someone can cope with stress work despite the conditions being experienced WFC so that no negative impact on him, his work and his family.

Based on the previous statements, the researcher was interested in exploring the correlation between WFC and job stress with the moderating role of PsyCap. Are there a WFC and PsyCap able to predict the job stress levels of employees? The results of this study are expected to provide a comprehension related to variables that affect job stress. It is also expected through this research can be utilized by the various parties involved in the development of positive organizational behavior and an effort to minimize the emergence of job stress problems.

II. LITERATURE REVIEW

A. Job Stress

Work stress has been studied by many experts and basically the concept is the same thing, although the expression is different. Rice [9] stated that stress itself may appear due to an imbalance between a person's perception of the demands it faces and perceptions about its ability to cope with these demands. So the context of this research can be said job stress is a stress experienced when one is in work situations and in the workplace.

Therefore Beehr and Franz [10] defines stress of work is a process that makes a person feel uncomfortable or tense up an illness caused by work, the work environment or work situations encountered. It is also in line with those expressed by Theorell [11] that job stress is perceived pressure or suffering resulting from the difficult work situations.

There are three aspects of work stress presented by Theorell [11]:

- a. Demands are the things that lead to psychological distress. An example is a time, speed in doing the task, as well as the conflicts that are contrary to the demands. The

existence of the excessive demands of the company to its employees, for example concerning the speed in completing the task, can make employees feel uncomfortable, causing stress.

- b. Control related to the workers the opportunity to use his ability to work. In this case what is meant by control is the freedom of employees to decide how the employee can do his job.
- c. Support, the level of social interaction between employees and co-workers and superiors. In this case, the influence of other people must've on the condition of the employee's performance. The support of others through interactions plays an important role on the performance of employees.

The description above definition shows that job stress is a condition of a person caused by work and the environment, as well as provides an influence on a person in completing the work. So the researchers conclude that work stress is a reaction to a person both psychologically and physiologically to stress that appears in the work and its environment so that people will feel uncomfortable and depressed.

B. Work-Family Conflict (WFC)

Dubrin [12] defines conflict of dual role is a role conflict experienced by the individual when it has a dual role as a father or mother who works. Furthermore, Jamadin et al [13] also explain what is meant by the dual role conflict is a mismatch between the demands of job roles and family roles demand.

Greenhaus and Beutell [14] try to understand the dual role conflict by grouping them into three perspectives:

- a. Time-based conflict. Conflicts arising from the needs of the time, meaning the time that used to run one of the roles both family and work can reduce the time to perform other roles.
- b. Strain-based conflict. Conflicts that appeared as a result of the pressure that is the pressure arising from one role affects individuals in performing other roles.
- c. Behavior-based conflict. Conflicts arising from patterns of behavior intention are the discrepancy between the desired pattern of behavior by the second part (work or family).

There are several aspects in understanding the WFC presented by Sekaran [15]:

- a. Childcare, an individual who has a family and have children responsible for the care and keeping, it is a very big chance to inflict guilt and anxiety when it should finish the job.
- b. Help the housework, when individuals engage in dual roles (work and family) it is possible to experience fatigue both physically and psychologically. So that individual may need help in dealing with domestic work, when it is not met, it can cause conflicts and result in a lack of focus in the execution of their duties and have this concern about the condition of the family.
- c. Communication and interaction with his / her spouse and children, communication is an essential element for the creation of a harmonious relationship in the family and work environment, so that when the communication is not

established smoothly can lead to conflict between the two roles.

- d. Time for family, complaints often arise from individuals is a lack of time to be with family for most of his time spent working.
- e. Specify a priority conflicts can arise when people have to decide who will be the priority and who should take precedence.
- f. Career and family pressures, the conditions experienced by individuals can influence the circumstances in which it is in the middle of the family or the working environment.

Based on the above, this research WFC can be defined as the conflicts that appeared when individuals feel the tension between the roles in the family with a role in the work.

C. Psychological Capital (PsyCap)

PsyCap is positive frameworks consist of four construction self-efficacy/confidence, optimism, hope, and resilience. Psychological capital is also open to development in taking a better hope after going through today and faces the challenges that will come [8].

