

Work Family Conflict and Organizational Commitment Impact on Job Satisfaction

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ABSTRACT

The aim of this research is to see the extent of the influence of Work Family Conflict and organizational commitment on performance. The research object is BCA Ambon Branch. The population in this study were employees at BCA Bank Ambon Branch, with the population and sample used in this study being the Saturated Sample where the entire population was sampled, namely 43 employees. The analytical tool used is Multiple Linear Regression Analysis. The research results prove that *Work-Family Conflicts* significant positive effect on job satisfaction, and organizational commitment has a significant positive effect on job satisfaction.

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1. INTRODUCTION

Human Resources Managers in the company must have a sensitive attitude in responding to changes in employee attitudes. Workers are expected to be able to adapt to situations based on changes made by managers. In the past, women tended not to work to earn a living, they only handled household chores, serving their husbands and taking care of children. However, currently women are equal to men in getting jobs, this is due to women's commitment to realizing progress in emancipation which has created gender equality in various aspects of life, including in terms of getting a job. Gender differences are also something that influences the emergence of work family conflict. Considering that caring for children is usually carried out by women, the presence of a working wife can further trigger work family conflict (Voydanoo, 1998 in Adekola, 2010).

Role conflict often arises when one of the roles demands more or requires a lot of attention. However, not all of them are successful in building their families, because they have not succeeded in harmonizing their roles at work with their roles in the family, which leads to work-to-family conflict. Problems will also arise when these roles demand attention at the same time, perhaps even disturbing the peace of the family environment and work environment. Women who have dual roles, especially women who are married and have children, will increasingly experience work-family conflict because they will feel pressure as parents, marital pressure, lack of involvement as a wife, lack of involvement as a parent, and work interference at the same time (Roboth, 2015). In other research, work family conflict also indicates the occurrence of work stress which has a positive effect. If the work family conflict felt and experienced by a person is higher, the work stress felt will also be higher, then employee commitment will also increase (Nart, 2014). In other research, work family

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Organizational commitment is an interesting phenomenon because of the importance of a person's commitment to the company where the individual works or the organization, therefore many researchers want to research organizational commitment. According to Sianipar and Haryani (2014) organizational commitment is the attitude and feelings that each individual has towards their organization. This attitude can be seen from each individual's decision to continue or not continue their membership in the organization, and can make the best contribution to the progress of the company where they are. work wholeheartedly. Job satisfaction in organizational behavior is the most important and frequently studied attitude, so that in the corporate world, dissatisfied employees can cause lethargy and reduce organizational commitment.

Job satisfaction in an organization in several countries generally experiences a decline in employee job satisfaction, which is caused by extrinsic factors, namely emotional states that are controlled by the organization and employee absences which can cause dissatisfaction and intrinsic factors, job satisfaction factors which can be a motivational force, even though their absence is not always satisfying (Jovicic, 2013).

Research according to Upadhyay (2020), organizational commitment not only influences job satisfaction at work, organizational commitment can also encourage achievements in the organization such as increasing company productivity, reducing work stress levels and increasing employee creativity. Similar research conducted by Khaidir and Sugiati (2016) proves that organizational commitment has a significant effect on job satisfaction, while the effect is significant, meaning that the higher the level of organizational commitment in BCA Bank Ambon Branch employees, the lower the job satisfaction felt by employees (Khaidir & Sugiati, 2016). Likewise, Tarigan and Ariani (2015), Nazenin and Palupiningdyah (2014), Elanain (2014) stated that organizational commitment has a significant effect on job satisfaction.

BCA is developing various products and services as well as developing information technology, by implementing an online system for its branch office network, and launching BCA Future Savings (Tahapan). In the 1990s BCA developed an alternative service network via ATM (Automated Teller Machine). At that time, ATM was first developed by Bank BCA.

Problem Formulation

1. Does Work Family Conflict affect Job Satisfaction among BCA Bank Ambon Branch Employees?
2. Does Organizational Commitment influence Job Satisfaction among Bank BCA Ambon Branch Employees?

2. RESEARCH METHOD

In this research, researchers used quantitative methods. The type of approach that researchers used was a quantitative descriptive analysis approach with explanatory research (Kuncoro, 2007). Explanatory research is research that explains the relationship between variables X and Y. According to (Singarimbun and Effendi, 1995) explanatory research is research that explains the relationship between research variables and tests hypotheses that have been previously formulated. The population in this study were employees at BCA Bank Ambon Branch, with the population and sample used in this study being the Saturated Sample where the entire population was sampled, namely 43 employees. The analytical tool used is Multiple Linear Regression Analysis.

3. RESULTS AND DISCUSSIONS

Validity and Reliability Test

Instrument validity checks are carried out using the intercorrelation test technique, by fulfilling the criteria for a product moment correlation index value $r \geq 0.5$ or a value of $p \leq 0.05$ ($\alpha = 0.05$), then the indicator in question is said to be valid. The meaning of a research instrument is said to be valid, meaning that the instrument can measure and reveal data from the variables studied accurately.

