

ANALYSIS OF WORK FAMILY CONFLICT EXPERIENCED BY WOMEN AND THEIR IMPACT ON WORK STRESS AND PRODUCTIVITY (STUDY ON WOOD CRAFTSWOMEN)

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Abstract

Tegallalang Village is one of the villages in Gianyar Regency where quite a lot of people work as craftsmen, and it is almost equal between men and women. However, because of the dual role, married women experience work family conflict. Work family conflict is very susceptible to triggering work stress and has an impact on decreasing performance. In the handicraft industry, the productivity of craftsmen to produce handicraft products is very important. This study aims to analyze the effect of work family conflict (both work to family conflict and family to work conflict) on work stress and productivity. In addition, to analyze the impact of work stress as a mediation on the effect of work family conflict on productivity. Data were collected through questionnaires and analyzed using the SEM-PLS analysis technique. The results of the analysis show that work family conflict has a positive and significant effect on the work stress of craftswomen in Tegallalang Village, Gianyar Regency. Work family conflict and work stress have a negative but not significant effect on the productivity of craftswomen. Family to work conflict is more dominantly felt by craftswomen in Tegallalang Village, Gianyar Regency when compared to work to family conflict. Work stress mediates insignificantly on the effect of work family conflict and work stress on the productivity of craftswomen in Tegallalang Village, Gianyar Regency.

Keywords: work to family conflict, family to work conflict, work stress, productivity, craftswomen

1. Introduction

1.1 Background

Tegallalang Village is one of the villages that has been known to be one of the tourist destinations in Bali for a long time. This is because of the potential for nature, art, carving, and crafts that are growing rapidly in Tegallalang Village. In fact, many art maestros were born, raised, found their identities, and have talent in creating wooden sculptures in Tegallalang Village.

Tegallalang village is very strategically located on the tourism route, which is about 20 km from Denpasar, and very close to Ubud which is also very famous as a tourist destination area for foreign tourists. Along the Tegallalang Village road, there are many artshops that function as marketing for handicraft products which are mostly developed by the local community.

The results of Dharmawati's research (2017) explain that the work pattern in the wood carving craft industry in Tegallalang Village, where workers in the wood carving craft industry are around 14-40 years old. From this working age they are classified as productive working age, so it is possible to increase their productivity. Judging from their working age, some of them are married and some are single. The number of them was almost equal, and this was a different phenomenon than usual. Usually, employers prefer to employ single men and women than married ones, because single people are not bothered by domestic tasks.

Based on the results of field analysis and initial observations in Tegallalang Village, the number of male and female artisans is balanced, but it is not uncommon for female workers to experience work difficulties when they start a household. Women in Bali have several obligations, namely domestic obligations, carrying out religious ceremonies, to participating in making a living, and this obligation has been going on for years (Gelgel, 2016).

Suryani (2003) explains that Balinese women's domestic obligations are more diverse than other women in Indonesia. In the household, a wife in Bali besides being obliged to do household chores including cleaning the house, cooking, educating children, and serving her husband, also has an obligation to prepare offerings or ceremonial equipment. Running with economic demands, women in Bali then have to contribute economically to their families.

Putra Astiti (1995) shows that Balinese women have contributed in supporting the family economy and in making decisions in the family. Putra Astiti (1995) revealed that the role of women in the family economy is almost equal, namely 46.5 percent. The role or contribution of energy to the family also has a greater tendency than men for the lower middle economic class. It is noted that women do more labor for the family, which is 65%.

As a result of the demands of the era where women also have to contribute economically to their families, finally women have a dual role. According to Suryani (2003) the dual role of Balinese-Hindu women has been embedded since childhood. Parenting patterns and community culture direct women to play a dual role in their lives. In the 2000 Bali population census, it is known that the dual role of Balinese women in the development of the Bali region is very large. The female workforce, which accounts for 43 percent of the total workforce in Bali, contributes equally to the male workforce in Bali's development.

Gianyar Regency (including Tegallalang Village) compared to eight other cities/regencies in Bali, is classified as a district with a fairly thick system of customs, where the forms of upakara to accompanying ceremonies are more numerous and complicated. Gianyar is also known as a district with fairly solid kinship ties. The kinship ties in question include kinship at the banjar, village and soroh levels. This kinship also has an impact on the high agenda of ceremonial activities held in this district (Gelgel, 2016).

