

**THE RELATIONSHIP OF WORK-FAMILY CONFLICT TO
JOB STRESS AND JOB SATISFACTION: THE STUDY OF
RESTAURANT EMPLOYEES IN YOGYAKARTA**

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to Obtain the Bachelor Degree in Management Department



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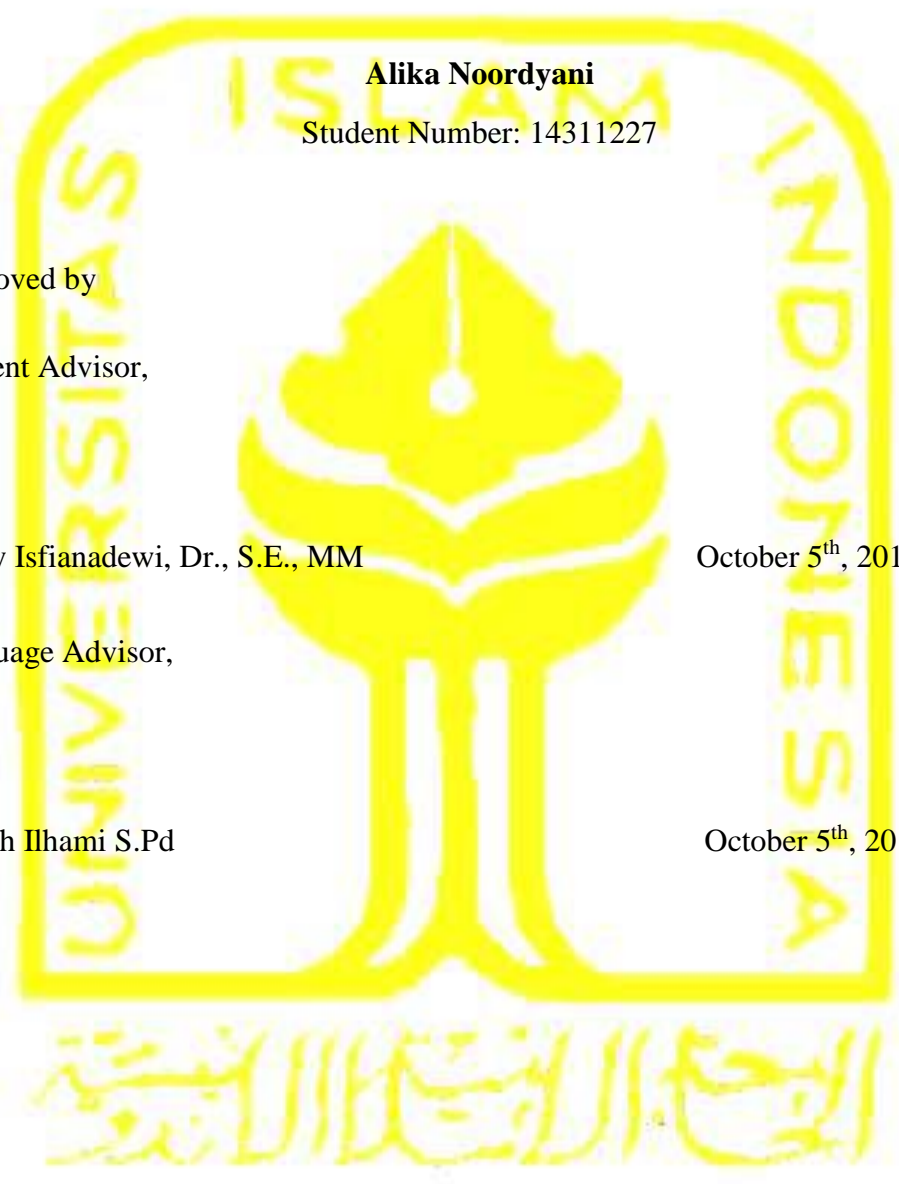
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DECLARATION OF AUTHENTICITY

Herein, I declare the originality of this thesis, I have not presented anyone else's works, ideas, or expression without acknowledge, nor have I presented anyone else's words, ideas or expression without acknowledge. All quotations are cited and listed in the bibliography of this thesis.

If in the future this statement is proven to be false, I am willing to accept any sanction complying with determined regulation or its consequence.

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ABSTRACT

The objectives of this research are to know and to gain information regarding the relationship of work-family conflict towards job stress and job satisfaction and the effect moderated by social support on restaurant employees in Yogyakarta. The samples of this research were employees from 3 restaurants in Yogyakarta. The questionnaires were distributed to 150 respondents and 143 questionnaires were filled by the employees. The analytical model used in this research was multiple linear regressions by using SPSS as a tool to analyze the data. The results of this research showed that work-family conflict had no influence to job stress because the value of significance is 0.478 ($p > 0.05$). However, work-family conflict has a negative influence to job satisfaction based on its value of significance which is 0.000 ($p < 0.05$). Besides, work-family conflict has no relationship to job stress even after having influenced by social support because the value of significance is 0.478 and 0.70 ($p > 0.05$). Otherwise, work-family has a negative influence to job satisfaction based on its values of significant which are 0.000 and 0.000 ($p < 0.05$).

Keywords: *Work-Family Conflict, Job Stress, Job Satisfaction, Social Support*

ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan memperoleh informasi mengenai hubungan konflik kerja-keluarga terhadap stres kerja dan kepuasan kerja dan efek dimoderasi oleh dukungan sosial pada karyawan restoran di Yogyakarta. Sampel penelitian ini adalah karyawan dari 3 restoran di Yogyakarta. Kuesioner dibagikan kepada 150 responden dan 143 kuesioner diisi dengan benar oleh karyawan. Model analisis yang digunakan dalam penelitian ini adalah regresi linier berganda dan menggunakan SPSS sebagai alat untuk menganalisis data. Hasil penelitian ini menunjukkan bahwa konflik kerja-keluarga tidak memiliki pengaruh terhadap stres kerja dikarenakan nilai signifikan yang dimiliki adalah 0,478 ($p > 0,05$). Namun, konflik kerja-keluarga memiliki pengaruh negatif terhadap kepuasan kerja berdasarkan nilai signifikannya yaitu 0,000 ($p < 0,05$). Selain itu, konflik kerja-keluarga tidak memiliki hubungan dengan stres kerja setelah dipengaruhi oleh dukungan sosial karena memiliki nilai signifikans sejumlah 0,478 dan 0,70 ($p > 0,05$). Akan tetapi, konflik kerja-keluarga memiliki pengaruh negatif terhadap kepuasan kerja berdasarkan nilai signifikan yang berjumlah 0,000 dan 0,000 ($p < 0,05$).

Kata kunci: Konflik Kerja-Keluarga, Stres Kerja, Kepuasan Kerja, Dukungan Sosial

CHAPTER I

INTRODUCTION

1.1 Background of Study

Nowadays, family concepts become one of important concepts developing continuously. In order to achieve a good quality life, family life need to be maintained because family conflict can affect the sustainability value of quality life (Karakas & Sahin, 2017). Tourism industry, especially the hospitality industry, must constantly improve the quality of services to satisfy the needs of customers and to remain competitive. The increased competition and expectation for customer satisfaction might give effects to employee's workforce. The competition affects the employee workforce. Employees will have a heavy workload and have irregular working hours, and experience difficulties in reconciling work and family life (Mansour & Tremblay, 2016)

Work-family conflict is divided into three resources of conflict which are time-, strain- and behavior-based conflicts. A time-based conflict happened when "time that needs to be fulfilled in one role makes it difficult to fulfill requirements of another role". Strain-based conflict happened when "the force condition in one role makes it difficult to fulfill requirements of another role". Behavior-based conflict happened when specific "behaviors required in one role makes it difficult to fulfill requirements of another role" (Mansour & Tremblay, 2016). Based on a survey done by The Chatered Institute of Personnel and Development, it was found that 25% of employees surveyed and reported some sort negative health impact from working long hours. Based on a survey done by The *Psychosocial Working Conditions*, it indicated that around 1 in 6 of all working individuals though their jobs were very or extremely stressful. In addition, 63,000 employees were reported to have work-related heart disease, ascribing their illness to work stress (Dewe, O'Driscol, & Cooper, 2010). A survey done by Regus Asia, found that 64% of Indonesia worker's stress has been developing from 2011 (Mahdalia, 2014). The increased levels of work-

family conflict are negatively influenced to several different parts of employee job-related satisfaction. The finding suggested that responsibilities in the workplace and responsibilities at home cannot be filled successfully in the lives of employees (Boles, Howard, & Donofrio, 2001). Work-family conflict is negatively influenced by several subjects, such as job attitudes and consequences including lower overall job satisfaction (Boles, Howard, & Donofrio, 2001)

The hospitality industry with its characteristics of late hours, long hours, and low wage level is particularly vulnerable to the effects of work-family conflict (Namasivayam & Mount, 2004). Because of its job characteristics, it is acknowledged that employees in frontline service jobs of the hospitality industry are faced with exhaustion and having less satisfaction on their job (Karatepe, 2010; Zhao & Ghiselli 2016; Adisa, Osabutey, & Gbadamosi, 2016). In Yogyakarta itself, restaurant business is developing continuously. There are many types of supporting business for tourism in Yogyakarta, such as hotel, student dorm, and restaurant. The business becomes one of the potential businesses in Yogyakarta because there are lots of tourists and students coming to Yogyakarta every year (Badan Pusat Statistik Yogyakarta, 2017).

As one of supporting spots for tourism and one of hospitality industries in Yogyakarta, based on data in 2016, there were 350 restaurants taken care by Tourism Department of Yogyakarta County, and there will be more (Dinas Pariwisata Daerah Istimewa Yogyakarta, 2017). According to data from Survei Angkatan Kerja Nasional (Sakernas) surveyed in February 2015, it identified that 24.34% of workers in Yogyakarta work in the hospitality industry focusing on restaurant, hotel and selling products (BPS Provinsi D.I.Yogyakarta, 2016). This research will focus on examining the relationship between work-family conflict towards job stress and job satisfaction in restaurant employees in Yogyakarta.

1.2 Problem Identification

Yogyakarta as tourism city has a lot of hospitality industries that support tourism systems in Indonesia, such as hotel, restaurant, guest house, and student dorm (Dinas Pariwisata Daerah Istimewa Yogyakarta, 2017). In fact, the characteristics of hospitality industry are late hours, long hours, and low wage level that affect work-family conflict (Namasivayam & Mount, 2004). Work-family conflict plays an important role as job stressor (Dewe, O' Driscol, & Cooper, 2010) and job satisfaction factors (Boles, Howard, & Donofrio, 2001). Based on the explanation above, this thesis will focus on the influences of work-family conflict to job stress and job satisfaction.

1.3 Problem Formulation

- 1.3.1 Is there any relationship between work-family conflict to job stress and job satisfaction?
- 1.3.2 Is there any relationship between work-family conflict to job stress and job satisfaction if influenced with each social support?

1.4 Problem Limitation

This research will have some limitations. This research will look into the influences of work-family conflict to job stress and job satisfaction. Besides, this research will test whether there is any influences from social supports that will affect work-family conflict to job stress and job satisfaction. This research will survey the restaurant employees in Yogyakarta. The sample of this research are employees from Koki Joni, Ayam Gobyoss, and Waroeng "SS" Special Sambal.

1.5 Research Objectives

The objectives of this research are to know and to gain information regarding the relationship of work-family conflict towards job stress and job satisfaction and the effect moderated by social support.

1.6 Research Contribution

1. For the Company

The result of this study can be used by the organization management to understand the relationship of work-family conflict towards job stress and job satisfaction and make evaluation and policy for their company condition for now and the future.

1. For the Employee

This research is expected to be able to give evaluation, information and solution to the employee when they face work-family conflict, job stress and job satisfaction.

2. For Future Research

This research is expected to be able to give information and reference that can be useful to the future researcher especially for research regarding work-family conflict, job stress, and job satisfaction study.

1.7 Definition of Terms

1. *Work-Family Conflict*

Work-family conflict is defined as “a form of inter role conflict in which the role pressures from the work and family domains are mutually incompatible in some respects. That is, participation in the work (family) role made more difficult by virtue participation in the (family) role” (Greenhaus & Beutell, 1985)

2. *Job Stress*

National Institute for Occupational Safety and Health defined job stress as harmful physical and emotional responses that occur when the requirements of the job do not match with the capabilities, resources, or needs of the worker (Armstrong, Atkin-Plunk, & Weels, 2015).

3. *Job Satisfaction*

Locke in Lee (2012) defined job satisfaction as “a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experience,” referring to the importance of both affection and cognition.

4. *Social Support*

House, Landis and Umberson (1988) defined social support as a social network structure including the availability and quality of social relationships, confirmed by the provision of help, emotional sustenance, or information that might influence health promoting behaviors.

1.8 Systematics of Writing

The materials contained in this thesis are grouped into several chapters with the following systematics writing explained below.

CHAPTER I: INTRODUCTION

This chapter contains background of study, problem identification, problem formulation, problem limitation, research objectives, research contribution, definition of term, and systematic of writing.

CHAPTER II: THEORETICAL REVIEW

This chapter contains theories in the form of understanding and definitions derived from books and journals related to the preparation of thesis reports, some literature reviews related to the research, relationship among variables, theoretical framework, and hypothesis development taken from theories and journal results.

CHAPTER III: RESEARCH METHOD

This chapter contains the research design, variable and measurement uses for this thesis, population and sample, data collection method, and data analysis.

CHAPTER IV: DATA ANALYSIS AND DISCUSSIONS

This chapter contains statistic description, reliability and validity test, hypothesis testing result, and discussion.

CHAPTER V: CONCLUSIONS AND RECOMMENDATIONS

This chapter contains conclusions of this research, research limitations, and recommendations for the future research.

REFERENCES

APPENDIX

CHAPTER II

THEORETICAL REVIEW

2.1 Literature Review

2.1.1 Work-Family Conflict

Work-family conflict can be described as a form of inter role conflict in which the role pressures from the work and family domains are mutually incompatible in some respects (Greenhaus & Beutell, 1985). Work-family conflict is started from simultaneous pressures from the work and family domains that are incompatible in some respects (Baltes, Clark, & Chakrabarti, 2010). There are two main theories explaining the cause of work-family conflict:

a. Scarcity Theory

Scarcity theory is explained by assuming that the personal resource of time, energy, and attention are finite, and that the devotion of greater resources to one role necessitates the devotion of lesser resources to the other roles (Baltes, Clark, & Chakrabarti, 2010).

b. Conflict Theory

Conflict theory proposed that work and family domains are incompatible due to their different norms and responsibilities (Baltes, Clark, & Chakrabarti, 2010).

Adisa, Osabutey, and Gbadamosi (2016) explained some of the causes and the consequences of work-family conflict, which are:

a. The Cause of Work-Family Conflict

There are several causes of work family conflict, such as work pressure, obligatory familial duties, poor infrastructural facilities, lack of proper and practical work-family policies (Adisa, Osabutey, & Gbadamosi, 2016)

b. The Consequences of Work-Family Conflict

Work-family conflict gives some consequences for employee's life, such as broken marriages or families, unhappy employees, and poor performance at work (Adisa, Osabutey, & Gbadamosi, 2016)

Work-family is divided in two categories, which are work-family conflict and family-work conflict (Karakas & Sahin, 2017). The two concepts are sometimes used together in some research (Armstrong, Atkin-Plunk, & Wells, 2015) (Baltes, Clark, & Chakrabarti, 2010) (Mansour & Tremblay, 2015) (Karakas & Sahin, 2017). However, some studies treat work-family conflict and family-work conflict as separated but related construct (Zhao & Ghiselli, 2016) (Karatepe, 2010). Work - family conflict occurs when the role pressures from the work and family domains are mutually incompatible in some respects (Greenhaus & Beutell, 1985). Family-work conflict exists when "employees' family responsibilities interfere with their work duties" (Armstrong, Atkin-Plunk, & Weels, 2015)

Greenhaus and Beutell (1985) explained work-family conflict into three specific domains:

a. *Time-Based Conflict*

Greenhaus and Beutell (1985) defined time-based conflict as work demands that result in home conflict because the employee is spending insufficient time tending to family needs. For example, due to organizational turnover and a lack of qualified job applicants, it is not unusual for correctional officers to work overtime or pick up extra shifts (Armstrong, Atkin-Plunk, & Weels, 2015).

b. *Strain-Based Conflict*

Greenhaus and Beutell (1985) explained that strain-based work-family conflict will happen when the demands and tensions from work negatively impact the quality of a worker's home life. For example, the concerns for one's physical safety that may uniquely exist in a correctional workplace could result in the officer experiencing significant tensions that spill over into the family domain (Armstrong, Atkin-Plunk, & Weels, 2015).

c. *Behavior-Based Conflict*

Greenhaus and Beutell (1985) explained behavior-based work-family conflict as an incompatibility between the employee's workplace and their role at home. For example, being suspicious and questioning the actions of others, [which] may not be appropriate when dealing with people, particularly family members and friends, and this can lead to conflict for the person" (Armstrong, Atkin-Plunk, & Weels, 2015).

2.1.2 Job Stress

National Institute for Occupational Safety and Health defined job stress as the harmful physical and emotional responses that occur when the requirements of the job do not match with the capabilities, resources, or needs of the worker (Armstrong, Atkin-Plunk, & Wells, 2015). Job stress can be described as the stress that workers encounter in the work environment. The causes of job stress are related to the work environment, working conditions and harness of the job, organizations disorder, lack of role task delegation, workplace distance, fast changes and the most importantly, salary insufficiency (Karakas & Sahin, 2017).