Luthans, et al. [8] found the PsyCap is a state of positive psychology of individuals who can develop and characterized by (1) have confidence (self-efficacy) in the required effort to pursue success on the tasks that challenge, (2) make the attribution of positive (optimism) would be successful now and in the future, (3) have the perseverance and direct path to goal (expectations) for the pursuit of success, and (4) when beset by problems and difficulties, maintain and reverse the situation (resiliency) to achieve success.

Self-efficacy refers to an individual's belief (confidence) regarding its ability to mobilize the motivation, cognitive resources, and the necessary actions in order to successfully carry out the task in a particular context. People with high self-efficacy expect success and got the desired and intensive positive results, while that with low self-efficacy expects failure and dis-intensive thinking about negative results.

Optimism that makes the strength of very positive in the workplace as optimism motivated and motivating, and has characteristics that include persistence, achievement, health, make the attribution of external, unstable, and specific against adverse event someone, and is associated with positive outcomes such as job success.

Hope as the construction of a single dimension, which includes the perception that a person can achieve its objectives, and have a positive impact on academic success, sporting success, emotional health, the ability to experience pain and hardship.

Resilience is also a positive force that not only benefits the manager and the employee, but the whole organization cannot run without their resilience. Resilience includes flexibility, adjustments, adaptable, and responsive continuously to change and uncertainty of change and uncertainty that can be a source of psychological tension and to challenge the state of a person in the long term.

From the above, it can be concluded that PsyCap is an initial capital of psychological and positive framework that moves to develop a personality that consists of self-efficacy, optimism, hope, and resilience.

D. The Purpose of the Study

This study aims to explore the correlation between work-family conflict (WFC) and job stress among government public service employees, along with the moderating role of psychological capital (PsyCap) in this correlation.

III. METHODOLOGY

A. Respondent

Respondents involved in this study was 204 respondents. Consisting of 128 women and 76 men ranging in age from 23 years to 60 years. Respondents working in government offices X in Yogyakarta spread over 5 districts is Sleman, Province, Bantul, Kulon Progo and Gunung Kidul. Characteristics of the respondents are in addition to having worked, had also married and have at least one child.

B. Measure

The measurement method used is the scale, i.e., measurements were conducted using a given statement on the subject [17]. Measuring instrument used is job stress scale, WFC scale, and PsyCap scale.

Job stress scale was developed based on the theory Theorell [11] as many as 13 items with reliability Cronbach's alpha of 0.724. While the WFC scale developed based on the theory of Sekaran [15] 21 item with reliability Cronbach's alpha of 0.900. The PsyCap scale developed based on the theory of Luthans, Youssef, and Avolio [8] 19 item with reliability Cronbach's alpha of 0.949.

C. Data Analysis

Once the data is collected it is time to analyze the data. Data analysis was performed to test whether the role of the WFC against job stress moderated by PsyCap. Data analysis is using regression analysis, MRA (moderated regression analysis).

D. Result

Following data diagnostics and assumption checking for correlation analysis and moderated regression analysis to were applied to investigate whether WFC and Job Stress were moderated by the PsyCap total score. An alpha level of $\alpha = 0.05$ was utilized for all analyses. All analyses were conducted utilizing SPSS 21.0 statistical analysis software.

These results were consistent with expectations from the literature. The results showed there were correlations between WFC and job stress with the moderating role of PsyCap. The results of data analysis can be seen in figure 2 and figure 3.

Model Summary									
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.051 ^a	.003	-.002	9.028	.003	.532	1	202	.466
2	.264 ^b	.070	.060	8.741	.067	14.458	1	201	.000
3	.472 ^c	.223	.212	8.007	.154	39.572	1	200	.000

a. Predictors: (Constant), Work-Family Conflict
b. Predictors: (Constant), Work-Family Conflict, Psychological Capital
c. Predictors: (Constant), Work-Family Conflict, Psychological Capital, Moderate

Figure 2: Summary Regression Model Changes

Model 1 illustrates the condition before being inserted moderating variable which contains only work-family conflict. The result shows the value of $R^2 = 0.003$. Based on these results it can be seen that the work-family conflict has an influence on job stress of 3%. Thus 3% of job stress is affected by work-family conflict, the remaining 97% influenced by other variables outside of work-family conflict. As for the value $F=0.532$, $p=0.466$ ($p > 0.05$), this means that work-family conflict cannot predict job stress significantly.