Likewise, what happened in Tegallalang Village, not women who were married experienced a role conflict between domestic (household) affairs and work as craftswomen who certainly had work targets. This conflict is known as work family conflict, and can be classified as work to family conflict or family to work conflict.

Work-family conflict is strongly associated with depression and anxiety suffered by women compared to men (Frone, 2000). Work family conflict is considered to be an important problem

in today's business world (Burke and El-Kot, 2010; Grandey et al., 2005). While the findings obtained mainly in Western countries and related theories point to a clear relationship between job demands and work-family conflict (Spector et al., 2007), it does suggest that long working hours, tasks and workloads heavy work has a direct effect on work-family conflict (Boyar et al., 2008; Kim et al., 2005). Therefore, it is important to establish a good balance between work and family domains so that some demands in both domains can be met efficiently, and the required resources can be easily reached and used (Bass et al., 2008).

1.2 Description of Research Problems

Which priority should women choose? family or work? Can the two be balanced without anyone being sacrificed? Perhaps sacrificing precious time to show a mother's care for her child or, conversely, having to leave the child for some work. Stress is caused by disrupted events in the work environment, social environment, and in routine life (work, family and social life) and is also caused by emotional, psychological, mental and physical illness". good or bad behavior change is stress or whether it is a positive or negative change, the physiological response is the same" (Colligan and Higgins, 2010). Expressed by Gitosudarmo and Suditta (1997), stress has both positive and negative effects. The positive impact of stress at a low level to a moderate level is functional in the sense that it acts as a driver for increasing employee performance, while at a negative level of stress at a high level is a drastic decrease in performance. In the handicraft industry, the productivity of craftswomen to produce handicraft products is very important.

1.3 Research Urgency

Women are often faced with role conflicts, especially for a working woman. The demands of the family often make work results not optimal, on the contrary the demands of work can also disrupt family harmony. In fact, it is not uncommon for a woman who experiences role conflict to become stressed due to the conflict. Therefore, this research is important to prove whether role conflict has an effect on work productivity, as well as to prove its impact on work stress. In addition, it can also be seen which conflict is more dominant, whether it is work to family conflict or family to work conflict. Furthermore, it is also necessary to further investigate the factors that cause the work family conflict, so that solutions can be sought.

1.4 Conceptual Framework and Research Hypothesis

The research concept framework is as shown in Figure 1. below.

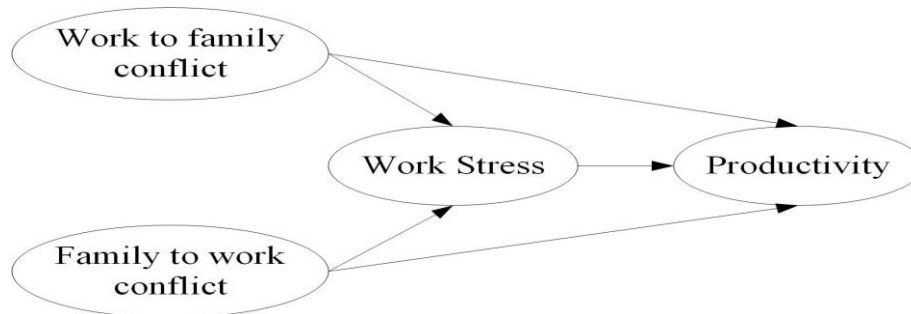


Figure1. Research Concept Framework

Based on the conceptual framework, the research hypothesis can be formulated as follows.

- H1: Work to family conflict positive and significant effect on work stress.
- H2: Family to work conflict positive and significant effect on work stress.
- H3: Work to family conflict negative and significant effect on productivity.
- H4: Family to work conflict negative and significant effect on productivity.
- H5: Job stress mediates significantly the effect work to family conflict to productivity.
- H6: Job stress mediates significantly the effect family to work conflict to productivity

2. Method

This research was conducted in Tegallalang Village, Gianyar Regency. The selection of the locus is because Gianyar Regency (including Tegallalang Village) compared to eight other cities/regencies in Bali, is classified as a district with a fairly thick customs system (Gelgel, 2016). In addition, in Tegallalang Village there are many handicraft industries and it is mentioned from the results of previous studies that the number of male and female craftsmen in Tegallalang Village is balanced.