Matteson and Ivancevich defined stress into two categories either a stimulus or a response (Griffin, Hogan, Lambert, Tucker-Gail, & Baker, 2010). Job stress as a stimulus is experienced by correctional staff which are role conflict (receiving conflicting directions or roles), role ambiguity (receiving unclear directions), role overload (being asked to do too many tasks or not being provided sufficient resources for those tasks), and dangerousness (feeling the job is dangerous) (Griffin, Hogan, Lambert, Tucker-Gail, & Baker, 2010). Cullen described job stress as a response by workers' feelings of job-related tension, anxiety, frustration, worry, emotional exhaustion, and distress (Griffin, Hogan, Lambert, Tucker-Gail, & Baker, 2010).

Dewe, O' Driscoll, and Cooper (2010) offered a useful classification framework which includes six general categories of work-related stressors:

1. Intrinsic factors to the job itself. These include the physical environment, workloads, working hours, use of technologies, and exposure to risks or hazards.
2. Roles in the organization, which encompass variables such as role responsibilities, role ambiguity, role conflict, and role overload.
3. Social relationships at work, such as those with supervisors, colleagues and clients or customers.
4. Career development. This category includes job insecurity, perceived under-or over-promotion and feelings of lack of achievement of one's career goals or ambitions.
5. Organizational factors. These can be wide-ranging, encompassing the formal structure of the organization, the political climate within the firm or company, organizational policies (e.g. on hiring and promotion) and their impacts on perceived justice in the organization. The lack of effective participation in decision-making processes is a frequently cited as an organizational

stressor, along with overly bureaucratic structures which inhibit flexibility and innovation. Inappropriate and ineffective communication strategies (especially on the part of management) have also been reported as significant contributors to employee strain. The above factors are often considered aspects of either the culture or the climate of the organization.

6. The work-home interference between work and (for instance) family life has been consistently found to be a major stressor for many workers.

Job stress needs to be managed or coped by the employee to prevent the bigger effect of job stress (Dewe, O' Driscol, & Cooper, 2010). Lazarus defined coping as the "constantly changing cognitive and behavioral efforts a person makes to manage specific external and/or internal demands that are appraised as taxing or exceeding the resources of the person". One of the techniques is Stress Management Interventions (SMI) explained as any activity designed to reduce or eliminate stressors and/or their effects on strain. There are two approaches in Stress Management Interventions (SMI) (Dewe, O' Driscol, and Cooper, 2010):

1. Individually Focused (or person-focused) Intervention

This approach basically has two goals: (a) modifying people's appraisals of stressors so that individuals are not as strongly influenced by the stressors, or (b) change people ways of responding to stressors, that is their coping behaviors. There are four categories of coping behaviors:

- a. Behaviors aimed at the person's own psychological state, such as forward planning and assessment of one aspirations.
- b. Health-related behaviors, such as diet, exercise and sleep, which are designed to improve one's physical status.
- c. Changing one's behavior and activities to improve life generally, for example by engaging in relaxation, taking

more holidays or developing close friendships to increase social supports.

- d. Behaviors intended to change the work environment, such as reducing one's workload, delegating some tasks to other people or even changing to a less demanding job.

2. Organizationally Focused Intervention

This approach assumed that the responsibility of stress management is shared by the employer and management. There are three categories stressor-reduction in this approach:

- a. Changing people's tasks, such as designing jobs to better match worker's abilities and preferences or providing training to increase workers' capability to complete tasks.
- b. Changing role characteristics, which may mean reducing workload, increasing involvement in decision-making or reducing role conflicts.
- c. Changing characteristics of the organizations, such as communication or management structures, and processes that may affect people directly.

2.1.3 Job Satisfaction

Job satisfaction refers to an individual's complex attitude towards his or her job (Thiagaraj & Thangaswamy, 2017). Locke defined job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience," referring to the importance of both affection and cognition (Lee, 2012). Motowildo defined job satisfaction as judgment of the favorability of the work environment (Lee, 2012).

Maslow's Need Hierarchy Theory proposed five stages of needs for each person based on his opinion that "human is motivated

by the desire to achieve or maintain the various conditions upon which these basic satisfactions rest and by certain more intellectual desires” (Maslow, 1943). Maslow believed that basically satisfaction occurs when one person gets what he needs, desires, wants, expects, deserve or deems to be his entitlement (Thiagaraj & Thangaswamy, 2017). Maslow’s theory explained that each human has five progressive sets of needs explained below (Maslow, 1943):

1. **Physiological Needs:** these needs refer to the person needs of a person to stay alive, for example food, water; air, body temperature and etc.
2. **Safety Needs:** a person needs to be safe or secure from several accidents such as war, crime, illness, family safety physical or psychological abuse including for their children, job security, and etc.
3. **Love Needs:** A person needs to fulfill their hunger for affectionate relations with people in general and the absence of friends, or a sweetheart, or a wife, or children.
4. **Esteem Needs:** A person needs to have a stability in their lives whether it is self-esteem or esteem for others. these needs are classified into two categories. First, the desire for strength, for achievement, for independence and freedom. Second, the desire for reputation or prestige, recognition, attention, importance or appreciation.
5. **Self-Actualization Needs:** A person needs to realize their personal potential, self-fulfillment, seeking personal growth and peak experiences.

Herzberg’s Two Factor Theory is one of the theory approaching to understand job satisfaction and motivation. Herzberg tried to modify Maslow’s hierarchy theory by dividing factors of job satisfaction into two types, motivators and hygiene factors (Thiagaraj & Thangaswamy, 2017). Motivators were the satisfying events in work life such as achievement,

recognition, work itself, responsibility, advancement, and growth. Hygiene factors are the factors that influence job dissatisfaction such as, company policy and administration, supervision, relationship with supervisor, work conditions, salary, and relationships with peers, personal life, and relationships with subordinates, status, and security (Alshmeri, Shahwan-Akl, & Maude, 2017). Herzberg also defined that the opposite of satisfaction is no satisfaction, not dissatisfaction; conversely the opposite of dissatisfaction is not satisfaction, but no dissatisfaction (Lee, 2012). Herzberg explained that removing dissatisfying characteristics from a job does not necessarily make the job satisfying. The presence of certain factors in the organization is natural and the presence of the same does not lead to satisfaction. However, their non-responses lead to dissatisfaction. In similar manner, there are certain factors, the absence of which causes no dissatisfaction, but their presence has a motivational impact (Thiagaraj & Thangaswamy, 2017).

2.1.4 Social Support

House defined a social support as a social network structure including the availability and quality of social relationships, confirmed by the provision of help, emotional sustenance, or information that might influence health promoting behaviors (Blanch & Aluja, 2012). Social supports are categorized into several parts based on the sources, such as supervisors, coworkers, family or friends (Armstrong, Atkin-Plunk, & Weels, 2015). Supervisory support explained the employee's perceptions concerning the degree to which supervisors value their contributions and care about their well-being (Knies & Leisink, 2014). There are some human resource practices showing the recognition of employee's contributions such as, pay, promotion, job security, job conditions in terms of training and autonomy (Knies & Leisink, 2014). Peer support usually in the form of emotional support such as listening each of their concerns

and showing empathy to each other (Zhao, Qu, & Ghiselli, Examining the Relationship of Work-Family Conflict to Job and Life Satisfaction: A Case of Hotel Sales Managers, 2010)

There are some hypotheses stated that social supports will reduce strain, such as people who get supports in their environment. One of the hypotheses that will explain the effect of social supports is buffering hypothesis. Buffering hypothesis explains that individuals who receive social support will experience less strain and higher well-being, rather than the individuals who does not receive the social support. This hypothesis has been proved because the social support protects people from potentially harmful events or any circumstances (Dewe, O'Driscol, & Cooper, 2010).

Social supports could be integrated into a family-friendly organizational culture, and this would help hospitality employees to balance work and family demands and ultimately facilitate the retention of talented employees (Zhao & Ghiselli, 2016). Organizations need to create supportive organizational environment for employees' to achieve the employees (Namasivayam & Mount, 2004). There are some family-friendly benefits that can be implied by the organization such as paid family leave, (subsidized) on-site child care services, flexible work schedules, and family supportive supervisors (Karatepe, 2010). Such environments do not only require organizational initiatives such as the implementation of family-friendly policies but also require managers, mentors and co-workers who are sensitive toward work-family issues and supportive of employees with multiple role demands (Beham & Drobic, 2010).

2.2 The Relationship between Variables

2.2.1 Work-Family Conflict and Job Stress

Recently, researchers give some attention to the relationship between work-family conflict and job stress. A positive relationship

was found between work-family conflict and stress. It is found that work-family conflict can be a major stress that increases home health worker's vulnerability to mental distress (Lee & Jang, 2017). Higher levels of strain- and behavior-based work-family conflict is related to higher levels of job stress. Simultaneously, a reciprocal association existed such that family-work conflict was also related to more job stress (Armstrong, Atkin-Plunk, & Wells, 2015). Individuals who perceived long working hours and irregular schedules tended to think that work demands prevent them from fulfilling family responsibilities and felt more stress (Zhao & Ghiselli, 2016).

2.2.2 Work-Family Conflict and Job Satisfaction

Higher levels of strain- and behavior-based work-family conflict is related to lower levels of job satisfaction. Simultaneously, a reciprocal association existed such that family-work conflict was also related to less job satisfaction (Armstrong, Atkin-Plunk, & Wells, 2015). Work-family conflict had a direct negative relationship with job satisfaction of police officials, indicating that life styles of police officials is such that their work and family role interfere with each other (Singh & Nayak, 2015). Taiwanese correctional officers who experience a higher level of work family conflict tend to have less satisfaction with their work (Hsu, 2011). When faced with family interferences to work, some individuals may dislike their job but keep working because it is valuable in some other ways (e.g., higher pay), but others may have negative feelings and evaluations about their job (Zhao, Qu, & Ghiselli, 2011). The continuous experience of work overload, tight deadlines and conflicting demands at work create strain in employees, reduce their ability to take care of their non-work responsibilities, and are accompanied by feelings of dissatisfaction with work-family balance (Beham & Drobnic, 2010).

2.2.3 Work-Family Conflict and Job Stress with Control Variable

1. Supervisory Support

Dewe, O' Driscoll, Cooper (2010) explained that in terms of stress and mental health, the role of manager is crucial in responding to and managing stressful effect. Officers who perceived higher levels of supervisory support experienced less job stress (Armstrong, Atkin-Plunk, & Wells, 2015)

2. Peer Support

Dewe, O' Driscoll, and Cooper (2010) mentioned that employee's relationships between peers, supervisor, and family are one of factors that can influence job stress. Correctional officers who perceived that behaviors learned at work were detrimental to being a good parent, spouse, or friend (behavior-based conflict) were significantly more likely to have higher job stress (Armstrong, Atkin-Plunk, & Wells, 2015). High coworker work-family supports protected temporary workers against the negative effects of high work-family conflict on emotional energy at work (Mauno & Ruokolainen, 2017).

3. Family Support

Correctional officers who perceived that their work life resulted in arguments and increased irritability at home, as well as family expressions of unhappiness about the time spent away from home as a result of their job, experienced higher levels of job stress and lower levels of job satisfaction. Correctional officers who perceived that behaviors learned at work were detrimental to being a good parent, spouse, or friend (behavior-based conflict) were significantly more likely to have higher job stress (Armstrong, Atkin-Plunk, & Wells, 2015)

2.2.4 Work-Family Conflict and Job Satisfaction with Control Variable

1. Supervisory Support

Hsu (2011) found that perceived supervisor's support could moderate the relationship between work-family conflict and job satisfaction. This research suggested that top administrators and immediate supervisors practice a supportive leadership style when their subordinates work under stressful conditions resulting from work-family conflict (Hsu, 2011). Officers who perceived higher levels of supervisory support experienced less job stress and were more satisfied with their jobs (Armstrong, Atkin-Plunk, & Wells, 2015).

2. Peer Support

Employees who experienced high levels of work-to-home conflict tend to be less satisfied with their ability to balance work and non-work responsibilities. However, job related resources, such as control over work and social support at work function works as a cushion against dissatisfaction (Beham & Drobnic, 2010). Rathi and M. (2013) found that when employees perceived that demands of their work role interfere with the fulfillment of the family roles then it may negatively influence their attitudes toward the job, which can further result in reducing job satisfaction. Besides, social support from coworkers significantly moderated the relationship of work-to-family conflict and family-to-work conflict with family satisfaction, but not with job satisfaction (Rathi & M., 2013). Temporary workers with low coworker work-family support were at greater risks of job dissatisfaction and diminished emotional energy at home than were their permanent colleagues in the presence of high work-family conflict (Mauno & Ruokolainen, 2017).

3. Family Support

Correctional officers who perceived that their work life resulted in arguments and increased irritability at home, as well as family expressions of unhappiness about the time spent away from home as a result of their job, experienced higher levels of job stress

and lower levels of job satisfaction. It is interesting that correctional officers who perceived that behaviors learned at work were detrimental to being a good parent, spouse, or friend (behavior-based conflict) were significantly more likely to have lower job satisfaction (Armstrong, Atkin-Plunk, & Wells, 2015).

2.3 Previous Study

Karakas and Sahin (2017) examined the relation of work-family conflict towards job stress and job performance for hotel employees in Western Black Sea provinces. This study discovered that there is no significant relationship between work-family conflict and job performance and there is a moderate positive relationship between work-family conflict and job stress.

Mauno and Ruokolainen (2017) developed a study that examined whether work-family support buffers permanent and temporary workers similarly against the negative effects of work-family conflict as regard job satisfaction and emotional energy level at work and at home. The data were collected from 1729 nurses in Finland. This study found that high coworker work-family support protected temporary workers against the negative effects of high work-family conflict on emotional energy at work. This study also found that temporary workers with low coworker work-family support were at greater risk of job dissatisfaction and diminished emotional energy at home than were their permanent colleagues in the presence of high work-family conflict.

Rabenu, Tziner and Sharoni (2017) conducted a study examining how job stress and work-family conflict are affected by worker's desire to invest their job beyond the call of duty and their perception of organizational justice. The data were collected from 120 Israeli-Arab employees through the research questionnaires. This study found that stress was found to related positively to the work-family conflict.

Zhao and Ghiselli (2016) done a research to identify the role of hospitality job characteristics and examine their relationships to work-family conflict and job stress. This research conducted with data collected from 346 hotel employees in China and analyzed using structural equation modeling (SEM) and a series of hierarchical regression analysis. The finding revealed that each of hospitality job characteristics is worked as job stressors and gives an impact on work-family conflict that influences job stress.

Adisa, Osabutey, and Gbadamosi (2016) developed a study to examine the multi-faceted causes and consequences of work-family conflict (WFC) in a non-Western context (Nigeria). The data of this study were collected from semi structured interviews of 88 employees (44 university lectures and 44 medical doctors) in cities in the six geo-political zones of Nigeria. This study found that work pressure, heavy familial duties, poor infrastructural facilities, and a lack of suitable and practicable work-family balance policies were the main causes of WFC in Nigeria. Broken marriages/families, an unhappy workforce, and poor job performances were found as the consequences of WFC in Nigeria.

Armstrong, Atkin-Plunk, and Wells (2015) conducted a study examining work-family conflicts with job stress and job satisfaction to a diverse sample of correctional staffs in the United States. There were 441 officers surveyed and found that strain and behavior-based work-family conflict and family-work conflict were significantly related to both job stress and job satisfaction. Family and supervisory support were uniquely related to job stress, whereas supervisory support, education, and ethnicity were uniquely related to job satisfaction.

Singh and Nayak (2015) examined the effect of work-family conflicts (WFC) on job stress and its subsequent impact on job satisfaction among the police officials. It also examined the moderating effect of the social support from organizations between employees' job stress and

satisfaction. This research conducted with a survey on 599 police officials associated with 20 police stations in New Delhi, India. The finding revealed that stress mediated the relationship between WFC and satisfaction of the police officials. Further, social supports acted as a moderator between their job stress and satisfaction.

Mansour and Tremblay (2015) presented a study in examining the effects of workload and the generic and specific work–family social support in job stress mediated by work-family conflict and family-work conflict in the hospitality industry in Quebec, Canada. This study found that workload increases job stress via work-family conflict and family-work conflict. Both generic and specific work–family social support decreases job stress through work-family conflict and family-work conflict. Organizational support for reconciling work and family life is more significant than generic supervisor support. Family support reduces job stress via work-family conflict but not via family-work conflict.

Kremer (2015) conducted a research to examine school-work-family inter-role conflicts and their effects on subjective stress and burnout. The data were collected from 100 working married adult students in Israel. This research found that school-work conflict was one of the six inter-role conflicts examined that contributed to subjective stress and burnout.

Rathi and M. (2013) developed a study to investigate the relationship of work-family conflict with job and family satisfaction moderated with the effect of social support from co-workers among 148 police personnel in India. This study found that when employees perceive that demands of their work role interfere with the fulfillment of the family roles then it may negatively influence their attitudes toward the job, which can further result in reducing job satisfaction. Besides, social support from coworkers significantly moderated the relationship of work-to-family conflict and family-to-work conflict with family satisfaction, but not with job satisfaction.