Model 2 PsyCap already entered the field of regression. From the result of testing showed $R^2 = 0.070$. Based on these result it can be seen that PsyCap had 7% influences on the job stress. PsyCap is able to predict job stress as the well effective contribution of 0.3% to 7%. This contribution is quite significant as seen from $F\text{-Change}=14.458$, $p=0.000$ ($p < 0.01$), it can be said this regression model fulfill the linearity criteria and to predict or explain the variation in the dependent variable value dependent, so this means that PsyCap affects the job stress.

Model 3 once in the field of regression there are work-family conflict and PsyCap, moderate and entered into it. Moderate are able to predict job stress well also. From the result of testing showed $R^2 = 0.223$. The proof is the effective contribution of 7% to 22.3%. This means that moderate contributed 15.4% (R-Square Change). This contribution was also significant as seen from the F value increases. $F\text{-Change}=39.572$, $p=0.00$ ($p < 0.01$), it can be seen that this variable can moderate the correlation between work-family conflict and job stress. This means that PsyCap moderate the correlation between work-family conflict and job stress.

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	68.771	2.527		.000
	Work-Family Conflict	-.022	.030	-.051	.466
2	(Constant)	71.120	2.524		.000
	Work-Family Conflict	.035	.033	.083	.279
	Psychological Capital	-.107	.028	-.292	.000
3	(Constant)	105.183	5.888		.000
	Work-Family Conflict	-.370	.071	-.868	.000
	Psychological Capital	-.679	.095	-1.852	.000
	Moderate	.007	.001	2.204	.000

a. Dependent Variable: Job Stress

Figure 3: Regression coefficients

Finally, we conclude that the WFC and PsyCap are able to predict high job stress experienced by the individual. In addition, PsyCap also proved to be a moderator of the correlation between WFC and Job Stress.

IV. DISCUSSION AND CONCLUSION

A. Discussion

Job stress is caused by several factors, individual factors that problems related to the personal problems experienced by a person and personality traits or owned by the person. The second factor is the environmental factor, which is more to the working conditions and social environment that occur in the work situation. The latter is a factor that the organization and management culture within the organization in the form of work demands, promotions, styles of leadership, career development and others. Work-family conflict is one of the conditions of personal problems experienced by a person who is likely to cause job stress [17].

Conflict dual role has some aspects of child care, assistance with domestic work, communication and interaction with his/her spouse and children, time for the family, determine priorities, pressures of career and family pressures. This relates to factors that affect job stress is a factor of individual, environmental and organizational [15].

When a person has two roles at once, namely as a father/mother and husband/wife at home as well as someone who works at a company it is possible to be facing a conflict. There are some aspects of conflict in the roles which is the first aspect of parenting. How does the individual in parenting will affect? Busy at work can make a father/mother paid little attention to the child, including the pattern of care given to the child. Busy in the office can only make the father/mother forgotten what do the child, this can have a negative impact when the kid finally got into trouble at school and when they do occur will have an impact on the thinking father/mother that is not focused on the job because they have thought branched so that it can make the individual as the eventual stress of not being able to focus on solving problems and tasks in the office.

The second aspect that could lead to conflict is the amount of housework to be done by both a father and a mother. Domestic work is the responsibility of husband and wife, especially if you do not have a maid. While many demands and responsibilities in the office, sometimes make the individual a feeling of fatigue. The pressure to develop these two roles can cause stress. The above matters greatly influence how individuals behave in an organizational environment that when faced with the demands of the office, dealing with co-workers and others.

Communication and interaction with his/her spouse and children become the third aspect affecting the conflict. When a husband/wife has a communication problem with his/her spouse or children would make these people feel uncomfortable in doing something, including when an individual is working and overcoming the environment and the demands of the job.