This study uses primary data, by collecting data from craftswomen in Tegallalang Village, so that the population in this study is all craftswomen in Tegallalang Village. The sample size for SEM with the maximum likelihood estimation model is 100 – 200 samples (Ghozali, 2004), or five times the number of indicators (5 x 17 indicators = 85 samples). The sampling process or sampling technique is carried out by incidental sampling. The collected data was then analyzed using the SEM-PLS analysis technique

3. Results

3.1 Evaluation of the Outer Model

An indicator can be said to be valid (convergent validity) if it has a loading factor above 0.6 and an AVE above 0.5 to the intended construct. The results of the algorithm test showing the outer loading are shown in Figure 2. While the results of the complete convergent validity test are presented in Table 1.

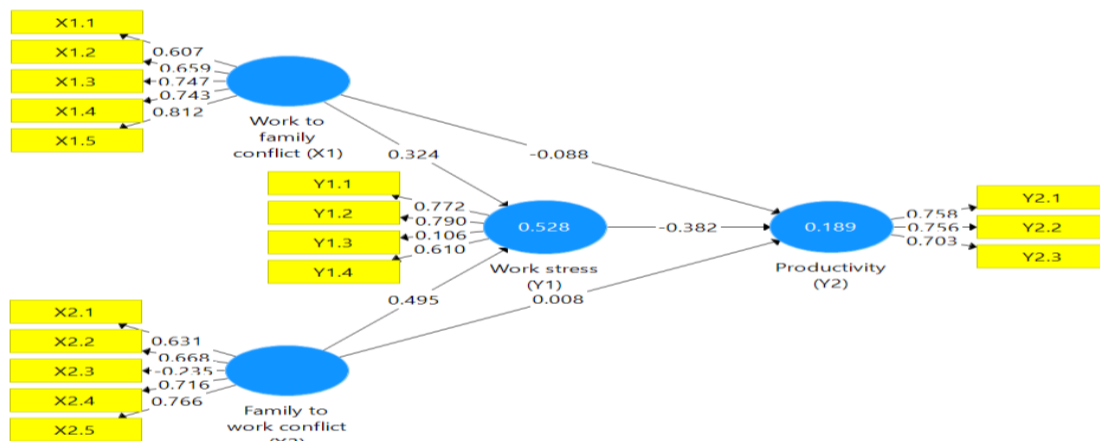


Figure2. Outer Loading Indicator

Table 1. Convergent Validity Test Results

Output	Indicator	Variable			
		<i>Work to family conflict</i> (X1)	<i>Family to work conflict</i> (X2)	<i>Work stress</i> (Y1)	<i>Productivity</i> (Y2)
<i>Outer Loading</i>	Working pressure (X1.1)	0.607			
	Lack of togetherness (X1.2)	0.659			
	The number of task demands family (X1.3)	0.747			
	Busy with work (X1.4)	0.743			
	Conflict of commitment and responsibility towards family (X1.5)	0.812			
	Pressure as a parent (X2.1)		0.631		
	Marriage pressure (X2.2)		0.668		
	Work intervention (X2.3)		-0.235		
	Lack of parental involvement (X2.4)		0.716		
	Lack of involvement as a wife (X2.5)		0.766		
	Symptoms related to physical aspects (Y1.1)			0.772	
	Symptoms related to emotional (Y1.2)			0.790	
	Symptoms related to intellectual (Y1.3)			0.106	
	Symptoms involving interpersonal aspects (Y1.4)			0.610	
	Working quantity (Y2.1)				0.758
Quality of work (Y2.2)				0.756	
Working time (Y2.3)				0.703	

Table 1 shows that there are two research indicators that have a loading below 0.6 with their constructs. So that the two indicators can be eliminated, namely indicators of lack of involvement as a wife (X2.3) and symptoms related to intellectuals (Y1.3). The results of the convergent validity test after the two indicators are removed are presented in Figure 3 and Table 2.