Hsu (2011) examined the moderating effects of perceived supervisor support (work environment variable) and internal locus of control (personality variable) on the relationship of work-family conflict with job satisfaction. Data were collected from correctional officers in Taiwan. Work-family conflict has a negative effect on job satisfaction. Perceived supervisor supports and internal locus of control not only have direct effects on job satisfaction but also significantly moderate the relationship between work-family conflict and job satisfaction.

Zhao, Qu, and Ghiselli (2011) developed a study to clarify the relationships between work-family conflict and job satisfaction among hotel managers. Both of the direct and indirect effects of work-family conflicts on job and life satisfaction were investigated. The data of this study were collected by questionnaires spread to 121 sales managers of 26 hotels in China. This study found that both work interfering with family (WIF) and family interfering with work (FIW) have significant negative association with an individual's affective reaction to his/her job, while only FIW reduced the cognitive appraisal of a job.

Karatepe (2010) developed a study investigating the effects of work-family conflict, family-work conflict, work-family facilitation, and family-work facilitation simultaneously on exhaustion. This study also put work social support as a moderator in the relationship between two directions of conflict and facilitation and exhaustion. The data of this study were collected from 107 judgmental sample of full-time frontline employees of the four and five-star hotels of Albania. The results of this study indicate that work social support buffered the relationship between work-family conflict and exhaustion and strengthened the negative relationship between work-family facilitation and exhaustion.

2.4 Theoretical Framework

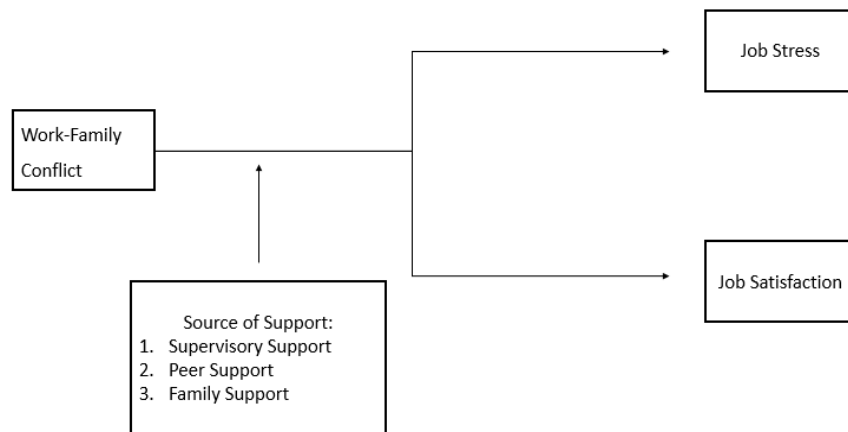
Work-family conflict is a conflict resulted from the tension and insufficient time in which the role of individuals adopted related to their

jobs obstructs the responsibilities they have for their family (Karakas & Sahin, 2017). Family-work conflict exists when “employees’ family responsibilities interfere with their work duties” (Armstrong, Atkin-Plunk, & Weels, 2015). There are three types of work-family conflict which time-based, strain-based, and behavior-based.

Dewe, O’ Driscoll, and Cooper (2010) classified some of job stressors and one of them is work-home interference between work and (for instance) family life and the conditions in the work itself such as physical environment, workloads, working hours, use of technologies, and exposure to risks or hazards. The higher the stress experienced by employees, the more work-family conflict they experience, and the lower the stress, the less they experience work-family conflict (Rabenu, Tziner, and Sharoni, 2017). Based on Herzberg’s Two Theory, employee’s personal life is contributing to job satisfaction. Higher levels of strain- and behavior-based work-family conflict are related to lower levels of job satisfaction. Simultaneously, a reciprocal association existed such that family-work conflict was also related to less job satisfaction (Armstrong, Atkin-Plunk, & Wells, 2015).

Social support received from family, peer, and supervisor also gives influence to the relationships between work-family conflict, job stress and job satisfaction. Social support will reduce strain, that is people who get the support in their environment, because social support protects people from potentially harmful events or any circumstances (Dewe, O’Driscoll, & Cooper, 2010). Dewe, O’ Driscoll, and Cooper (2010) mentioned that employee’s relationships between peers, supervisor, and family are one of factors that can influence job stress. Herzberg Two Theory also mentioned that relationships between peers, supervisor and employee’s personal life can influence job satisfaction itself.

Based on the explanation above, the framework of this research, will be summarized as follows:



2.5 Hypothesis Development

Positive relationship was found between work-family conflict and stress. It is found that work-family conflict can be a major stress that increases home health worker's vulnerability to mental distress (Lee & Jang, 2017). Higher levels of strain- and behavior-based work-family conflict is related to higher levels of job stress. Simultaneously, a reciprocal association existed such that family-work conflict was also related to more job stress (Armstrong, Atkin-Plunk, & Wells, 2015). Individuals who perceived long working hours and irregular schedules tended to think that work demands prevent them from fulfilling family responsibilities and felt more stress (Zhao & Ghiselli, 2016).

H1: Work-family conflict has a positive influence to job stress

Work-family conflict has a negative effect on job satisfaction. Taiwanese correctional officers who experience a higher level of work family conflict tend to have less satisfaction with their work (Hsu, 2011). Higher levels of strain- and behavior-based work-family conflict is related to lower levels of job satisfaction. Simultaneously, a reciprocal association existed such that family-work conflict was also related to less job satisfaction (Armstrong, Atkin-Plunk,

& Wells, 2015). The continuous experiences of work overload, tight deadlines and conflicting demands at work create strain in employees, reduce their ability to take care of their non-work responsibilities, and are accompanied by feelings of dissatisfaction with work-family balance (Beham & Drobic, 2010).

H2: Work-family conflict has a negative influence to job satisfaction

Social support could be integrated into a family-friendly organizational culture, and this would help hospitality employees balance work and family demands and ultimately facilitate the retention of talented employees (Zhao & Ghiselli, 2016). Officers who perceived higher levels of supervisory support experienced less job stress (Armstrong, Atkin-Plunk, & Wells, 2015). In correctional officer studies, correctional officers who perceived that their work life resulted in arguments and increased irritability at home, as well as family expressions of unhappiness about the time spent away from home as a result of their job, experienced higher levels of job stress and lower levels of job satisfaction. It is interesting that correctional officers who perceived that behaviors learned at work were detrimental to being a good parent, spouse, or friend (behavior-based conflict) were significantly more likely to have higher job stress (Armstrong, Atkin-Plunk, & Wells, 2015).

H3: Work-family conflict affected by social support has a positive influence to job stress.

Officers who perceived higher levels of supervisory support experienced less job stress and were more satisfied with their jobs (Armstrong, Atkin-Plunk, & Wells, 2015). Rathi and M. (2013) found that when employees perceived that demands of their work role interfere with the fulfillment of the family roles then it may negatively influence their attitudes toward the job, which can further result in reduced job satisfaction. Besides that, social support from coworkers significantly moderated the relationship of work-to-family

conflict and family-to-work conflict with family satisfaction, but not with job satisfaction. Correctional officers who perceived that their work life resulted in arguments and increased irritability at home, as well as family expressions of unhappiness about the time spent away from home as a result of their job, experienced higher levels of job stress and lower levels of job satisfaction. It is interesting that correctional officers who perceived that behaviors learned at work were detrimental to being a good parent, spouse, or friend (behavior-based conflict) were significantly more likely to have lower job satisfaction (Armstrong, Atkin-Plunk, & Wells, 2015).

H4: Work-family conflict affected by social support has a negative influence to job satisfaction

CHAPTER III

RESEARCH METHODOLOGY

This chapter describes the methods that were used to gather the data relevant to the study. It contains the research design, population, sample size, sampling technique, explaining the method and procedures for data collection, analysis and interpretation of the research findings.

3.1 Research Design

The study followed the quantitative research approach for data collection. Specifically, a survey questionnaire was designed to examine the influences of work-family conflict to job stress and job satisfaction, and its effect if moderated by social support. In order to fulfill the objectives of this study, the designed questionnaire was distributed to the respondents using print-basis during different times of the day.

3.2 Population and Sample

The population for this study is the restaurant employee in Yogyakarta, Sleman, and Bantul County. The sampling frame for this study comprised of the restaurant crew and staff in the Koki Joni at Jl. C. Simanjuntak Gang V, Ayam Gobyoss at Jl. Gedongan Baru No.25, and Waroeng “SS” Spesial Sambal at Jl. Kaliurang KM 4.5 Gang Kinanthi no. 52. The sample are 143 respondents. The sampling technique used propulsive random sampling with some requirements which are:

- Restaurant is located in Yogyakarta, Bantul and Sleman County
- Restaurant is having more than 20 employees
- All of the job positions will be the respondents

3.3 Data Collection Method

The data collection process was started from April 2018 and completed in June 2018. The data collection from respondents was done by filling questionnaires distributed in the form of closed-ended questions. The total of 143 questionnaires were distributed by print-basis. The study collected the primary data using a simple survey questionnaire in which the subjects were asked to respond to provide the items. The primary data refers to information obtained firsthand by the researcher on the variables of interest for the specific purpose of study (Sekaran, 2016). The instrument developed for this study consisted of two sections:

- a) Section A included a set of questions about the demographic characteristics of participants such as age, gender, last education, job position, marriage status, and work period.
- b) Section B included the questions to measure about work-family conflict, job stress, job satisfaction, and social support.

The data were measured by using Likert scale. The Likert scale is designed to examine how strong the subjects agree or disagree with the statement (Sekaran, 2016). This research used a 6-point scale because it provides the discrimination and reliability values which are higher than the Likert's scale 5 points (Chomeya, 2010). It assists the researcher to calculate the answer based on indicators. The indicators of variables that can be measured by using Likert Scale:

1. Strongly disagree : 1
2. Disagree : 2
3. Slightly Disagree : 3
4. Slightly Agree : 4
5. Agree : 5
6. Strongly Agree : 6

3.4 Variable and Measurement

3.4.1 Work-Family Conflict

Work-family conflict as an independent variable will use Lambert et al. study as the measurement.

Based on Lambert and his colleagues, work-family conflict was operationalized by using three scales: time-, strain-, and behavior-based work-family conflict (Armstrong, Atkin-Plunk, & Wells, 2015).

3.4.1.1 Time-Based Work-Family Conflict

Lambert measured time-based work-family conflict based on in-home conflict resulting from the officer spending insufficient time tending to family needs due to workplace needs (Armstrong, Atkin-Plunk, & Wells, 2015). Time-based work-family conflict will measure with 5 items ranged from strongly disagree (coded 1) to strongly agree (coded 6):

- a. My job allows me adequate time to be with my family.
- b. My time off from work works well with my family members schedule and/or my social needs.
- c. I frequently have to work overtime when I do not want to.
- d. My work schedule is stable enough to allow me to plan my family and/or social life.
- e. I am able to participate in important family or social activities/events outside of work.

3.4.1.2 Strain-Based Work-Family Conflict

Lambert explained that strain-based work-family conflict will happen when “the demands and tensions from work negatively impact the quality of a worker’s home life” (Armstrong, Atkin-Plunk, & Wells, 2015). Strain-based work-family will measure with 10 items ranged from strongly disagree (coded 1) to strongly agree (coded 6):

- a. My work allows me to still have energy to enjoy my family and/or social life.

- b. I frequently argue with my spouse/family members about my job.
- c. I am able to leave my problems from work at work rather than bringing them home.
- d. With all my work demands, sometimes I come home too stressed to do things I enjoy.
- e. Because of this job, I am often irritable at home.
- f. My job has a bad impact on my home life.
- g. I am able to relax away from work, no matter what is happening in my job.
- h. I am easily able to balance my work and home lives
- i. My family/friends express unhappiness about the time I spend at work
- j. My family/friends dislike how often I am preoccupied with work

3.4.1.3 Behavior-Based Work-Family Conflict

Lambert defines behavior-based work-family conflict as an incompatibility between the employee's workplace and their role at home (Armstrong, Atkin-Plunk, & Wells, 2015). Behavior-based work-family conflict will measure with 3 items ranged from strongly disagree (coded 1) to strongly agree (coded 6):

- a. The behavior I learn at work help me to be a better parent.
- b. The behavior I learn at work help me to be a better spouse.
- c. The behavior I learn at work help me to be a better friend.

3.4.1.4 Family-work conflict

Family-work conflict will measure with 5 items ranged from strongly disagree (coded 1) to strongly agree (coded 6):

- a. My family and/or social life interferes with my job.

- b. I sometimes have to miss work due to pressing family/social issues or problems.
- c. Because of stress at home, I am often preoccupied with family matters at work.
- d. I am often tired at work because of the things I have to do at home.
- e. I feel that the demands placed upon me at work are unreasonable.

3.4.2 Job Stress

Job stress as a dependent variable will use psychological stress measure developed by Lemyre and Tessier (2003) in Mansour and Tremblay (2015). There will be 8 items of measurement ranged from strongly disagree (coded 1) to strongly agree (coded 6):

- a. I feel calm.
- b. I feel rushed; I do not seem to have enough time.
- c. I have physical aches and pains: sore back, headache, stiff neck, stomach ache.
- d. I feel preoccupied, tormented, or worried.
- e. I feel confused; my thoughts are muddled; I lack concentration; I cannot focus
- f. I feel a great weight on my shoulders
- g. I have difficulty controlling my reactions, emotions, moods, or gestures
- h. I feel stressed

3.4.3 Job Satisfaction

Job satisfaction as a dependent variable will use Job Satisfaction Index tool developed by Brayfield and Rothe (1951) in Riaz, et al., (2016). There will be 5 items of measurement ranged from strongly disagree (coded 1) to strongly agree (coded 6):

- a. I feel fairly satisfied with my present job.
- b. Most days I am enthusiastic about my work.
- c. Each day at work seems like it will never end.
- d. I find real enjoyment in my work.
- e. I consider my job to be rather unpleasant.

3.4.4. Social Support

Social support as a control variable is used to examine job stress job stress and job satisfaction at the extent which employee perceives that he or she has the social support of others, both internal and external to the work environment (Armstrong, Atkin-Plunk, & Wells, 2015). There are three dimensions for social support:

3.4.4.1 Supervisory Support

Supervisory support uses items developed by Cullen (1985) in Armstrong, Atkin-Plunk, & Wells (2015) that measure participant perceptions that their supervisors encouraged them, blamed others, or conducted themselves in professional regard. There will be 4 items of measurement ranged from strongly disagree (coded 1) to strongly agree (coded 6):

- a. My supervisors encourage us to do the job in a way that we really would be proud of.
- b. My supervisors encouraged us the people I work with if they do their job well.
- c. My supervisors blame others when things go wrong, even when it's not their fault.
- d. If my supervisors have a dispute with an employee they supervise, they handle it professionally.

3.4.4.2 Peer Support

Peer support uses items developed by Cheeseman (2011) in Armstrong, Atkin-Plunk, & Wells (2015) that measure participant perceptions that their fellow employee complimented each other on job

well done, encouraged each other or blamed each other when things are wrong (Armstrong, Atkin-Plunk, & Wells, 2015). There will be 4 items of measurement ranged from strongly disagree (coded 1) to strongly agree (coded 6):

- a. My fellow workers often compliment someone who has done his or her job well.
- b. My fellow workers do not blame each other when things go wrong.
- c. My fellow workers encouraged each other to do the job in a way that we would be.
- d. My fellow workers encourage each other to think of better ways of getting the work done.

3.4.4.3. Family Support

Family support uses items developed by Cullen, Lemming, Link, and Wozniakin Armstrong in Atkin-Plunk, & Wells (2015) that measure participant perceptions that his or her family was a source of social support regarding his or her job. There will be 4 items of measurement ranged from strongly disagree (coded 1) to strongly agree (coded 6):

- a. Members of my family understand how tough my job can be.
- b. When my job gets me down, I know that I can turn to my family and get support I need.
- c. There is really no one in my family that I can talk to about my job.
- d. My spouse (or significant other) can't really help me much when I get tense about my job.

3.5 Data Analysis

3.5.1 Data Testing

3.5.1.1 Validity test

Validity test is to measure how valid is each indicator. The questionnaire will define as valid if the questionnaire could express the measured indicator (Thatcher, 2010). This research will focus on internal validity which is the confidence placed in the cause-and-effect relationship between each variable (Sekaran, 2016) The instrument will have called valid if it could measure the desired result for each variable. The result of instrument validity (high or low) will reflect on how far the data deviate from the desired hypothesis Pearson correlation more than 0.3 (Roni, 2014). Researcher will use SPSS 22.0 as a tool for analyzing the validity of data.

3.5.1.2. Reliability test

The reliability of a measure indicates the extent to which it is without bias (error free) and hence ensures consistent measurement across time and across the various items in the instrument (Sekaran, 2016). In other words, the reliability of a measure is an indication of the stability and consistency with which the instrument measures the concept and helps to assess the “goodness” of a measure (Sekaran, 2016). Cronbach’s alpha is used to measure the reliability of a tool (Tavakol and Dennick, 2011). Researcher will use SPSS 22.0 as a tool for analyzing the reliability of data.

3.5.2 Data Analysis Method

3.5.2.1 Multiple Regression

Multiple Regression Analysis refers to a set of techniques for studying the straight-line relationships among two or more

variables (Hartono, 2008). The multiple regression equation for this research is:

$$Y_1 = a + bx + bxz$$

$$Y_2 = a + bx + bxz$$

Explanation:

Y_1 = Job Stress

Y_2 = Job Satisfaction

X = Work-Family Conflict

XZ = Source of Support

3.5.3 Hypothesis Testing

3.5.2.1 F-test

According to Sekaran (2016), F test is a statistical test that is used to determine whether two populations having normal distribution have the same variances or standard deviation. Using SPSS 22.0, F-test can be done by comparing the F value of significance with the output of ANOVA. If the significance value is below 0.05, the independent variable is influencing the dependent variable.

