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The Consequences of work-family conflict, burnout and organizational commitment among women in Indonesia

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Abstract

An individual with symptoms of exhausted is believed to have a problematic tendency towards working attitude and lack of commitment by the organization as a whole. The subjects of this study were women who worked in the banking sector, in Pekanbaru, Riau, Indonesia. The results of hierarchical regression analyses were undertaken in which several of variables, work-family conflict, burnout, and commitment organizational. The excessive demands of work and family responsibilities cause individuals indicated to withdraw from an imbalance of the role and affecting of performance, such as organizational commitment.

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1. Introduction

Increasing numbers of women who graduated from college, the high purposes of workers' organizations against women and the increasing needs of economic life, requires women to be able to work in various sectors according to their expertise. Various organizations have reported a positive impression for development activities, an increase in the number of women achieve career and promotion (Burke et al, 2006a) which is better, for the leadership skills, willingness to take risks, and skill in responding to distress (Burke et al, 2006b) . In fact, the number of women who

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take an active role in a career outside of the home is not the same event tend to be low in number compared to men, especially in developing countries such as Indonesia (Peraturan Menegpp, 2011). Even though the conditions workers generally in Indonesia shown improvement (2006-2008), but not so, the level of participation women workers in Indonesia is much lower compared to male workers. It has shown a significant increase in February 2006 to 2007, recorded increased female workforce figures 2.12 million of the 108.13 million workforces (BPS, 2007).

In the past, Indonesian women used more of their time to work in domestic work and childcare. Particularly in some areas, in the demands of women working in the home environment is seen as a responsibility that cannot be selected. Meanwhile, the increase women have graduated from to university and participate in the various sectors of work, thereby increasing the economic income families (Widyawati, 2003). Nevertheless, activities outside the home has created challenges that dual responsibility as mothers and workers, which is part of their time to complete the tasks and partly with family (Sultana & Noor, 2011). Especially for those who work in the banking sector, which is reviewing the extent of the consequences of role conflict among women who worked as bank staff.

Based on the decision of the Minister of Administrative Reform (Men PAN) of The Republic of Indonesia (2005), individuals are required to work for eight hours a day for five days a week, or 40 hours a week, which is equipped with facilities and compensation. Increase in demand for energy and time on work cannot be excluded and the possibility of a reduction in time with the family. Thus, creating the role of such conflict, higher of interrelationships (Victor & Thavakumar, 2011). When an imbalance occurs continuously, is predicted to cause acute emotional exhaustion (Korunka *et al*, 2011). High levels of emotional exhaustion at work and family activities allow individuals to withdraw to one role (Taris, Le Blanc, Schufeli & Schreurs, 2005), it is identified as a symptom of burnout. A disproportionate amount of time and work-family behaviour, described as antecedents of work-family conflict (Boyar *et al*, 2008; Lily, Duffy & Virick, 2006). A study from Brown & Roloff (2011) indicates that 57 percents white-collar workers reported conflict within themselves and their family life due to long working time. The number of hours worked each week as a banking staff, affecting demand and control role (Noor, 2003). Multiple role is a source of conflict, if in favor or a role, in addition to the causes of fatigue and stress it can pass through one role to the other roles (Parasuraman & Simmers, 2001). Another opinion mentioned work-family conflict led to pressure that causes burnout and work commitments harms women (Blanch & Aluja, 2012).

Burnout is believed to be draining energy and resources due to pressures (Metin, 2010) related to expenses, working hours, benefits and compensation determination inequality that can affect the health and psychological well-being of individuals (Montgomery *et al* 2005). Burnout that can continuously reduce work productivity and increase the number of workplace accidents and increasing absenteeism, increased work pressure, low levels of commitment to the organization (Geurts & Demerouti, 2003), decrease job satisfaction, turnover, decreased achievement, and low commitment organizational (Grendey & Cropanzano, 1999; Rost & Mostert, 2007). This refers to the lack of mental and emotional resources that chronic and psychological impact on the health of workers characterized, among others, emotional exhaustion, weakening the body energy and immunity, negative feelings to the environment. Furthermore, this stage creates a work that demands a negative impact and fatigue and burnout (Metin, 2010).

Measuring burnout among women working in the banking sector in Indonesia, it could be relates to the commitment of women to work and organization. It is also effective for emotional stability, mental and family economy, prosperity and quality of life. Burnout is the result of a process of job stress occurring among working women, because of a need to balance the roles as housewives and workers. An imbalance between dual roles affects the emotional stress of work and chronic fatigue in the workplace, so individual tend to quit from their job (Demerouti, 2012; Spurlock, 2008). The effect of work-family conflict stress indicates a linear interaction characteristic, higher conflict led to significant pressure for individuals (Coetzee, 2005).

Therefore, the commitment of women working to determine a job, but have a quality time for their family. Previous studies shown that the commitment creates convenience work conditions, access to skill development and self-sufficiency, employment eligibility secure, and balance of work and family (Coetzee, 2005). Researcher found that a variety of work-family conflict, burnout and commitment organization studies, indirectly shows the relationship of the variables (Blanch & Aluja, 2011; Purwaningsih & Suprapti, 2009). In addition, there are many researchers discuss issues related to women in the banking sector, particularly in the places where this research was conducted.

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