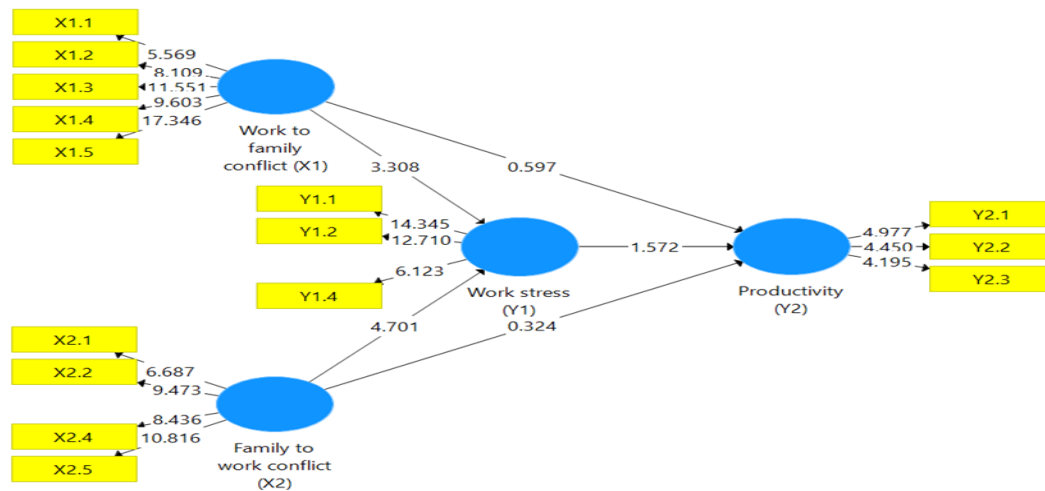


Figure 3. Second Stage Outer Loading Indicator

Table 2. Results of the Second Stage of Convergent Validity Test

Output	Indicator	Variable			
		Work to family conflict (X1)	Family to work conflict (X2)	Work stress (Y1)	Productivity (Y2)
<i>Outer Loading</i>	Working pressure (X1.1)	0.596			
	Lack of family togetherness (X1.2)	0.659			
	The number of task demands (X1.3)	0.753			
	Busy with work (X1.4)	0.737			
	Conflict of commitment and responsibility towards family (X1.5)	0.817			
	Pressure as a parent (X2.1)		0.636		
	Marriage pressure (X2.2)		0.676		
	Lack of parental involvement (X2.4)		0.713		
	Lack of involvement as a wife (X2.5)		0.765		
	Symptoms related to physical aspects (Y1.1)			0.782	
	Symptoms related to emotional (Y1.2)			0.794	
	Symptoms involving interpersonal aspects (Y1.4)			0.614	
	Working quantity (Y2.1)				0.746
	Quality of work (Y2.2)				0.774
	Working time (Y2.3)				0.695
AVE		0.513	0.489	0.540	0.546

Table 2 shows that after elimination, all research indicators have a loading above 0.6 with the construct so that it can be said to be valid. Likewise, the Average Variance Extracted (AVE) value is close to or greater than 0.5, so it can be said that all research indicators are valid.

The measurement of discriminant validity from the measurement model can be assessed based on the cross loading of the measurement indicator with its construct. Table 3 presents a comparison between the correlation of indicators of a construct with the correlation of these indicators with other constructs