3.5.2.2 T-Test

According to Hartono (2008), T-test is one of statistical tests used to figure out the differences between mean sample from two or more variables compared.

Using SPSS 22.0, T test will be done by comparing p-value (Sig.) with the level of significance (α) where the value of α is 5% or 0.05. in order to make decision, there will be a measurement:

- Value of Sig $< \alpha$ so H0 is rejected and H1 is accepted
- Value of Sig $\geq \alpha$ so H0 is accepted and H1 is rejected

3.5.2.3 Determination Coefficient Test (R^2)

R-squared (R^2) is a statistics that explains the amount of variance accounted for in the relationship between two (or more) variables (Chung, 2010). Sometime (R^2) is called the coefficient of determination, and it is given as the square of a correlation coefficient (Chung, 2010). The definition of R-squared is fairly straight-forward; it is the percentage of the response variable variation that is explained by a linear model (Algifari, 1997). By using SPSS 22.0, the R-squared test will be done by dividing explained variation with total variation.

R-squared is always between 0 and 100% (Salkind, 2010):

- 0% indicates that the model explains none of the variability of the response data around its mean.
- 100% indicates that the model explains all the variability of the response data around its mean.

CHAPTER IV

DATA ANALYSIS AND DISCUSSION

This chapter elaborates and discussed the result of data that the researcher has analyzed regarding “The Relationship of Work-Family Conflict to Job Stress and Job Satisfaction: The Study of Restaurant Employees in Yogyakarta”. The discussion starts by showing the result of the quantitative data that have already been collected through questionnaires and proceeded by several statistical software. In general, this study distributed 150 questionnaires to the targeted respondents and only 143 were willing to participate in the survey. All received data were attached in the appendix and data recapitulation chapter.

4.1. Descriptive Statistics

In the descriptive statistics, it provides descriptive or description of data seen from the mean, standard deviation, maximum, and minimum. The results of the analysis of research data for each research variable were described by descriptive statistics. The results of descriptive analysis of research variables were presented in the table 4.1.

Table 4.1 Statistics Descriptive Results

Variable	Minimum	Maximum	Mean	Std. Deviation
Work-Family Conflict	2.30	6.00	3.5682	0.55227
Job Stress	1.00	6.00	2.9745	1.20346
Job Satisfaction	2.00	6.00	3.9329	0.71599
Social Support	2.25	6.00	4.0518	0.59616

Source: Primary Data Processed in 2018

Based on the Table 4.1, it is known that the responses of respondents to research variables are considered to be good results. This is shown from the mean of work-family conflict which is 3.5682. The job stress variable which is 2.9745. Then, the job satisfaction variable is 3.9329 and for the social support variable is 4.0518.

4.2 Company Profile

1. Koki Joni

Koki Joni is a restaurant at Yogyakarta that focus selling Italian food with affordable price for students. This restaurant located in Jl. C. Simanjuntak Gang V. Koki Joni has approximately 40 employees that separated in two restaurant's branches. Koki Joni has several job positions such as owner, research assistant, cook, cashier, waiters, and security. In this research, there were 33 questionnaires filled by Koki Joni's employees.

2. Ayam Gobyoss

Ayam Gobyoss is a restaurant at Yogyakarta that sell Indonesian food named "Ayam Geprek" with affordable price for students. This restaurant located in Jl. Gedongan Baru No.25. Ayam Gobyoss has approximately 60 employees that separated in five restaurant's branches. Ayam Gobyoss has several job positions such as owner, administration staff from many divisions, cook, cashier, waiters, and security. In this research, there were 49 questionnaires filled by Ayam Gobyoss's employees.

3. Waroeng "SS" Special Sambal

Waroeng "SS" Special Sambal is a restaurant at Yogyakarta that sell Indonesian food that focus on giving many various types of Indonesian spicy sauce named "Sambal" with affordable price for students. This restaurant's office located in Jl. Kaliurang KM 4.5 Gang Kinanthi no. 52. Ayam Gobyoss has more than 200 employees that separated in more than 20 restaurant's branches in Yogyakarta. Waroeng "SS" Special Sambal has several job positions such as owner, directors, administration staff from many divisions,

cook, cashier, waiters, and security. In this research, there were 60 questionnaires filled by Waroeng “SS” Special Sambal’s employees.

4.3. Respondents Characteristics

The description of the respondent’s characteristics describes the employee’s profile of Koki Joni, Ayam Gobyoss, and Waroeng SS consisting of gender, age, working period, marriage status, and job position.

4.3.1. Gender

The respondents in this research were classified by gender. It can be seen on the Table 4.2.

Table 4.2. Classification of Respondents by Gender

Gender	Number of Respondents	Percentage
Female	47	33%
Male	96	67%
Total	143	100%

Source: Primary Data Processed in 2018

Referring to Table 4.2, the table describes that the majority of respondents are male, which is 96 (67%) respondents. Meanwhile, female respondents are 47 (33%).

4.3.2 Age

The respondents in this research were classified by age. It can be seen on the Table 4.3 below.

Table 4.3 Classification of Respondents by Age

Age	Number of Respondents	Percentage
16 – 20	42	29%
21 – 25	60	42%
26 – 30	33	23%
31 – 35	7	5%
35 – 40	0	0%
41 – 45	1	1%
Total	143	100%

Source: Primary Data Processed in 2018

As described in Table 4.3, the majority of respondents were 21-25 years old with the total of 60 (42%). There were 42 (29%) respondents within 16-20 years old. Then, 33 (23%) respondents aged 26-30 years old and the rests were 7 (5%) respondents who were 31-35 years old, also 1 (1%) respondent was 41-45 years old.

4.3.3 Working Period

The respondents in this research were classified by working period. It can be seen on the Table 4.4 below.

Table 4.4 Classification of Respondents by Working Period

Working Period	Number of Respondents	Percentage
Less than 1 year	47	33%
1 - 5 years	85	59%
5 - 10 years	10	7%

10 - 15 years	1	1%
Total	143	100%

Source: Primary Data Processed in 2018

As shown in Table 4.4, the majority of respondents has been working for 1-5 years which was represented by 85 (59%). The second classification of respondents was based on their working period which was less than 1 year which represented by 47 (33%) respondents. Then, there were 10 (7%) respondents that have been working on the company for 5-10 years and 1 (1%) respondent has been working for 10-15 years.

4.3.4 Job Position

The respondents in this research were classified by job position. It can be seen from the Table 4.5.

Table 4.5 Classification of Respondents by Position

Job Position	Number of Respondents	Percentage
Owner and Directors	5	4%
Supervisors	12	8%
Administration Staff	40	28%
Waiters and waitresses	20	14%
Crew	45	31%
Chef	2	1%
Cashier	12	8%
Storage	5	4%
Research Assistant	1	1%

Security	1	1%
Total	143	100%

Source: Primary Data Processed in 2018

As described in the Table 4.5, it showed that the majority of respondents has been working as crew which was about 45 (31%). The respondents that have been working as administrative staff were about 40 (28%). Then, there were 20 (14%) respondents working as waiters and waitresses. There are 12 (8%) respondents working as cashiers and 12 (8%) respondents as the supervisors at the restaurant. Besides, there were 5 (4%) respondents as owners and directors. Then, there were 5 (4%) respondents working at storage division. There were 2 (1%) respondents working as chefs, 1 (1%) respondent working as a research assistant, and 1 (1%) respondent working as a security at the restaurant.

4.3.5 Educational Level

The respondents in this research were classified by their educational levels. It can be seen from the Table 4.6.

Table 4.6 Classification of Respondents by Educational Level

Educational Level	Number of Respondents	Percentage
Elementary School	2	1%
Junior High School	17	12%
Senior High School	71	50%
Associate Degree	7	5%
Bachelor Degree	44	31%
Master Degree	2	1%

Total	143	100%
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Source: Primary Data Processed in 2018

As described in the Table 4.6, it showed that the majority of respondents was graduated from senior high school which is 71 (50%) people. There were 44 (31%) respondents having the bachelor's degree as their last education. Besides, 17 (12%) respondents had junior high school degree as their last education. Then, there were 7 (5%) respondents having associate degree as their last education. Lastly, there were 2 (1%) respondents having elementary school and 2 (1%) respondents had the master's degree as their last education.

4.3.6 Marriage Status

The respondents in this research were classified by marriage status. It can be seen from the Table 4.7.

Table 4.7 Classification of Respondents by Marriage Status

Marriage Status	Number of Respondents	Percentage
Married	32	22%
Single	111	78%
Total	143	100%

Source: Primary Data Processed in 2018

As described in the Table 4.7, it showed that the majority of respondents has not married which was about 111 (78%). Then, there were 32 (22%) respondents that already got married.

4.4 Reliability and Validity Test

4.4.1 Validity Test Results

The validity testing used the Pearson Correlation. The result was processed by using SPSS 22.0 software. The results are shown in the Table 4.8 below.

Table 4.8 Validity Test Results

Variable	Pearson Correlation	Significant	Status
Work-Family Conflict	0.336** - 0.392*	0.000	Valid
Job Stress	-0.269** - 0.853**	0.000	1 Item not valid
Job Satisfaction	0.719** - 0.461**	0.000	Valid
Social Support	0.588** - 0.407**	0.000	Valid

Source: Primary Data Processed in 2018

Note:

*. Correlation is significant at the 0.01 level (2-tailed)

** . Correlation is significant at the 0.05 level (2-tailed)

As described in the Table 4.8, the total score of Pearson correlation on each variable is concluded as significant if the minimum score is >0.05 and some variables are concluded as significant if the minimum score is <0.05 . There is one question item related to job stress that has a negative Pearson correlation score, meaning that this item is not valid and cannot be included in any other statistical analysis for this research. Besides, all of the research questions on each variable are considered as valid.

4.4.2 Reliability Test Results

An instrument is reported to be reliable if it is consistent and free from bias. The reliability test was conducted to measure the consistency of the instruments. This test was based on Cronbach Alpha Value. The limit value of the coefficient is categorized reliable if it is above 0.6 (Sekaran, 2016). The reliability test from the research variables can be seen in the Table 4.9.

Table 4.9 Reliability Test Results

Variable	Cronbach's Alpha	Requirement	Status
Work-Family Conflict	0.779	0.6	Reliable
Job Stress	0.937	0.6	Reliable
Job Satisfaction	0.682	0.6	Reliable
Social Support	0.709	0.6	Reliable

Source: Primary Data Processed in 2018

As described in the Table 4.8 that all of the Cronbach's Alpha are above 0.6 so that it can be said that all measurement concepts of each variable in the questionnaire were reliable.

4.5 Hypothesis Testing

4.5.1 F-Test

F-test is used to test whether the independent variable (work-family conflict) and moderating variable (social support) influence the dependent variables (job stress and job satisfaction). F-test can be explained by using Analysis of Variance (ANOVA). In addition, F-test can also determine whether the model of linear regression used is correct or not. The result of F-test can be seen in Table 4.10 and 4.11.

Table 4.10 F-Test Result for Dependent Variable Job Stress

F	Significances
9.751	0.000

Source: Primary Data Proceeded in 2018

Note:

- a. Dependent Variable: Job Stress
- b. Predictors: (Constant), Social Support, Work-Family Conflict

Table 4.11 F-Test Result for Dependent Variable Job Satisfaction

F	Significances
46.871	0.000

Source: Primary Data Proceeded in 2018

Note:

- a. Dependent Variable: Job Satisfaction
- b. Predictors: (Constant), Social Support, Work-Family Conflict

Based on the Table 4.10 and 4.11 above, the ANOVA table obtained the significance level which is 0.000. Thus, the probability of significance is $0.000 < 0.05$ which means the variables of work-family conflict and social support are influencing the job stress and job satisfaction.

4.5.2 T-Test

The partial or individual testing was conducted to determine the influence between each independent variable (work-family conflict) and moderating variable (social support) which have influence in the dependent variable (job stress and job satisfaction). Table 4.12 and 4.13 show the result of t-test values in this research.

Table 4.12 T-Test Results for the Dependent Variable of Job Stress

Variable	Coefficient Regression (B)	<i>t</i>	Sig	Result
(Constant)	0.946	1.413	0.160	Not Significant
Work-Family Conflict	0.221	0.711	0.478	Not Significant
Social Support	0.085	1.826	0.70	Not Significant

Source: Primary Data Proceeded in 2018

Table 4.13 T-Test Results for the Dependent Variable of Job Satisfaction

Variable	Coefficient Regression (B)	<i>t</i>	Sig	Result
(Constant)	3.491	10.615	0.000	Significant
Work-Family Conflict	-0.662	-4.334	0.000	Significant
Social Support	0.193	8.409	0.000	Significant

Source: Primary Data Proceeded in 2018

a. Hypothesis testing on the relationship between work-family conflict (X) and job stress (Y1)

H0: There is no positive relationship between work-family conflict and job stress

H1: There is a positive relationship between work-family conflict and job stress

According to Table 4.12, the result of the hypothesis testing revealed that the significance value of work-family conflict is 0.478 which is higher than 0.05. It can be concluded that H₀ is failed to reject. There is some additional information that the regression coefficient value is positive. Usually, it means that there is a positive relationship of work-family support to job stress within restaurant employees. Thus, the higher the work-family conflict, the employee will have more stress at workplace. However, this additional information did not influence work-family conflict and job stress at all.

b. Hypothesis testing in the relationship between work-family conflict (X) and job satisfaction (Y₂)

H₀: There is no negative relationship between work-family conflict and job satisfaction

H₁: There is a negative relationship between work-family conflict and job satisfaction

According to Table 4.13, the result of the hypothesis revealed that the significance value of work-family conflict is 0.000 which is lower than 0.05. It can be concluded that H₀ is rejected or H₁ is accepted. In addition, the table showed that the regression coefficient value is negative. It means that there is a negative relationship between work-family conflict and job satisfaction within the restaurant employees. Thus, a higher level of work-family conflict will make employee have lower satisfaction towards their jobs.

c. Hypothesis testing in the relationship between work-family conflict (X) and job stress (Y₁) influenced by social support (XZ)

H₀: There is no positive relationship between work-family conflict and job stress when influenced by social support

H₁: There is a positive relationship of work-family conflict to job stress when influenced by social support

According to the Table 4.12, the result of hypothesis testing revealed that the significance value of work-family conflict is 0.478 and social support is 0.70 which are higher than 0.05. It can be concluded that H₀ is failed to reject, which means there is no significant relationship between work-family conflict to job stress after influenced by social support. There is some additional information that the regression coefficient for both work-family conflict and social support are positive. Usually, it means that there is a positive relationship between work-family conflict and job stress when influenced by social support within restaurant employees. Thus, the employees who receive higher the work-family conflict but receive social support from family, coworkers and supervisor will reduce their stress at workplace. However, this additional information did not influence for work-family conflict and job stress at all even after influenced by social support.

d. Hypothesis testing in the relationship between work-family conflict (X) and job satisfaction (Y₂) influenced by social support (XZ)

H₀: There is no negative influence between work-family conflict and job satisfaction when influenced by social support

H₁: There is a negative influence of work-family conflict and job satisfaction when influenced by social support

According to the Table 4.13, the result of the hypothesis testing revealed that the significance value of work-family conflict is 0.000 and social support is 0.000 which are lower than 0.05. It can be concluded that H₀ is rejected and H₁ is accepted. In addition, the table showed that the regression coefficient value for work-family conflict is negative and social support is positive. It means that there is a negative relationship of work-family conflict. Thus, employees that have higher work-family conflict but receive support from family, coworkers, and supervisors will reduce their no satisfaction to their job.

Table 4.14 Summary of Hypothesis Testing Result

Code	Hypothesis	Result
H01	Work-family conflict has no positive influence to job stress	Failed to Reject
H1	Work-family conflict has positive influence to job stress	
H02	Work-family conflict has no negative influence to job satisfaction	Rejected
H2	Work-family conflict has negative influence to job satisfaction	
H03	Work-family conflict affected by social support has no positive influence to job stress	Failed to Reject
H3	Work-family conflict affected by social support has positive influence to job stress	
H04	Work-family conflict affected by source of support has no negative influence to job satisfaction	Rejected
H4	Work-family conflict affected by social support has positive influence to job stress	

Source: Primary Data Proceeded, 2018

4.5.3 Determination Coefficient Test (R^2)

Determination Coefficient Test (R^2) is used to measure how big the ability of independent variable (work-family conflict) and moderating variable (social support) in explaining the dependent variables (job stress and job satisfaction). The result of the determination coefficient test (R^2) can be seen in Table 4.15 below.

Table 4.15 Coefficient Determination Test Result for the Dependent Variable of Job Stress (R^2)

Adjusted R Square	Other Factors
0.110	0.890

Source: Primary Data Proceeded, 2018

Based on the Table 4.15, the value of *Adjusted R Square* is 0.110 or 11%. This indicated that the contribution of work-family conflict and social support variables to job stress is 11%, while the rest of 89% is influenced by other factors.

Table 4.16 Coefficient Determination Test Result for Dependent Variable Job Satisfaction (R^2)

Adjusted R Square	Other Factors
0.392	0.608

Source: Primary Data Proceeded, 2018

Based on the Table 4.16, the value of *Adjusted R Square* is 0.392 or 39.2%. This indicated that the contribution of work-family conflict and social support variables to job satisfaction is 39.2%, while the rest of 60.8% is influenced by other factors.