Table 1. Variable validity test results

Variable	Items	product moment correlation (r)		
		R	Sig value	Information
Work Family Conflict(X1)	X1.1	,644**	0,000	Valid
	X1.2	,666**	0,000	Valid
	X1.3	,663**	0,000	Valid
	X1.4	,485**	0,000	Valid
	X1.5	,564**	0,000	Valid
	X1.6	,572**	0,000	Valid
	X1.7	,622**	0,000	Valid
	X2.1	,527**	0,000	Valid
	X2.2	,596**	0,000	Valid
	X2.3	,736**	0,000	Valid
	X2.4	,792**	0,000	Valid
	X2.5	,810**	0,000	Valid
	X2.6	,556**	0,000	Valid
	X2.7	,649**	0,000	Valid
	X2.8	,688**	0,000	Valid
	X2.9	,780**	0,000	Valid
Organizational Commitment (X2)	X2.10	,668**	0,000	Valid
	X2.11	,819**	0,000	Valid
	X2.12	,621**	0,000	Valid
	X2.13	,719**	0,000	Valid
	X2.14	,727**	0,000	Valid
	X2.15	,781**	0,000	Valid
	X2.16	,770**	0,000	Valid
	Y.1	,589**	0,000	Valid
	Y.2	,752**	0,000	Valid
	Y.3	,455**	0,000	Valid
	Y.4	,547**	0,000	Valid
	Y.5	,646**	0,000	Valid
Y.6	,500**	0,000	Valid	
Job satisfaction (Y)	Y.7	,455**	0,000	Valid
	Y.8	,622**	0,000	Valid
	Y.9	,753**	0,000	Valid
	Y.10	,665**	0,000	Valid
	Y.11	,548**	0,000	Valid
	Y.12	,602**	0,000	Valid
	Y.13	,642**	0,000	Valid
	Y.14	,671**	0,000	Valid
	Y.15	,613**	0,000	Valid
	Y.16	,532**	0,000	Valid
	Y.17	,478**	0,000	Valid
	Y.18	,573**	0,000	Valid
Y.19	,521**	0,000	Valid	
Y.20	,574**	0,000	Valid	

The reliability test in this study used the standardized Cronbach's α coefficient (standardized item alpha). Alpha Coefficient or Cronbach's Alpha is the average of all split-half coefficients that come from different ways of dividing scale items. This coefficient varies between 0 to 1 and an instrument can be said to be reliable if it has a reliability coefficient or Cronbach alpha ≥ 0.5 (Sekaran, 2003).

Table 2. Reliability Test Results

Variable	Reliability Instrument	
	Cronbach alpha value	Information
Work Family Conflict(X1)	0.705	Reliable
Organizational Commitment(X2)	0.931	Reliable
Job satisfaction(Y)	0.897	Reliable

Source: Data Processing Results, 2023

Multiple Linear Regression Test Results

This analysis aims to measure the strength of the relationships between variables and show the direction of the relationship between the dependent variable (Job Satisfaction) and the independent variables (Work Family Conflict and Organizational Commitment).

Table 3. Results of Multiple Regression Model Analysis

Model		Coefficients ^a		Standardized Coefficients Beta	Q	Sig.
		Unstandardized Coefficients				
		B	Std. Error			
1	(Constant)	4,336	6,020		,720	,476
	WORK FAMILY CONFLICT	,056	,169	,052	,330	,743
	ORGANIZATIONAL COMMITMENT	,035	,078	,072	,455	,652

Based on the estimation results of the multiple regression equation above, the job satisfaction equation model can be written as follows: $Y = 4.336 + 0.056 + 0.035 + e$

Based on the table above, it can be concluded:

1. Work Family Conflict has a significant value of 0.743 > 0.05, so it can be said that Work Family Conflict has an effect on job satisfaction
2. Organizational Commitment has a significant value of 0.652 > 0.05, so it can be said that organizational commitment has an influence on job satisfaction. These results are in line with research conducted by Kuncioho (2019)

Table 4. Model Summary b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.095a	.009	-.041	2.76428

In the table above, it can be seen that the size of R Square is 0.009. This means that 09% of the variation in job satisfaction can be explained by variations in the variables work family conflict and organizational commitment, while the remaining 91% is explained by other variables outside the research.

Discussion

Work Family Conflict Has a Positive Influence on Job Satisfaction

Conflict between work and family (work-family conflict) is usually considered to have a negative influence on employee job satisfaction. Work-family conflict occurs when the demands and pressures of work clash with the demands and roles in family or non-work life, which can result in stress, dissatisfaction and imbalance in employees' lives. Although work-family conflict usually has a negative impact on job satisfaction, it is important to remember that its impact can vary depending on the individual and situation. Some employees may have strategies or supports that can help them cope better with work-family conflict, so that it does not necessarily result in a significant decrease in job satisfaction.

Organizational Commitment Has a Positive Influence on Job Satisfaction

High organizational commitment can have a positive effect on employee job satisfaction. Organizational commitment refers to an employee's level of attachment, loyalty, and identification with the organization where they work. When employees have a strong commitment to their organization, this can produce a variety of positive impacts, including increased job satisfaction

4. CONCLUSION

Work-Family Conflicts significant positive effect on job satisfaction. This means that the higher the work family conflict, the lower employee job satisfaction will be. On the other hand, if Work Family Conflict decreases, this will encourage an increase in job satisfaction. *Organizational commitments* significant positive effect on job satisfaction. This means that the higher the employee's commitment to the organization, the greater the increase in job satisfaction. On the other hand, if organizational commitment decreases, this will further increase job satisfaction

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