Table 3. Discriminant Validity Test Results

Indicator	Variable			
	<i>Work to family conflict (X1)</i>	<i>Family to work conflict (X2)</i>	<i>Work stress (Y1)</i>	<i>Productivity (Y2)</i>
Working pressure (X1.1)	0.596	0.318	0.292	-0.107
Lack of family togetherness (X1.2)	0.659	0.473	0.378	-0.136
The number of task demands (X1.3)	0.753	0.308	0.453	-0.230
Busy with work (X1.4)	0.737	0.379	0.418	-0.270
Conflict of commitment and responsibility towards family (X1.5)	0.817	0.495	0.569	-0.327
Pressure as a parent (X2.1)	0.324	0.636	0.366	-0.222
Marriage pressure (X2.2)	0.265	0.676	0.523	-0.269
Lack of parental involvement (X2.4)	0.490	0.713	0.463	-0.117
Lack of involvement as a wife (X2.5)	0.479	0.765	0.473	-0.245
Symptoms related to physical aspects (Y1.1)	0.555	0.589	0.782	-0.330
Symptoms related to emotional (Y1.2)	0.420	0.449	0.794	-0.356
Symptoms involving interpersonal aspects (Y1.4)	0.327	0.391	0.614	-0.161
Working quantity (Y2.1)	-0.140	-0.187	-0.300	0.746
Quality of work (Y2.2)	-0.358	-0.328	-0.272	0.774
Working time (Y2.3)	-0.189	-0.160	-0.316	0.695

Table 3 shows that the correlation indicator construct has a higher value than the correlation of the indicator with other constructs, so it is said that the construct has high discriminant validity.

Cronbach's Alpha measures the lower limit of the reliability value of a construct, whereas Composite Reliability measures the true value of the reliability of a construct (Chin and Gopal in Salisbury et al, 2002). Role of thumb the value of Cronbach's Alpha or Composite Reliability must be greater than 0.6, but if the results obtained are close to 0.6, it is still acceptable in exploratory studies (Hair et al, 2010). The results of the construct reliability test can be seen in Table 4.

Table 4. Cronbach's Alpha and Composite Reliability

Variable	Cronbach's Alpha	Composite Reliability
<i>Work to family conflict (X1)</i>	0.766	0.839
<i>Family to work conflict (X2)</i>	0.653	0.792
<i>Work stress (Y1)</i>	0.581	0.777
<i>Productivity (Y2)</i>	0.584	0.783

Table 4 shows the Cronbach's Alpha and Composite Reliability values of each construct that are close to or greater than 0.60 so it can be said that the gauge used in this study is reliable.

3.2 Structural Model Testing (Structural Model/Inner Model)

The structural model in PLS needs to be evaluated using R-square for the dependent variable and its significance value based on the t-values on each path.

Table 5. R-square

Variable	R-square
<i>Work to family conflict (X1)</i>	
<i>Family to work conflict (X2)</i>	
<i>Work stress (Y1)</i>	0.521
<i>Productivity (Y2)</i>	0.170

Table 5 shows the R-square value of 0.521 for the work stress construct. This means that the variability of the work stress construct can be explained by the work to family conflict and family to work conflict constructs by 52.1 percent, the remaining 47.9 percent is explained by other factors. Furthermore, the productivity construct is explained by the constructs of work to family conflict, family to work conflict, and work stress by 17 percent, the remaining 83 percent is explained by factors other than the three.

Based on R2 in Table 5, it can be calculated Q2 or Stone Geiser Q-Square test, namely:

$$\begin{aligned}
 Q2 &= 1 - \{(1 - 0.521) (1 - 0.170)\} \\
 &= 1 - \{(0.507) (0.397)\} \\
 &= 0.602
 \end{aligned}$$

The result of the Q2 calculation is 0.602 so it can be said to have a high predictive prevalence, so the resulting model is suitable for predicting. The figure of 0.602 means that the variation in productivity of 60.2 percent can be explained by variations in the work to family conflict, family to work conflict, and work stress variables, while the remaining 39.8 percent is explained by other variables outside the model.

3.3 Effect Between Variables

To determine the effect between variables, it is necessary to analyze the direct effect, indirect effect, and total effect between research variables. The results of the analysis related to the influence between research variables are presented in Table 6.

Table 6. Path Coefficient

	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values
<i>Work to family conflict (X1) → Work stress (Y1)</i>	0.349	0.355	0.105	3.308	0.001
<i>Family to work conflict (X2) → Work stress (Y1)</i>	0.468	0.478	0.100	4.701	0.000
<i>Work to family conflict (X1) → Productivity (Y2)</i>	-0.108	-0.101	0.181	0.597	0.551
<i>Family to work conflict (X2) → Productivity (Y2)</i>	-0.054	-0.069	-.168	0.324	0.746
<i>Work stress (Y1) → Productivity (Y2)</i>	-0.298	-0.292	0.189	1.572	0.117