4.6 Discussion of Research Findings

The results of the analysis showed that the score of probability = 0.478 < level of significance = 0.005. The data analysis revealed that the independent variable in this current research which is work-family conflict is not significant and has no influence to job stress.

The finding of this study happened based on several conditions regarding restaurants employees in Yogyakarta. Based on the answers of the questionnaire, it can be assumed that the job of restaurant employees does not really become a burden for each employee. In fact, in Yogyakarta, this type of job has a stable work

schedule and did not have a big responsibility so that employees still have time and energy for their family at home after working. Besides, it is really rare for restaurant employees to work overtime when they did not want to. For further information, all of the objected restaurants have good principles, work environment, and did not have any bad impact for their home life which makes employees learn those behaviors into their guideline role as parents, friends, and spouse. Because of the facts, the restaurant employees rarely bring work problems at home and vice versa. The restaurant employees also rarely feel irritable because of all the work demands rarely make them tired at work and they can still do the things they have to do at home. Based on all of the characteristics of restaurant employees work and family life, the employees does not feel stressed of their job and their family life. It can be concluded that there is no significant relationship between work-family conflict and job stress.

For further results, the result of the analysis showed that the score of probability = 0.000 < level of significance = 0.05, the researcher found that the independent variable of work-family conflict has a significant relationship toward job satisfaction within the employee's restaurant.

This study also revealed that there is a negative relationship of work-family conflict on job satisfaction. This finding is supported by Hsu (2011) that work-family conflict has a negative effect on job satisfaction. Taiwanese correctional officers who experience a higher level of work family conflict tend to have less satisfaction with their work. Another study was also conducted by Armstrong, Atkin-Plunk, and Wells (2015) finding that higher levels of strain- and behavior-based work-family conflict are related to lower levels of job satisfaction. Simultaneously, a reciprocal association existed such that family-work conflict was also related to less job satisfaction. For further information, Beham and Drobic (2010) explained that the continuous experience of work overload, tight deadlines and conflicting demands at work create strain in employees, reduce their ability to take care of their non-work responsibilities, and are accompanied by feelings of dissatisfaction with work-family balance.

Based on the analysis, the independent variable of work-family conflict that has the score of probability = 0.478 > level of significance = 0.05 and it is influenced by social support with the score of probability = 0.70 > level of significance 0.05. The researcher found that work-family conflict when influenced by social support still has no significance with job stress.

Based on the response of questionnaires, all of the social support are received by the employee and give a good contribution to their work-life. This fact could reduce the pressure of employees at the workplace. In fact, the type of restaurant employees' job does not become a burden. Their job is scheduled is balance enough so that they still have time and energy with their family after working. Besides, the employees feel that the responsibility of job is not so heavy that they rarely have problems or bring their work problems at home. Their work environment seems very supportive because they can build a good personality as friends, parents, or spouses based on their behavior at the workplace. The restaurant employee's families are very supportive to their job so that they rarely feel irritated at in home. Even if they have problems at home, they can act professionally at workplace and do not bring their problem at workplace. Based on this condition, the restaurant employee did not feel any job stress. It can be concluded that there is no significant relationships between work-family conflict and job stress even if influenced by the social support.

For further results, the result of the analysis showed that the score of probability = 0.000 < level of significance = 0.05. It is influenced by the social support with the score of probability = 0.000 > level of significance of 0.05. The researcher found that the work-family conflict when influenced by the social support has a significance relationship with job satisfaction.

This study also revealed that there is a negative relationship between work-family conflict and job satisfaction when influenced by the social support. This finding is supported by Hsu (2011) finding that perceived supervisors' support could moderate the relationship between work-family conflict and job satisfaction.

This research suggested that top administrators and immediate supervisors practice a supportive leadership style when their subordinates work under stressful conditions resulting from work-family conflict (Hsu, 2011). The study by Beham and Drobic (2010) explained that employees who experience high levels of work-to-home conflict tend to be less satisfied with their ability to balance work and non-work responsibilities. However, job related resources, such as control over work and social support at work function works as a cushion against dissatisfaction (Beham & Drobic, 2010). The other study by Mauno and Ruokolainen (2017) found that temporary workers with low coworker work-family support were at greater risk of job dissatisfaction and diminished emotional energy at home than were their permanent colleagues in the presence of high work-family conflict. Armstrong, Atkin-Plunk, and Wells (2015) also found that correctional officers who perceived that their work life resulted in arguments and increased irritability at home, as well as family expressions of unhappiness about the time spent away from home as a result of their job, experienced higher levels of job stress and lower levels of job satisfaction. It is interesting that correctional officers who perceived that behaviors learned at work were detrimental to being a good parent, spouse, or friend (behavior-based conflict) were significantly more likely to have lower job satisfaction (Armstrong, Atkin-Plunk, & Wells, 2015).

CHAPTER V

CONCLUSIONS AND RECOMMENDATIONS

5.1 Conclusions

From the data analysis that has been conducted previously, it has been proven that not all independent variables tested in this research influenced the dependent variables. The results' summary are as follows:

1. Work-family conflict as the independent variable (X) was not proven to have a positive influence on job stress as the first dependent variable (Y1). It has been proven on the hypothesis testing result in Chapter IV. It is stated that work-family conflict significance is 0.478 which is more than 0.05.
2. Work-family conflict as the independent variable (X) was proven to have a negative influence on job satisfaction as the second dependent variable (Y2). It has been proven on the hypothesis testing result in Chapter IV. It is stated that work-family conflict significance is 0.000 which is less than 0.05.
3. Work-family conflict as the independent variable (X) when it was influenced by social support as moderating variable (XZ) was not proven to have a positive influence on job stress as the first dependent variable (Y1). It has been proven on the hypothesis testing result in Chapter IV. It is stated that work-family conflict variable significance is 0.478 and social support variable significance is 0.070 which is more than 0.05.
4. Work-family conflict as the independent variable (X) when it was influenced by social support as mediator variable (XZ) was proven to have a negative influence on job satisfaction as the second dependent variable (Y2). It has been proven on the hypothesis testing result in Chapter IV. It is stated that work-family conflict variable significance is 0.000 and social support variable significance is 0.000 which is less than 0.05.

5.2 Recommendations

Work-family conflict (X) showed that there were no significance relationships to job stress (Y1) even when it was influenced by social support (XZ) within restaurant employees. However, work-family conflict (X) showed that there were significant relationships to job satisfaction (Y2) and also when it was influenced by social support (XZ). Therefore, the researcher suggests the management of Koki Joni, Ayam Gobyoss, and Waroeng Spesial Sambal to maintain work-life and family-life balance by arranging the working hours in a fair way so that the restaurant employees can get sufficient time with family members, fulfill their family and social responsibilities, and also avoid interfering with family life. In order to maintain the job satisfaction and avoid job stress, it would be better if the managers annually clarify employee's duties, give performance feedback and clearly communicate task objectives. Besides, managers should build a pleasant and supportive organizational culture in which employees can have the better bonding with supervisors and coworkers.

Managers and supervisors should practice a supportive leadership style to prevent employees experiencing stressful conditions as the result from the work-family conflict. Managers can also manage the coworkers and family bonding by giving one-day family trip for all of the employees and doing some team working activities together with employee's family. All of those activities above could be integrated into family-friendly organizational culture, and this would help restaurant employees to balance work and family life, increase job satisfaction and preventing job stress happened to the employees.

5.3 Limitations

This research was done only in several areas of Yogyakarta, such as Yogya city, Sleman county, and Bantul county with different sizes of company. Besides that, this research has various job positions with different

responsibilities that might affect the results of the study. This research was also only done through questionnaires so that the discussion was only for the description of the questionnaire results and there was no further explanation from the actual condition of companies.

5.4 Suggestions

It is recommended for the future possible studies to conduct a research in other sectors from hospitality industries such as hotel, travel agent, guest house, and other sectors outside the hospitality industry in order to enrich the topics of this study because since the different findings might be found. Besides, it is recommended to use the same size companies in order to get more general results. In the future studies, it would be better to consider about other variables or intermediaries to make this research completed

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Appendix 1

Questionnaire (In Bahasa Indonesia)



Assalammu'alaikum Warahmatullahi Wabarakatuh

Dengan hormat,

Perkenalkan saya Alike Noordyani mahasiswi Fakultas Ekonomi, Manajemen Progam Internasional Universitas Islam Indonesia memohon kesediaan bapak/ibu untuk membantu penelitian saya yang berjudul **“Pengaruh Konflik Kerja-Keluarga terhadap Stres saat Bekerja dan Kepuasan Kerja: Studi tentang Karyawan Restoran di Yogyakarta”** dengan mengisi angket berikut ini. Saya menyampaikan terimakasih untuk bapak/ibu yang telah bersedia meluangkan waktu mengisi angket ini dengan sebenar-benarnya.

Identitas pengisi angket

Nama/ Inisial :	Status Pernikahan* : Menikah / Belum
Usia & Jenis Kelamin :th (P/L)*	Lama Bekerja :
Pendidikan Terakhir :	Posisi Pekerjaan :

**Coret yang tidak perlu*

Petunjuk pengisian

1. Baca dan pahami setiap pernyataan yang tersedia di dalam angket berikut. Kemudian anda diminta untuk merespon setiap pernyataan yang tersedia sesuai dengan keadaan yang anda rasakan saat ini. Anda dapat merespon pernyataan-pernyataan tersebut dengan memberikan tanda **silang (X)** pada salah satu dari empat pilihan jawaban sebagai berikut:

STS = Anda **Sangat Tidak Sesuai** dengan pernyataan.

TS = Anda **Tidak Sesuai** dengan pernyataan.

ATS = Anda **Agak Tidak Sesuai** dengan pernyataan.

AS = Anda **Agak Sesuai** dengan pernyataan.

S = Anda **Sesuai** dengan pernyataan.

SS = Anda **Sangat Sesuai** dengan pernyataan.

2. Setiap pernyataan hanya boleh diisi **dengan satu jawaban dan jawaban yang anda berikan tidak ada yang salah**, jawaban yang anda pilih merupakan cerminan keadaan diri anda.
3. Jika anda salah memilih jawaban dan ingin diganti, coret jawaban anda yang sebelumnya kemudian silang jawaban yang diinginkan.

Contoh: (~~x~~) () (x) () () ()

Bagian 1: Konflik Kerja-Keluarga Berdasarkan Waktu

NO.	Pernyataan	Pilihan Jawaban					
		STS	TS	ATS	AS	S	SS
1	Dengan bekerja, saya tetap memiliki waktu yang cukup untuk bersama keluarga						
2	Waktu cuti saya sesuai dengan waktu bersama keluarga dan/atau kehidupan sosial saya						
3	Saya sering bekerja lembur ketika saya tidak menginginkannya						
4	Jadwal bekerja saya cukup seimbang untuk merencanakan kegiatan keluarga dan/atau kehidupan sosial saya						
5	Saya dapat berpartisipasi dalam acara penting keluarga atau kegiatan sosial diluar lingkungan kerja						

Bagian 2: Konflik Kerja-Keluarga Berdasarkan Tekanan

NO.	Pernyataan	Pilihan Jawaban					
		STS	TS	ATS	AS	S	SS
1	Pekerjaan saya memungkinkan saya masih memiliki energi bersama keluarga dan/atau kehidupan sosial saya						
2	Saya sering berdebat dengan pasangan/anggota keluarga tentang pekerjaan saya						
3	Saya dapat meninggalkan masalah pekerjaan saya di tempat kerja dari pada membawanya ke rumah						
4	Beratnya tuntutan pekerjaan terkadang membuat saya terlalu stres untuk melakukan hal yang saya sukai di rumah						
5	Karena pekerjaan ini saya sering kesal/sensitif di rumah						
6	Pekerjaan saya memberikan pengaruh buruk terhadap kondisi di rumah						
7	Saya tetap merasa tenang setelah bekerja, tanpa terbebani dengan hal yang terjadi saat bekerja						
8	Saya dapat menyeimbangkan kehidupan bekerja dan keluarga dengan mudah						
9	Keluarga/Teman saya sering berkomentar/protes/ tidak setuju terhadap waktu yang saya habiskan saat bekerja						
10	Keluarga/Teman saya tidak menyukai apabila saya terlalu sibuk dalam pekerjaan saya						

Bagian 3: Konflik Kerja-Keluarga Berdasarkan Tingkah Laku

NO.	Pernyataan	Pilihan Jawaban					
		STS	TS	ATS	AS	S	SS
1	Tingkah laku yang saya pelajari saat bekerja membuat saya menjadi orang tua yang lebih baik						
2	Tingkah laku yang saya pelajari saat bekerja membuat saya menjadi pasangan yang lebih baik						
3	Tingkah laku yang saya pelajari saat bekerja membuat saya menjadi teman yang lebih baik						

Bagian 4: Konflik Keluarga-Kerja

NO.	Pernyataan	Pilihan Jawaban					
		STS	TS	ATS	AS	S	SS
1	Keluarga dan/atau kehidupan sosial saya mengganggu pekerjaan saya						
2	Terkadang saya harus meninggalkan pekerjaan dikarenakan masalah keluarga/kehidupan sosial yang mendesak						
3	Dikarenakan masalah keluarga, terkadang saya sering disibukkan mengurus masalah tersebut saat bekerja						
4	Kadang - kadang saya lelah saat bekerja karena banyak hal yang harus saya lakukan dirumah						

5	Saya merasa tanggung jawab yang dibebankan di tempat kerja terlalu berat						
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Bagian 5: Stres Saat Bekerja

NO.	Pernyataan	Pilihan Jawaban					
		STS	TS	ATS	AS	S	SS
1	Saya merasa tenang						
2	Saya merasa terburu-buru; saya merasa tidak punya waktu yang cukup						
3	Saya menderita sakit atau nyeri fisik seperti: sakit punggung, pusing, leher kaku, dan sakit perut						
4	Saya merasa terlalu sibuk, tersiksa, atau khawatir						
5	Saya merasa bingung, pikiran kacau, kurang berkonsentrasi atau fokus						
6	Saya merasa bahu saya berat						
7	Saya merasa kesulitan untuk mengendalikan reaksi, emosi, suasana hati, atau gerak tubuh saya						
8	Saya merasa stres						

Bagian 6: Kepuasan Kerja

NO.	Pernyataan	Pilihan Jawaban					
		STS	TS	ATS	AS	S	SS
1	Saya merasa cukup puas dengan pekerjaan saya sekarang						
2	Hampir setiap hari, saya antusias dengan pekerjaan saya						

3	Setiap hari lebih banyak waktu di tempat kerja, seperti pekerjaan tidak akan pernah berakhir						
4	Saya sangat menikmati pekerjaan saya						
5	Saya menganggap pekerjaan saya agak tidak menyenangkan						

Bagian 7: Dukungan Sosial “Dukungan dari Atasan”

NO.	Pernyataan	Pilihan Jawaban					
		STS	TS	ATS	AS	S	SS
1	Atasan saya selalu memberikan dukungan dalam melakukan pekerjaan dengan cara yang benar-benar dapat dibanggakan						
2	Atasan saya memberi dukungan apabila pekerjaan dilakukan dengan baik.						
3	Atasan saya menyalahkan orang lain ketika terjadi kesalahan, meskipun kesalahan bukan karena perbuatan orang yang disalahkan						
4	Jika atasan saya memiliki perselisihan dengan karyawan, beliau menanganinya secara profesional						

Bagian 8: Dukungan Sosial “Dukungan dari Rekan Kerja”

NO.	Pernyataan	Pilihan Jawaban					
		STS	TS	ATS	AS	S	SS
1	Rekan kerja saya sering memuji seseorang yang telah melakukan pekerjaannya dengan baik						

2	Rekan kerja saya tidak saling menyalahkan jika terjadi kesalahan						
3	Apapun yang terjadi, Rekan kerja saya saling mendukung satu sama lain dalam melakukan pekerjaan dengan cara yang seharusnya						
4	Rekan kerja saya saling mendorong untuk memikirkan cara yang lebih baik untuk menyelesaikan pekerjaan						

Bagian 9: Dukungan Sosial “Dukungan dari Keluarga”

NO.	Pernyataan	Pilihan Jawaban					
		STS	TS	ATS	AS	S	SS
1	Anggota keluarga saya memahami betapa sulitnya pekerjaan saya						
2	Ketika pekerjaan saya mengecewakan, saya tahu bahwa saya memiliki keluarga yang dapat memberikan dukungan yang saya butuhkan						
3	Tidak ada seorangpun di keluarga saya yang dapat saya ajak bicara tentang pekerjaan saya						
4	Pasangan saya (atau orang terdekat) tidak dapat banyak membantu saya ketika saya merasa stres tentang pekerjaan saya						

Appendix 2

Questionnaire (in English)



Assalammu'alaikum Warahmatullahi Wabarakatuh

With respect,

My name is Alika Noordyani, an undergraduate student Faculty of Economics, Major of Management International Program Universitas Islam Indonesia asking for your participation in filling out my research questionnaire with title “**The Relationship of Work-Family Conflict to Job Stress and Job Satisfaction: The Study of Restaurant Employees in Yogyakarta** “. Thank you for your participation and I really appreciate your honest answer in this questionnaire.