The fourth aspect is the time for family, time for the family of a person who has a dual role would have relatively less than in someone who had a role in his life. Someone who chose career responsibilities at the office, these individuals spend nearly half or more of the day to be in the office so have little time for the child and his/her spouse. At least this time he had posed many things like seldom communicate with family, lack of closeness with the child and others. Conflict over can be stressful for employees, where there is a feeling of distress experienced by employees at work when employees experience the above.

The fifth aspect is determining priorities. When an individual is in two roles like this are required to choose which one should come first, and which ones should be done first. When made a mistake in setting priorities, it is very likely to conflict, such as when a mother is more prioritize its work, a child, and her husband could not understand why it can be selected by the mother or wife. The above items will affect the individual in his work.

The sixth aspect is the pressure of career and family. This is particularly likely to occur when a lot of pressure that occurs in the family when the family conflict cannot be resolved properly it will be able to influence the way individuals to enforce the demands of the job in the office. When individuals cannot solve the demands of the job properly it will possibly affect the way individuals in running the family demands. Work and family conflict occurs when a person's life clash with responsibilities in the workplace, such as work on time, completing daily tasks, or work overtime [18]. Likewise, the demands of family life that prevent someone to take the time to work or activities related to his career.

Therefore, when the individual is at the WFC situation can be supported positively if it has a high-level PsyCap [19]. PsyCap be a positive source to improve employees' ability to cope with challenges, stress or pressure [8][20]. Thus, when employees experience WFC and on the same conditions he has a high PsyCap it will be able to minimize job stress they experienced.

When employees have self-efficacy, before starting the action then he will collect information about the ability of his selves first, so he became more confident in dealing with challenging situations and have the confidence to be able to survive in the midst of adversity [21]. Another study also found that self-efficacy can be used to predict job stress experienced by employees [22]. In the context of this study are the pressure of work and the demands of a family of employees.

Furthermore, employees with high optimism that tends to remain committed to achieving higher performance. This occurs because employees tend to use various attribution styles as a way adapting to situations. So for employees who are optimistic, setbacks are not always seen as a failure but as an opportunity to achieve success [21][23]. In this context, the employee will consider the situation at hand in the workplace and their families is one of the challenges to achieving success. This will minimize the likelihood of individuals experiencing job stress.

Employees with high hopes will develop a plan that has a high probability of success it can happen because of their beliefs with the plan chosen. In addition to the main plan, the high hopes held by individuals has also been proactively developed an alternative plan if the initial plan was not implemented [21][23]. A number of studies have found that hopes related to the ability to overcome the difficulties [21]. So that employees with high expectations will be able to cope with their problems.

Resilience is a positive psychological capacity to be able to bounce back from adversity, uncertainty, conflict, failure, or even when there is a positive change, progress and increased responsibility[21][23]. In addition hardiness functions not only to survive but also thrive under pressure [21]. Therefore, if an employee has a high resilience it will be able to survive and bounce back positively when dealing with issues in the workplace and the family scope.

Several studies have attempted to identify psychological capital as a positive resource to address mental health issues in the workplace. Employees whose psychological capital higher than have the confidence to complete the tasks in the job, more hope in the face of negative work situations, expecting good things happen and quickly get back up when experiencing a problem. Therefore it can be concluded that the capital of psychology also plays a role in the correlation of work stress and work-family conflict.

B. Conclusion

Based on data analysis and discussion of the results, it can be concluded that WFC and PsyCap able to predict the job stress levels of employees. In addition, PsyCap can also be moderated the correlation between WFC and job stress. The result indicates that if there is WFC experienced by employees with low PsyCap it can increased the job stress. The results of this research can be used to help employees develop their potentials in preparing to cope with problems that appeared because of the demands in the workplace and family responsibilities.

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AUTHOR'S PROFILE



Nur Pratiwi Noviati is a I/O psychologist and lecturer at Department of Psychology, Faculty of Psychology and Socio-Cultural Sciences, Islamic University of Indonesia with research interests in occupational, positive psychology, people and organizational development.