Note: *) Non Sig ($\alpha = 0.05$)

Table 7. Indirect Effect Value

	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values
<i>Work to family conflict (X1) → Work stress (Y1) → Productivity (Y2)</i>	-0.104	-0.106	0.081	1,286	0.199
<i>Family to work conflict (X2) → Work stress (Y1) → Productivity (Y2)</i>	-0.139	-0.138	0.094	1.483	0.139

Table 8. Summary of Direct Effects, Indirect Effects, and Total Effects Between Research Variables

Independent Construct	Dependent Construct					
	Work stress (Y1)			Productivity (Y2)		
	DE	IDE	TE	DE	IDE	TE
<i>Work to family conflict (X1)</i>	0.349	-	0.349	-0.108	-0.104	-0.212
<i>Family to work conflict (X2)</i>	0.468	-	0.468	-0.054	-0.139	-0.194
<i>Job Stress (Y1)</i>	-	-	-	-0.298	-	-0.298

Description: DE is direct effect
 IDE is indirect effect
 TE is total effect

4. Discussion

The results of data analysis show that work family conflict (both work to family conflict and family to work conflict) has a positive and significant effect on work stress. This means that if work family conflict has increased, it will be followed by an increase in work stress, and vice versa. This is in accordance with previous research which states that work family conflict has a

positive and significant effect on work stress (Nart and Batur, 2013; Fridayanti et al., 2019; Astari and Sudibya, 2018; Asfahyadina et al., 2017).

The family to work conflict variable has a more dominant impact on work stress when compared to work to family conflict. This is in accordance with the research of Warokka and Febrilia (2015). Regarding the work conflict with the family that is dominantly experienced by respondents is the number of demands for tasks or work, this can be seen from the highest loading of these indicators on the construct of work conflict with the family. Respondents, in this case craftswomen, when they get a lot of craft orders or even exceed their capacity, they will feel quite pressured to complete the work.

Furthermore, the respondents also experienced family conflicts with work. As the results of the analysis, one of the indicators of this variable is eliminated, namely work interference. This indicator is considered unable to reflect the variable of family-work conflict because in the work of a craftswoman whose business is micro or small, work intervention is rare, or if the family wants to be involved, it is considered helpful. Furthermore, the most dominant indicator is the lack of wife/husband involvement. Due to the nature of the business, it is not uncommon for a husband/wife to be a family worker in the business, so the lack of wife/husband involvement can trigger family conflicts over work, thereby triggering work stress. The most prominent symptoms of work stress are symptoms related to emotional,

The results of the analysis are quite unique on the effect of work family conflict and work stress on productivity, where the effect is negative but not significant. This means that if work family conflict and work stress increase, the decrease in productivity will not be too significant, and vice versa. Based on the results of interviews with respondents, this is because: (1) respondents feel responsible for the work or orders obtained so that even though they are under work stress conditions, they feel they must be able to complete the work; (2) because the nature of the craft business is strongly influenced by orders, respondents feel the need to maintain the sustainability and trust of clients or customers, so that the orders given must be completed; (3) respondents think that working on handicraft products is a passion, So even when experiencing stress due to conflict, doing crafts is one of the activities to vent work stress.

5. Conclusion

Based on the results of the study, it can be concluded that work family conflict (both work to family conflict and family to work conflict) has a positive and significant effect on work stress for craftswomen in Tegallalang Village, Gianyar Regency. Work family conflict (both work to family conflict and family to work conflict) and work stress have a negative but not significant effect on the productivity of craftswomen in Tegallalang Village, Gianyar Regency.

Family to work conflict more dominantly felt by craftswomen in Tegallalang Village, Gianyar Regency when compared to work to family conflict. Work stress mediates insignificantly on the effect of work family conflict (both work to family conflict and family to work conflict) and work stress on the productivity of craftswomen in Tegallalang Village, Gianyar Regency.

In accordance with the results of the study, the things that are suggested include: (1) To the craftswomen, it is better to communicate with the family or involve the family in the work. In

addition to helping, this also aims to prevent work family conflicts from occurring. (2) Further research can be carried out with a focus on studies on the factors that cause work family conflict.

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