Respondent Identity

Name/ Initial	:	Marriage Status*	: Married / Single
Age & Gender	:y.o. (M/F)*	Working Period	:
Educational Level	:	Job Position	:

**Cross the unnecessary ones*

Filling Directions

1. Read and understand each statement available in the following questionnaire. Then you are asked to respond to each statement that is available according to the situation you are feeling right now. You can respond to these statements by crossing (X) on one of the four answer choices as follows:

SD = Strongly Disagree

D = Disagree

SLD = Slightly Disagree

SLA = Slightly Agree

A = Agree

SA = Strongly Agree

2. Every statement can **only be filled with one answer** and the answer you give is nothing wrong, the answer you choose reflects your own state.
3. If you choose the wrong answer and want to be replaced, cross your previous answer then cross the desired answer.

Example: (~~x~~) () (x) () () ()

Part 1: Time-Based Work-Family Conflict

NO.	Statement	Answers					
		SD	D	SLD	SLA	A	SA
1	My job allows me adequate time to be with my family						
2	My time off from work works well with my family members schedule and/or my social needs						
3	I frequently have to work overtime when I do not want to						
4	My work schedule is stable enough to allow me to plan my family and/or social life						
5	I am able to participate in important family or social activities/events outside of work						

Part 2: Strain-Based Work-Family Conflict

NO.	Statement	Answers					
		SD	D	SLD	SLA	A	SA
1	My work allows me to still have energy to enjoy my family and/or social life						
2	I frequently argue with my spouse/family members about my job						

3	I am able to leave my problems from work at work rather than bringing them home						
4	With all my work demands, sometimes I come home too stressed to do things I enjoy						
5	Because of this job, I am often irritable at home						
6	My job has a bad impact on my home life						
7	I am able to relax away from work, no matter what is happening in my job						
8	I am easily able to balance my work and home lives						
9	My family/friends express unhappiness about the time I spend at work						
10	My family/friends dislike how often I am preoccupied with work						

Part 3: Behavior-Based Work-Family Conflict

NO.	Statements	Answers					
		SD	S	SLD	SLA	A	SA
1	The behavior I learn at work help me to be a better parent						
2	The behavior I learn at work help me to be a better spouse						
3	The behavior I learn at work help me to be a better friend						

Part 4: Family-Work Conflict

NO.	Statements	Answers					
		SD	D	SLD	SLA	A	SA
1	My family and/or social life interferes with my job						
2	I sometimes have to miss work due to pressing family/social issues or problems						
3	Because of stress at home, I am often preoccupied with family matters at work						
4	I am often tired at work because of the things I have to do at home						
5	I feel that the demands placed upon me at work are unreasonable						

Part 5: Job Stress

NO.	Statements	Answers					
		SD	D	SLD	SLA	A	SA
1	I feel calm						
2	I feel rushed; I do not seem to have enough time						
3	I have physical aches and pains: sore back, headache, stiff neck, stomach ache						
4	I feel preoccupied, tormented, or worried						
5	I feel confused; my thoughts are muddled; I lack concentration; I cannot focus						
6	I feel a great weight on my shoulders						

7	I have difficulty controlling my reactions, emotions, moods, or gestures						
8	I feel stressed						

Part 6: Job Satisfaction

NO.	Statements	Answers					
		SD	D	SLD	SLA	A	SA
1	I feel fairly satisfied with my present job						
2	Most days I am enthusiastic about my work						
3	Each day at work seems like it will never end						
4	I find real enjoyment in my work						
5	I consider my job to be rather unpleasant						

Part 7: Supervisor Support

NO.	Statements	Answers					
		SD	D	SLD	SLA	A	SA
1	My supervisors encourage us to do the job in a way that we really would be proud of						
2	My supervisors encouraged us the people I work with if they do their job well						
3	My supervisors blame others when things go wrong, even when it's not their fault						

4	If my supervisors have a dispute with an employee they supervise, they handle it professionally						
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Part 8: Peer Support

NO.	Statements	Answers					
		SD	D	SLD	SLA	A	SA
1	My fellow workers often compliment someone who has done his or her job well						
2	My fellow workers do not blame each other when things go wrong						
3	My fellow workers encouraged each other to do the job in a way that we would be						
4	My fellow workers encourage each other to think of better ways of getting the work done						

Part 9: Family Support

NO.	Statements	Answers					
		SD	D	SLD	SLA	A	SA
1	Members of my family understand how tough my job can be						
2	When my job gets me down, I know that I can turn to my family and get support I need						
3	There is really no one in my family that I can talk to about my job						
4	My spouse (or significant other) can't really help me much when I get tense about my job						

Appendix 3
Research Data

Work-Family Conflict

Respondent	WFC1	WFC2	WFC3	WFC4	WFC5	WFC6	WFC7	WFC8	WFC9	WFC10
1	5	4	1	4	4	5	1	5	1	4
2	5	4	3	4	4	5	2	5	2	2
3	5	6	4	6	6	5	1	5	2	2
4	5	5	5	6	3	5	2	5	2	1
5	5	5	3	3	5	6	2	5	1	1
6	4	1	1	4	2	3	2	3	2	2
7	5	4	4	4	4	3	4	5	4	3
8	5	5	2	2	5	3	2	2	2	2
9	5	5	4	4	5	4	3	3	3	3
10	3	4	3	4	4	4	3	4	3	4
11	5	5	5	5	5	5	4	5	5	5
12	1	3	1	4	5	3	1	6	2	1
13	2	4	1	4	4	4	2	6	2	2
14	3	3	4	4	4	4	4	4	4	4
15	5	6	2	6	6	6	2	5	2	2
16	4	4	2	4	4	4	2	4	4	2
17	5	5	4	4	5	4	4	3	3	4
18	2	2	6	2	5	4	2	4	4	2
19	3	5	1	4	4	2	2	6	1	2
20	1	3	2	5	5	5	1	2	2	1
21	1	2	2	2	2	2	3	1	2	1
22	4	3	2	5	4	4	4	4	3	3
23	6	5	5	5	5	6	3	5	5	4
24	3	3	3	3	3	4	3	4	3	4
25	4	4	3	4	4	4	2	3	3	3
26	6	5	5	6	5	6	5	6	3	3
27	5	5	4	5	5	5	4	5	5	4
28	5	5	2	5	5	5	3	5	3	3
29	5	5	1	2	3	6	1	5	5	5
30	5	5	1	5	4	5	1	5	1	1
31	5	5	3	5	5	4	3	1	4	3
32	4	4	2	5	5	5	5	5	5	5
33	2	3	3	4	4	2	2	5	5	3

34	6	6	1	5	5	5	1	5	3	2
35	6	6	4	6	6	4	1	6	3	1
36	5	5	3	5	5	6	1	2	1	2
37	4	5	3	6	6	5	2	2	2	1
38	5	6	1	6	6	5	6	4	4	4
39	6	6	1	5	5	5	1	5	3	2
40	5	5	4	6	6	6	3	6	3	3
41	3	3	2	3	3	4	1	4	3	3
42	4	3	2	2	4	4	2	2	3	2
43	1	3	2	2	4	2	3	1	3	5
44	1	3	2	2	4	2	3	1	3	5
45	5	5	1	5	5	2	2	2	2	2
46	5	4	1	4	4	4	2	2	2	3
47	6	2	2	4	4	4	5	2	4	3
48	4	3	4	5	5	4	3	5	3	4
49	4	5	2	5	5	5	1	5	4	2
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51	5	6	2	5	5	5	2	3	3	2
52	2	2	2	2	4	5	5	5	5	5
53	5	5	2	2	5	5	5	5	5	5
54	5	5	5	4	5	5	5	5	5	5
55	5	5	2	6	5	5	2	5	2	2
56	5	5	2	2	5	5	5	5	5	5
57	4	4	3	5	5	4	2	4	4	4
58	3	2	2	3	3	3	3	4	3	4
59	2	2	2	5	5	2	2	2	2	6
60	5	4	1	4	5	5	2	2	6	5
61	5	2	2	2	2	3	2	2	2	4
62	3	4	3	3	3	3	3	5	3	3
63	5	2	2	2	2	4	4	5	2	2
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65	5	4	2	4	5	4	5	2	2	4
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67	2	4	5	2	2	1	2	2	6	5
68	5	4	1	4	4	5	1	2	2	1
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73	5	5	2	5	5	5	2	5	2	2
74	5	5	2	4	5	4	2	2	3	4
75	3	4	6	6	6	6	6	6	6	6
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78	3	3	5	3	3	5	3	4	6	6
79	5	4	2	5	5	5	2	3	2	2
80	5	3	4	3	5	4	2	4	1	1

81	2	3	3	4	1	4	1	3	1	2
82	4	3	3	4	4	4	2	4	3	2
83	3	4	4	5	3	4	1	3	2	2
84	3	4	3	3	2	3	3	5	5	5
85	3	4	1	2	5	4	2	2	6	5
86	2	2	5	2	2	2	2	2	5	2
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89	5	5	5	5	5	5	2	2	2	2
90	5	5	5	5	5	5	2	2	2	2
91	6	6	6	6	6	6	2	2	1	1
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93	6	6	6	6	6	6	2	2	2	2
94	5	5	5	5	5	5	2	2	5	5
95	3	3	2	3	3	3	2	5	3	3
96	5	5	2	3	3	5	1	5	2	2
97	3	4	4	4	3	3	2	5	4	3
98	4	3	3	4	3	3	3	5	4	3
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101	3	5	5	2	2	3	4	4	5	5
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104	3	4	5	3	3	3	5	3	5	5
105	3	4	5	3	3	3	5	3	5	5
106	6	6	2	5	5	5	1	6	3	5
107	4	5	1	5	5	5	2	5	4	2
108	5	6	1	5	5	5	3	4	4	5
109	4	5	1	5	5	5	2	5	4	2
110	3	4	5	3	3	3	5	3	5	5
111	2	2	5	3	3	3	5	5	4	5
112	4	4	5	3	4	5	3	4	2	2
113	3	4	3	3	2	3	3	5	5	5
114	3	4	3	2	1	3	3	3	3	3
115	5	6	3	5	5	5	3	5	3	3
116	5	6	3	5	5	5	3	5	3	3
117	2	4	5	4	4	4	3	5	5	4
118	5	6	3	5	5	5	3	5	3	3
119	2	4	5	4	4	4	3	5	5	4
120	2	4	5	4	4	4	3	5	5	4
121	3	6	2	3	4	3	1	1	1	1
122	3	6	2	3	4	3	1	1	1	1
123	3	4	3	3	2	4	4	3	3	3
124	2	5	4	3	3	2	5	1	4	3
125	4	4	3	4	4	4	3	4	2	1
126	3	3	3	3	3	4	3	4	4	3
127	6	6	1	3	5	5	2	1	1	1
128	3	5	4	3	3	3	4	3	3	2

129	3	3	3	3	3	4	3	4	4	3
130	3	5	2	5	5	5	2	5	2	2
131	3	5	4	3	3	3	4	3	3	2
132	3	6	2	3	4	3	1	1	1	1
133	3	5	2	4	4	5	2	5	2	2
134	6	6	1	3	5	5	2	1	1	1
135	6	6	1	3	5	5	2	1	1	1
136	5	3	6	2	2	5	2	3	2	2
137	5	5	2	4	4	5	3	5	3	3
138	5	5	2	2	2	5	2	5	2	2
139	5	5	5	5	5	5	2	2	2	2
140	5	5	5	5	5	5	5	5	2	2
141	6	6	5	5	6	6	5	5	1	4
142	6	6	1	6	6	6	1	6	1	6
143	5	2	6	2	2	5	2	3	2	2

Respondents	WFC11	WFC12	WFC13	WFC14	WFC15	WFC16	WFC17
1	2	5	4	4	4	5	6
2	1	5	6	5	4	2	4
3	2	5	5	2	2	3	3
4	2	5	5	2	5	3	2
5	1	6	6	1	1	3	6
6	2	4	5	5	4	1	1
7	3	4	4	3	3	2	3
8	2	2	2	2	3	3	3
9	3	4	4	3	3	4	4
10	2	3	3	4	3	4	4
11	5	4	5	6	5	4	4
12	1	4	3	3	4	3	3
13	2	4	3	2	2	1	1
14	4	5	5	4	5	4	5
15	2	5	5	2	2	6	5
16	2	4	4	4	1	4	3
17	4	3	2	1	2	1	2
18	2	4	4	2	2	2	2
19	2	5	2	4	4	4	4
20	1	5	2	4	2	1	1
21	1	5	3	1	1	5	5
22	3	5	4	4	4	4	4
23	5	5	3	3	3	4	5
24	4	4	3	4	4	2	3

25	2	3	4	5	5	3	4
26	2	6	5	4	6	5	4
27	5	5	5	5	5	5	5
28	3	5	5	3	5	5	5
29	2	6	5	3	5	4	5
30	1	6	6	1	1	4	6
31	3	4	4	3	3	3	3
32	5	5	5	5	5	5	5
33	2	2	3	2	4	4	4
34	1	6	5	4	4	5	5
35	1	6	4	2	2	4	6
36	1	5	6	1	2	6	5
37	1	6	6	1	1	6	6
38	1	6	6	4	4	5	5
39	1	6	5	4	4	5	5
40	3	6	6	1	2	6	6
41	1	3	1	1	1	1	1
42	3	4	4	4	2	3	3
43	3	3	5	1	4	2	4
44	3	3	5	1	4	2	4
45	2	2	5	2	2	5	5
46	1	5	5	2	4	5	5
47	2	3	5	4	5	5	6
48	4	4	4	4	5	4	4
49	2	5	4	2	5	5	5
50	2	5	3	4	4	4	4
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52	2	5	6	5	5	5	2
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56	2	5	6	5	5	5	2
57	2	5	5	2	4	4	4
58	4	4	3	4	3	5	5
59	5	1	1	6	6	1	2
60	1	6	6	1	1	6	6
61	2	4	3	5	5	2	2
62	3	5	3	3	1	3	4
63	2	4	4	4	4	2	4
64	2	3	4	2	2	5	4
65	2	3	5	5	5	6	5
66	5	1	1	6	6	1	2
67	1	5	1	1	1	5	5
68	1	4	6	1	2	6	4
69	5	1	1	6	6	1	2

70	3	5	1	4	3	2	4
71	1	5	5	1	1	3	4
72	3	5	3	3	1	3	4
73	2	5	5	2	2	5	5
74	2	3	4	3	3	5	5
75	6	6	6	4	5	6	6
76	1	5	5	5	3	5	5
77	6	6	6	6	6	6	6
78	4	5	4	3	2	6	6
79	2	4	5	2	2	4	4
80	1	4	3	2	2	1	1
81	1	6	3	6	4	3	4
82	2	5	4	2	2	4	2
83	1	5	5	2	2	5	5
84	3	3	3	5	5	5	5
85	5	2	4	2	2	5	5
86	2	2	2	5	5	5	5
87	2	3	4	4	5	5	5
88	2	2	2	5	2	5	5
89	2	2	2	2	2	5	5
90	2	2	2	2	2	5	5
91	1	2	2	2	1	6	6
92	1	1	1	1	1	6	5
93	1	1	1	1	1	6	6
94	5	5	5	5	5	5	5
95	2	2	3	2	2	4	3
96	1	5	5	2	2	2	2
97	2	5	5	5	5	5	5
98	3	4	5	5	4	5	5
99	4	4	4	6	6	3	4
100	2	5	4	2	2	4	4
101	4	3	3	4	4	5	5
102	4	3	3	4	4	5	5
103	2	5	5	2	4	5	5
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105	5	1	3	6	6	5	5
106	1	4	5	1	4	5	4
107	2	3	4	3	2	5	5
108	3	5	4	3	4	4	4
109	2	3	4	3	2	5	5
110	5	1	3	6	6	5	5
111	5	3	3	4	2	5	6
112	2	3	3	5	3	5	5
113	3	3	3	5	4	5	5
114	3	3	3	3	3	5	5
115	3	5	5	4	4	5	5
116	3	5	5	4	4	5	5
117	3	4	4	4	4	4	4

118	3	5	5	4	4	4	4
119	3	4	4	4	4	5	5
120	3	4	4	4	4	4	4
121	3	4	5	4	4	5	5
122	3	4	5	4	4	5	5
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124	1	3	3	4	4	5	5
125	1	4	4	3	3	5	5
126	3	3	3	4	4	4	4
127	1	5	5	5	5	5	5
128	3	3	3	4	4	4	4
129	3	3	3	4	4	4	4
130	2	5	5	3	2	5	4
131	3	3	3	4	4	4	4
132	3	4	5	4	4	5	5
133	2	4	4	3	2	5	4
134	1	5	5	5	5	5	5
135	1	5	5	5	5	5	5
136	2	5	5	5	2	5	5
137	2	5	4	2	2	6	6
138	2	5	5	2	2	4	4
139	2	5	5	2	2	5	5
140	2	2	5	5	5	5	5
141	2	2	5	5	5	6	6
142	1	1	1	1	1	6	6
143	2	5	5	5	2	5	5

Respondents	WFC18	WFC19	WFC20	WFC21	WFC22	WFC23
1	5	5	2	2	5	3
2	4	2	4	3	3	2
3	4	2	3	3	2	1
4	5	5	5	5	2	5
5	5	1	2	2	2	2
6	2	1	4	2	3	3
7	4	4	4	2	5	4
8	2	2	3	2	3	3
9	4	3	3	3	3	3
10	4	2	4	3	4	3
11	4	3	4	4	3	4
12	5	1	4	4	4	3
13	4	2	3	1	3	2
14	5	3	4	3	4	5
15	5	2	5	2	2	1

16	6	1	6	2	4	1
17	3	1	2	4	4	4
18	2	2	2	2	2	2
19	4	2	5	5	5	3
20	6	2	5	2	4	2
21	5	1	2	2	1	3
22	4	3	6	4	4	3
23	4	3	5	5	4	3
24	5	3	4	4	4	4
25	3	2	4	3	4	4
26	5	5	6	4	5	6
27	5	2	2	2	4	5
28	5	3	5	3	5	3
29	6	2	5	5	5	5
30	6	2	6	2	2	1
31	3	4	4	4	4	4
32	5	1	4	4	5	4
33	4	1	6	3	2	6
34	6	3	6	2	2	2
35	6	4	4	3	2	2
36	6	2	3	3	1	1
37	6	1	3	3	2	1
38	6	4	4	4	4	4
39	6	3	6	2	2	2
40	6	1	6	5	1	1
41	6	1	5	4	5	1
42	4	2	4	4	3	3
43	1	1	3	1	2	4
44	1	1	3	1	2	4
45	5	2	5	5	5	5
46	5	2	4	4	4	2
47	6	2	4	5	4	2
48	4	3	5	3	5	3
49	5	2	5	5	5	2
50	4	1	1	1	4	2
51	5	2	2	3	2	1
52	5	5	5	2	6	2
53	5	5	5	2	6	2
54	5	5	4	5	4	5
55	5	1	4	2	2	2
56	5	5	5	2	6	2
57	4	2	4	4	4	4
58	5	4	4	5	3	4

59	3	1	6	3	4	5
60	6	1	1	1	1	1
61	2	2	5	4	5	3
62	5	1	6	6	5	3
63	5	1	4	4	4	2
64	4	2	6	1	5	3
65	5	2	2	2	4	2
66	3	1	6	3	4	5
67	5	1	5	5	4	4
68	5	2	6	2	4	2
69	3	1	6	3	4	5
70	2	4	3	2	3	4
71	4	1	5	2	4	4
72	5	1	6	6	5	3
73	5	2	2	2	2	2
74	5	2	3	5	4	3
75	6	6	6	6	6	6
76	5	5	2	2	5	4
77	6	6	6	6	6	6
78	6	4	3	4	4	5
79	5	2	4	4	4	2
80	5	4	5	2	4	4
81	5	1	6	1	2	3
82	4	2	4	3	4	2
83	6	4	5	1	1	3
84	5	3	3	3	3	3
85	5	3	3	3	6	6
86	5	1	2	2	2	5
87	5	2	4	4	3	3
88	5	2	2	2	2	5
89	5	1	1	1	1	1
90	5	5	5	2	2	2
91	5	1	1	2	2	2
92	5	1	1	2	2	2
93	6	2	2	2	2	2
94	5	2	2	2	2	2
95	4	1	4	2	2	1
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101	5	2	5	4	5	2
102	5	2	5	4	5	3
103	6	2	4	2	2	3
104	5	2	3	2	2	4
105	5	2	3	2	2	4
106	6	1	6	1	3	1

107	5	2	4	2	3	3
108	6	1	5	2	3	1
109	5	2	4	2	3	3
110	5	2	3	2	2	4
111	5	5	3	4	4	3
112	5	2	3	3	2	2
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114	5	3	3	3	3	3
115	5	4	5	4	5	4
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132	5	2	5	4	2	1
133	5	2	4	2	2	2
134	5	2	5	2	2	2
135	5	2	5	2	2	2
136	5	1	1	1	1	1
137	6	1	1	1	1	1
138	4	1	2	2	2	1
139	5	2	5	2	2	5
140	5	2	5	2	2	5
141	6	1	5	2	2	4
142	6	1	1	1	1	1
143	5	1	2	2	2	2

Job Stress

Respondents	JSt1	JSt2	JSt3	JSt4	JSt5	JSt6	JSt7	JSt8
1	5	3	1	3	2	1	2	2
2	5	3	2	2	2	2	2	2
3	5	3	3	2	2	2	2	1
4	2	5	1	2	2	2	2	1

5	5	2	2	2	2	2	2	1
6	4	4	2	4	2	2	2	2
7	1	5	6	5	5	5	3	4
8	5	6	6	5	6	5	1	6
9	4	3	4	3	3	3	4	3
10	4	4	3	3	3	3	4	3
11	4	4	5	5	4	5	6	6
12	4	3	3	3	3	4	2	3
13	4	3	2	2	2	2	2	2
14	4	5	3	4	5	5	5	5
15	5	3	2	2	2	2	2	2
16	4	4	2	1	2	2	2	2
17	4	5	5	4	5	3	3	4
18	5	2	2	5	2	2	2	2
19	4	4	2	4	2	2	2	2
20	2	4	4	3	5	2	3	1
21	5	3	2	2	2	2	2	1
22	4	3	6	3	3	5	3	3
23	3	3	5	5	5	4	5	5
24	5	6	4	3	4	3	4	5
25	3	3	3	5	5	5	5	5
26	6	4	4	5	6	4	3	3
27	5	5	5	5	4	4	5	5
28	5	3	3	3	3	3	3	3
29	5	6	6	5	2	2	2	1
30	5	2	1	1	1	1	1	1
31	6	4	4	4	4	4	4	4
32	5	4	1	1	1	1	1	1
33	3	5	4	5	3	4	4	5
34	6	2	1	3	2	1	2	1
35	4	3	4	3	2	2	3	3
36	6	1	1	1	1	2	1	1
37	6	2	2	2	1	1	1	1
38	5	4	4	1	2	4	4	4
39	6	2	1	3	2	1	2	1
40	6	1	1	1	1	2	1	2
41	4	3	2	1	3	2	2	1
42	3	3	2	2	4	2	3	2
43	4	5	3	3	4	3	2	2
44	5	1	2	2	2	2	2	2
45	6	5	2	2	2	2	2	2

46	5	2	4	2	2	2	2	2
47	5	4	5	4	4	4	4	2
48	4	4	4	4	3	3	4	3
49	5	3	2	2	2	2	3	2
50	5	4	5	4	4	4	4	2
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52	5	2	4	2	2	2	2	2
53	5	2	4	2	2	2	2	2
54	3	5	5	5	4	5	4	5
55	5	2	5	2	2	2	4	2
56	6	2	2	2	2	2	2	2
57	5	4	5	2	4	2	2	2
58	4	3	4	3	3	4	4	4
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66	1	6	6	6	6	6	6	6
67	1	5	5	5	4	4	3	3
68	5	4	3	3	3	1	1	1
69	1	6	6	6	6	6	6	6
70	1	2	3	4	5	6	5	4
71	2	2	2	2	2	2	2	2
72	5	3	3	3	3	3	3	3
73	5	2	2	2	2	2	2	2
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79	5	2	2	2	2	2	3	2
80	5	3	2	2	2	2	3	2
81	3	3	1	1	3	1	4	3
82	4	3	3	3	3	3	4	3
83	5	2	2	2	2	2	4	2
84	4	4	4	4	4	4	4	4
85	4	4	4	5	5	5	3	4
86	2	5	5	5	5	5	5	5
87	4	3	3	4	4	2	2	4
88	5	5	5	2	2	5	2	2
89	6	1	1	1	1	1	1	1
90	5	2	2	2	2	2	2	2
91	5	2	2	1	1	2	2	1
92	6	1	1	1	1	1	1	1
93	5	1	1	1	1	1	1	1

94	5	2	2	2	2	2	2	2
95	2	3	1	1	1	1	1	1
96	4	4	2	2	2	2	2	2
97	4	3	2	2	2	2	2	2
98	4	3	2	2	1	1	1	1
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102	4	5	5	4	4	5	4	3
103	4	2	4	2	3	3	2	2
104	2	5	5	5	5	5	5	5
105	2	5	5	5	5	5	5	5
106	6	1	2	1	1	1	1	1
107	4	2	2	2	2	2	3	4
108	5	1	1	3	2	2	2	3
109	4	2	2	2	2	2	3	4
110	2	5	5	5	5	5	5	5
111	5	3	4	4	4	4	3	4
112	5	2	2	2	2	2	2	2
113	3	3	3	3	3	3	3	3
114	2	2	3	3	3	3	3	3
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118	5	2	4	3	3	4	3	3
119	4	5	3	4	4	3	4	4
120	4	5	3	4	4	3	4	4
121	4	4	4	2	3	1	1	2
122	4	4	4	2	3	1	1	2
123	4	3	3	3	4	4	4	3
124	2	4	2	4	3	2	4	4
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132	4	4	4	2	3	1	1	2
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134	5	2	2	2	2	5	2	2
135	5	2	2	2	2	5	2	2
136	6	1	1	1	1	2	2	1
137	6	1	1	1	1	2	2	1
138	5	2	1	2	1	2	2	2
139	5	1	2	1	1	5	2	5
140	5	1	2	1	2	1	1	2
141	6	1	1	1	1	1	1	1

142	6	1	1	1	1	6	1	6
143	5	2	2	2	2	2	2	2

Job Satisfaction (Y2)

Respondents	JSa1	JSa2	JSa3	JSa4	JSa5
1	5	4	4	4	4
2	5	4	3	4	2
3	4	5	4	4	4
4	5	5	5	4	4
5	5	5	5	5	4
6	4	3	3	3	3
7	3	3	3	3	3
8	3	3	4	4	5
9	4	4	3	4	3
10	3	3	3	3	3
11	4	5	4	5	6
12	2	2	4	3	3
13	4	4	4	3	3
14	3	4	3	3	3
15	5	4	2	5	2
16	4	4	4	4	3
17	1	2	2	3	3
18	5	5	5	5	5
19	4	3	2	4	3
20	5	2	4	5	1
21	5	4	2	4	2
22	1	4	4	4	3
23	3	3	4	4	4
24	4	4	4	3	4
25	3	3	3	2	2
26	3	5	3	3	6
27	5	4	4	4	5
28	5	5	3	5	3
29	5	6	6	5	2
30	1	5	2	5	1
31	5	5	3	5	3
32	5	5	2	5	3
33	3	2	4	2	3

34	4	4	3	4	2
35	5	4	3	4	2
36	6	6	3	5	1
37	6	6	4	6	1
38	6	5	4	5	4
39	4	4	3	4	2
40	5	6	5	6	1
41	3	4	4	5	1
42	4	3	3	4	3
43	4	5	5	5	3
44	2	2	2	2	2
45	5	5	5	6	2
46	4	5	4	5	2
47	5	5	5	5	3
48	4	4	4	4	4
49	3	4	3	5	3
50	5	5	5	5	3
51	6	6	6	5	2
52	4	5	4	5	2
53	4	5	4	5	2
54	4	5	4	5	5
55	4	4	4	3	3
56	4	4	4	5	5
57	5	5	4	4	4
58	2	3	3	3	3
59	4	3	4	3	4
60	4	4	4	4	5
61	4	3	5	2	4
62	3	5	5	3	3
63	4	4	4	4	4
64	3	3	4	4	3
65	4	4	4	4	4
66	2	2	6	5	6
67	4	4	4	4	3
68	6	4	5	6	2
69	2	2	6	5	6
70	1	2	3	4	5
71	4	5	2	5	1
72	3	5	5	3	3
73	4	4	4	4	3
74	6	6	6	6	6
75	6	6	6	6	6
76	6	6	6	6	6
77	6	6	6	6	6
78	3	5	6	4	4
79	4	4	4	4	2
80	4	4	3	5	3

81	5	5	4	5	3
82	4	4	3	4	3
83	5	5	5	6	2
84	5	4	5	4	4
85	3	2	2	2	3
86	3	3	3	3	3
87	2	2	4	2	4
88	2	3	3	3	2
89	6	6	6	6	6
90	4	4	4	4	4
91	5	5	5	5	5
92	5	5	5	5	5
93	5	5	5	5	5
94	4	4	4	4	4
95	4	4	3	3	3
96	3	4	4	4	4
97	4	4	3	4	3
98	3	4	4	3	3
99	3	3	4	4	3
100	5	4	4	4	4
101	4	4	4	4	4
102	4	4	4	4	4
103	4	4	4	4	4
104	4	5	6	4	4
105	4	5	6	4	4
106	5	5	4	5	3
107	4	4	4	4	3
108	3	4	3	4	3
109	4	4	4	4	3
110	4	5	6	4	4
111	5	5	4	4	4
112	5	5	4	4	3
113	4	4	5	4	4
114	3	3	3	3	3
115	5	4	4	4	4
116	5	4	4	4	4
117	3	4	3	4	3
118	5	4	4	4	4
119	3	4	3	4	3
120	3	4	3	4	3
121	4	4	3	4	3
122	4	4	4	3	3
123	4	5	4	4	4
124	4	4	4	4	3
125	4	4	4	5	5
126	3	4	4	4	3
127	5	4	4	4	4
128	3	3	3	4	3

129	3	4	4	4	3
130	4	4	4	4	4
131	3	2	4	4	3
132	4	4	3	5	2
133	4	4	4	4	4
134	5	5	4	5	2
135	5	5	4	5	2
136	6	5	4	6	1
137	6	5	4	6	1
138	6	4	4	5	2
139	6	5	2	5	2
140	6	5	2	5	1
141	4	4	4	4	4
142	6	4	1	5	2
143	4	5	2	5	2

Source Of Support

Respondents	SS1	SS2	SS3	SS4	SS5	SS6	SS7	SS8	SS9	SS10	SS11	SS12
1	5	5	2	5	5	5	5	5	5	5	1	2
2	4	4	2	3	4	5	4	4	2	5	4	2
3	5	5	3	3	5	4	4	4	3	3	1	1
4	6	5	2	5	5	6	6	5	5	5	2	1
5	5	5	1	5	1	6	5	6	5	6	2	2
6	5	5	2	5	5	3	4	4	3	4	2	2
7	3	4	3	4	4	3	4	4	3	5	2	3
8	1	2	2	3	1	2	3	6	1	3	4	2
9	5	5	3	5	5	4	5	5	4	5	3	4
10	3	4	3	3	4	4	4	4	3	4	3	2
11	5	5	5	5	4	4	5	6	4	3	4	5
12	1	2	4	4	3	3	3	2	4	4	3	3
13	3	3	3	4	4	4	3	4	3	4	3	3
14	3	3	4	2	3	4	4	3	5	3	5	4
15	5	5	2	5	5	4	5	5	5	5	2	2
16	1	4	6	4	4	4	6	6	2	3	3	1
17	3	3	2	3	2	2	3	3	3	4	4	3
18	2	2	2	2	5	5	5	5	5	5	5	5
19	5	5	2	5	5	3	4	4	3	5	2	2
20	5	5	3	5	5	3	5	6	5	6	1	5
21	4	5	1	2	5	3	5	5	5	5	5	1
22	5	5	5	3	5	5	5	5	3	3	3	3

23	3	3	5	5	3	3	3	5	3	5	3	5
24	4	3	4	3	4	3	4	3	4	4	4	4
25	4	4	5	5	4	4	5	5	3	3	4	4
26	3	3	5	3	3	5	3	5	6	4	4	3
27	5	4	4	5	5	4	4	4	4	4	5	5
28	5	5	3	5	5	5	5	5	5	5	2	2
29	6	6	2	5	5	4	5	5	5	5	2	1
30	6	6	1	6	5	6	6	6	6	6	1	1
31	5	5	3	5	5	5	5	5	3	5	3	3
32	5	5	5	5	3	4	4	4	5	4	1	1
33	3	5	3	5	4	5	4	4	5	5	2	4
34	4	5	1	5	4	6	6	6	4	6	1	2
35	6	6	2	1	6	5	5	5	4	5	1	1
36	6	6	1	1	6	5	5	6	4	6	2	1
37	6	6	1	1	5	5	5	5	3	5	2	1
38	6	6	4	4	5	5	5	6	5	5	4	4
39	4	5	1	5	4	6	6	6	4	6	1	2
40	6	6	1	6	6	1	5	6	6	6	1	1
41	4	4	4	4	2	1	4	4	4	6	1	1
42	4	5	2	5	4	4	5	4	2	3	2	3
43	3	4	5	5	5	3	3	4	5	5	3	3
44	2	5	2	2	2	2	2	2	2	2	2	2
45	3	5	2	6	5	5	5	5	2	5	4	5
46	5	5	4	5	4	5	5	5	5	5	2	4
47	4	5	3	5	4	5	5	6	5	5	3	4
48	4	5	4	5	5	4	5	5	5	5	3	3
49	5	5	2	5	5	2	5	5	4	4	2	5
50	5	5	3	5	4	5	5	6	5	5	3	4
51	5	5	2	5	5	6	6	5	4	5	4	3
52	5	5	4	5	4	5	5	5	5	5	2	4
53	5	5	4	5	4	5	5	5	5	5	2	4
54	5	5	5	5	4	5	5	5	3	4	5	6
55	5	5	2	5	4	2	4	4	2	4	2	2
56	5	5	5	2	5	5	5	5	5	5	2	6
57	2	5	5	5	5	2	2	2	5	2	5	2
58	5	5	5	5	5	5	5	5	5	5	5	5
59	6	5	1	4	6	5	6	5	5	2	6	6
60	6	6	4	1	4	2	2	4	6	6	1	1
61	5	4	4	2	5	5	2	5	5	5	2	2
62	3	5	5	3	5	5	6	6	5	6	2	6
63	4	4	4	4	4	4	4	4	5	5	1	4
64	2	2	4	4	3	3	3	4	4	1	6	6
65	4	5	2	4	5	4	5	5	5	5	2	4
66	6	5	1	4	6	5	6	5	5	2	6	6
67	4	4	4	5	4	5	5	5	5	5	4	3

68	6	6	3	6	6	6	6	6	6	6	1	2
69	6	5	1	4	6	5	6	5	5	2	6	6
70	4	3	2	1	3	4	2	1	2	4	2	3
71	6	6	1	6	5	5	5	5	4	6	1	1
72	3	5	5	3	5	5	6	6	5	6	2	6
73	5	2	2	2	2	5	5	5	2	2	2	2
74	6	6	6	6	6	6	6	6	6	6	6	6
75	5	5	5	2	6	5	6	5	4	4	2	5
76	6	6	6	6	6	6	6	6	6	6	6	6
77	6	6	6	6	6	6	6	6	6	6	6	6
78	4	5	2	5	5	5	5	5	5	5	5	6
79	4	5	2	4	4	4	4	5	4	4	2	2
80	4	4	3	4	4	4	4	4	5	4	2	5
81	6	6	1	4	5	3	6	6	6	5	2	2
82	4	4	3	4	4	4	4	4	4	4	3	1
83	5	6	1	4	5	3	5	5	5	5	2	2
84	4	5	5	2	2	4	4	4	5	6	4	2
85	5	5	3	4	3	3	4	4	5	4	2	4
86	1	1	5	1	1	5	2	2	5	6	2	2
87	4	5	3	3	2	5	5	4	5	5	2	2
88	2	2	2	5	2	2	2	2	2	2	5	5
89	5	5	1	1	6	6	6	6	6	6	6	6
90	4	4	2	2	5	5	2	2	5	5	5	5
91	5	5	2	2	4	4	4	5	6	6	5	5
92	5	5	1	1	4	4	5	5	5	5	5	5
93	6	6	1	1	5	5	5	5	6	6	5	5
94	4	4	2	2	4	4	4	4	5	5	5	5
95	3	4	1	3	4	5	5	5	4	4	1	1
96	5	5	2	5	5	5	5	5	5	5	2	2
97	4	4	4	5	2	2	4	4	2	5	2	2
98	4	4	3	4	2	2	4	4	2	4	3	3
99	5	5	2	5	5	5	5	5	3	4	5	4
100	5	5	2	5	5	3	5	5	5	5	1	1
101	3	4	4	5	5	4	5	5	5	5	2	2
102	4	4	4	5	5	4	5	5	5	5	2	2
103	2	4	2	4	4	3	4	5	2	5	2	2
104	3	5	5	3	5	3	5	5	5	5	3	5
105	3	5	5	3	5	3	5	5	5	5	3	5
106	5	4	2	5	5	4	4	5	3	5	1	1
107	4	4	3	4	5	4	5	5	2	4	3	2
108	5	4	2	5	5	4	5	5	2	5	1	1
109	4	4	3	4	4	3	4	4	2	4	3	2
110	3	5	5	3	5	3	5	5	5	5	3	5
111	5	5	5	4	5	5	5	4	4	4	2	3
112	2	6	3	5	5	3	5	5	4	5	2	2
113	3	3	4	3	3	4	4	4	5	5	4	4
114	3	3	3	3	3	3	3	3	5	5	3	3
115	5	5	2	5	5	5	5	5	4	5	3	3

116	5	5	2	5	5	5	5	5	4	5	3	3
117	4	4	3	4	4	4	4	4	4	4	3	4
118	5	5	2	5	5	5	5	5	4	5	3	3
119	4	4	3	4	4	4	4	4	4	4	3	4
120	4	4	3	4	4	4	4	4	4	4	3	4
121	6	6	3	6	6	5	5	5	5	5	2	1
122	6	6	3	6	6	5	5	5	5	5	2	1
123	3	4	4	3	2	4	4	4	5	6	5	3
124	4	5	2	4	5	4	4	4	5	6	2	4
125	4	3	4	3	4	4	4	4	4	4	4	4
126	5	5	3	4	4	4	5	5	4	5	3	3
127	5	5	2	5	5	5	5	5	5	5	2	2
128	4	4	3	3	3	4	4	3	3	4	3	3
129	5	5	3	4	4	4	5	5	5	6	3	3
130	5	5	2	5	5	5	5	5	4	4	2	2
131	4	4	3	3	3	4	4	3	3	4	3	3
132	6	6	3	6	6	5	5	5	5	5	2	1
133	5	5	2	5	5	5	5	5	4	4	2	2
134	5	5	2	5	5	5	5	5	5	5	2	2
135	5	5	2	5	5	5	5	5	5	5	2	2
136	6	6	1	6	6	6	5	5	5	6	1	1
137	6	6	1	6	6	6	5	5	5	6	1	1
138	4	4	2	4	4	2	4	4	4	4	4	4
139	5	5	2	5	5	5	5	5	5	5	2	2
140	5	5	2	2	2	2	5	5	6	5	1	1
141	5	5	2	5	5	2	6	6	6	6	1	1
142	5	5	2	5	5	5	5	5	6	6	1	1
143	5	5	2	4	4	3	4	5	5	5	2	2

Appendix 4
Validity and Reliability Test

Correlations

Correlations

		WFC1	WFC2	WFC3	WFC4	WFC5	WFC6
WFC1	Pearson Correlation	1	.506**	-.039	.426**	.480**	.677**
	Sig. (2-tailed)		.000	.640	.000	.000	.000
	N	143	143	143	143	143	143
WFC2	Pearson Correlation	.506**	1	-.076	.438**	.489**	.420**
	Sig. (2-tailed)	.000		.365	.000	.000	.000
	N	143	143	143	143	143	143
WFC3	Pearson Correlation	-.039	-.076	1	.078	-.016	.065
	Sig. (2-tailed)	.640	.365		.352	.853	.440
	N	143	143	143	143	143	143
WFC4	Pearson Correlation	.426**	.438**	.078	1	.664**	.552**
	Sig. (2-tailed)	.000	.000	.352		.000	.000
	N	143	143	143	143	143	143
WFC5	Pearson Correlation	.480**	.489**	-.016	.664**	1	.573**
	Sig. (2-tailed)	.000	.000	.853	.000		.000
	N	143	143	143	143	143	143
WFC6	Pearson Correlation	.677**	.420**	.065	.552**	.573**	1
	Sig. (2-tailed)	.000	.000	.440	.000	.000	
	N	143	143	143	143	143	143
WFC7	Pearson Correlation	-.065	-.092	.361**	-.062	-.044	-.061
	Sig. (2-tailed)	.440	.277	.000	.464	.599	.471
	N	143	143	143	143	143	143
WFC8	Pearson Correlation	.131	.075	.075	.286**	.137	.329**
	Sig. (2-tailed)	.120	.376	.375	.001	.102	.000
	N	143	143	143	143	143	143
WFC9	Pearson Correlation	-.247**	-.158	.280**	-.168*	-.117	-.141
	Sig. (2-tailed)	.003	.059	.001	.045	.163	.092
	N	143	143	143	143	143	143

WFC10	Pearson Correlation	-.159	-.099	.125	-.141	-.078	-.119
	Sig. (2-tailed)	.058	.241	.137	.093	.355	.156
	N	143	143	143	143	143	143
WFC11	Pearson Correlation	-.245**	-.088	.343**	-.110	-.106	-.198*
	Sig. (2-tailed)	.003	.296	.000	.190	.207	.018
	N	143	143	143	143	143	143
WFC12	Pearson Correlation	.225**	.122	-.105	.223**	.179*	.386**
	Sig. (2-tailed)	.007	.145	.213	.008	.033	.000
	N	143	143	143	143	143	143

Correlations

		WFC7	WFC8	WFC9	WFC10	WFC11	WFC12
WFC1	Pearson Correlation	-.065	.131**	-.247	-.159**	-.245**	.225**
	Sig. (2-tailed)	.440	.120	.003	.058	.003	.007
	N	143	143	143	143	143	143
WFC2	Pearson Correlation	-.092**	.075	-.158	-.099**	-.088**	.122**
	Sig. (2-tailed)	.277	.376	.059	.241	.296	.145
	N	143	143	143	143	143	143
WFC3	Pearson Correlation	.361	.075	.280	.125	.343	-.105
	Sig. (2-tailed)	.000	.375	.001	.137	.000	.213
	N	143	143	143	143	143	143
WFC4	Pearson Correlation	-.062**	.286**	-.168	-.141	-.110**	.223**
	Sig. (2-tailed)	.464	.001	.045	.093	.190	.008
	N	143	143	143	143	143	143
WFC5	Pearson Correlation	-.044**	.137**	-.117	-.078**	-.106	.179**
	Sig. (2-tailed)	.599	.102	.163	.355	.207	.033
	N	143	143	143	143	143	143
WFC6	Pearson Correlation	-.061**	.329**	-.141	-.119**	-.198**	.386
	Sig. (2-tailed)	.471	.000	.092	.156	.018	.000
	N	143	143	143	143	143	143
WFC7	Pearson Correlation	1	.156	.429**	.496	.518	-.128
	Sig. (2-tailed)		.063	.000	.000	.000	.129
	N	143	143	143	143	143	143
WFC8	Pearson Correlation	.156	1	.194	.167**	.081	.308**

	Sig. (2-tailed)	.063		.021	.047	.335	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.429**	.194	1**	.685*	.573	-.034
WFC9	Sig. (2-tailed)	.000	.021		.000	.000	.684
	N	143	143	143	143	143	143
	Pearson Correlation	.496	.167	.685	1	.635	-.207
WFC10	Sig. (2-tailed)	.000	.047	.000		.000	.013
	N	143	143	143	143	143	143
	Pearson Correlation	.518**	.081	.573**	.635	1	-.215*
WFC11	Sig. (2-tailed)	.000	.335	.000	.000		.010
	N	143	143	143	143	143	143
	Pearson Correlation	-.128**	.308	-.034	-.207**	-.215*	1**
WFC12	Sig. (2-tailed)	.129	.000	.684	.013	.010	
	N	143	143	143	143	143	143

Correlations

		WFC13	WFC14	WFC15	WFC16	WFC17	WFC18
	Pearson Correlation	.333	-.120**	-.083	.301**	.277**	.290**
WFC1	Sig. (2-tailed)	.000	.153	.324	.000	.001	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.157**	-.115	-.025	.355**	.328**	.276**
WFC2	Sig. (2-tailed)	.061	.172	.771	.000	.000	.001
	N	143	143	143	143	143	143
	Pearson Correlation	-.117	.148	.071	.137	.185	.028
WFC3	Sig. (2-tailed)	.164	.077	.398	.102	.027	.740
	N	143	143	143	143	143	143
	Pearson Correlation	.181**	-.205**	-.134	.293	.279**	.312**
WFC4	Sig. (2-tailed)	.030	.014	.110	.000	.001	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.289**	-.288**	-.136	.282**	.193	.210**
WFC5	Sig. (2-tailed)	.000	.000	.105	.001	.021	.012
	N	143	143	143	143	143	143
WFC6	Pearson Correlation	.399**	-.165**	-.194	.351**	.261**	.396

	Sig. (2-tailed)	.000	.049	.020	.000	.002	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.107	.447	.458**	.180	.121	.056
WFC7	Sig. (2-tailed)	.201	.000	.000	.031	.149	.504
	N	143	143	143	143	143	143
	Pearson Correlation	.186	.022	.020	.036**	.000	.204**
WFC8	Sig. (2-tailed)	.026	.792	.810	.673	.996	.015
	N	143	143	143	143	143	143
	Pearson Correlation	-.042**	.247	.307**	.059*	.022	-.020
WFC9	Sig. (2-tailed)	.619	.003	.000	.487	.797	.816
	N	143	143	143	143	143	143
	Pearson Correlation	-.129	.301	.408	.033	.029	-.055
WFC10	Sig. (2-tailed)	.125	.000	.000	.698	.729	.516
	N	143	143	143	143	143	143
	Pearson Correlation	-.109**	.456	.461**	-.065	.027	-.176*
WFC11	Sig. (2-tailed)	.195	.000	.000	.443	.753	.036
	N	143	143	143	143	143	143
	Pearson Correlation	.635**	-.102	-.089	.081**	.094*	.245**
WFC12	Sig. (2-tailed)	.000	.226	.289	.339	.265	.003
	N	143	143	143	143	143	143

Correlations

		WFC19	WFC20	WFC21	WFC22	WFC23	Tot
	Pearson Correlation	.105	-.019**	-.042	-.103**	-.170**	.336**
WFC1	Sig. (2-tailed)	.212	.823	.614	.222	.043	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.046**	.068	-.022	-.166**	-.185**	.312**
WFC2	Sig. (2-tailed)	.585	.419	.793	.047	.027	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.248	-.155	.160	-.080	.245	.322
WFC3	Sig. (2-tailed)	.003	.065	.056	.344	.003	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.152**	.059**	.019	-.091	-.049**	.392**
WFC4	Sig. (2-tailed)	.071	.487	.826	.279	.563	.000

	N	143	143	143	143	143	143
	Pearson Correlation	.182**	.053**	-.022	-.037**	-.114	.369**
WFC5	Sig. (2-tailed)	.029	.529	.796	.665	.173	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.220**	-.036**	-.117	-.095**	-.211**	.419
WFC6	Sig. (2-tailed)	.008	.674	.164	.261	.011	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.341	.004	.249**	.311	.393	.561
WFC7	Sig. (2-tailed)	.000	.958	.003	.000	.000	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.306	.180	.165	.262**	.072	.465**
WFC8	Sig. (2-tailed)	.000	.031	.049	.002	.390	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.283**	.080	.253**	.395*	.428	.476
WFC9	Sig. (2-tailed)	.001	.339	.002	.000	.000	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.200	.054	.175	.367	.413	.455
WFC10	Sig. (2-tailed)	.017	.525	.037	.000	.000	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.255**	.094	.393**	.338	.470	.479*
WFC11	Sig. (2-tailed)	.002	.266	.000	.000	.000	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.239**	.180	.154	.108**	-.186*	.314**
WFC12	Sig. (2-tailed)	.004	.032	.067	.199	.026	.000
	N	143	143	143	143	143	143

Correlations

		WFC1	WFC2	WFC3	WFC4	WFC5	WFC6
	Pearson Correlation	.333	.157**	-.117	.181**	.289**	.399**
WFC13	Sig. (2-tailed)	.000	.061	.164	.030	.000	.000
	N	143	143	143	143	143	143
	Pearson Correlation	-.120**	-.115	.148	-.205**	-.288**	-.165**
WFC14	Sig. (2-tailed)	.153	.172	.077	.014	.000	.049
	N	143	143	143	143	143	143

	Pearson Correlation	-.083	-.025	.071	-.134	-.136	-.194
WFC15	Sig. (2-tailed)	.324	.771	.398	.110	.105	.020
	N	143	143	143	143	143	143
	Pearson Correlation	.301**	.355**	.137	.293	.282**	.351**
WFC16	Sig. (2-tailed)	.000	.000	.102	.000	.001	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.277**	.328**	.185	.279**	.193	.261**
WFC17	Sig. (2-tailed)	.001	.000	.027	.001	.021	.002
	N	143	143	143	143	143	143
	Pearson Correlation	.290**	.276**	.028	.312**	.210**	.396
WFC18	Sig. (2-tailed)	.000	.001	.740	.000	.012	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.105	.046	.248**	.152	.182	.220
WFC19	Sig. (2-tailed)	.212	.585	.003	.071	.029	.008
	N	143	143	143	143	143	143
	Pearson Correlation	-.019	.068	-.155	.059**	.053	-.036**
WFC20	Sig. (2-tailed)	.823	.419	.065	.487	.529	.674
	N	143	143	143	143	143	143
	Pearson Correlation	-.042**	-.022	.160**	.019*	-.022	-.117
WFC21	Sig. (2-tailed)	.614	.793	.056	.826	.796	.164
	N	143	143	143	143	143	143
	Pearson Correlation	-.103	-.166	-.080	-.091	-.037	-.095
WFC22	Sig. (2-tailed)	.222	.047	.344	.279	.665	.261
	N	143	143	143	143	143	143
	Pearson Correlation	-.170**	-.185	.245**	-.049	-.114	-.211*
WFC23	Sig. (2-tailed)	.043	.027	.003	.563	.173	.011
	N	143	143	143	143	143	143
	Pearson Correlation	.336**	.312	.322	.392**	.369*	.419**
Tot	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143

Correlations

	WFC7	WFC8	WFC9	WFC10	WFC11	WFC12
WFC13 Pearson Correlation	.107	.186**	-.042	-.129**	-.109**	.635**

	Sig. (2-tailed)	.201	.026	.619	.125	.195	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.447**	.022	.247	.301**	.456**	-.102**
WFC14	Sig. (2-tailed)	.000	.792	.003	.000	.000	.226
	N	143	143	143	143	143	143
	Pearson Correlation	.458	.020	.307	.408	.461	-.089
WFC15	Sig. (2-tailed)	.000	.810	.000	.000	.000	.289
	N	143	143	143	143	143	143
	Pearson Correlation	.180**	.036**	.059	.033	-.065**	.081**
WFC16	Sig. (2-tailed)	.031	.673	.487	.698	.443	.339
	N	143	143	143	143	143	143
	Pearson Correlation	.121**	.000**	.022	.029**	.027	.094**
WFC17	Sig. (2-tailed)	.149	.996	.797	.729	.753	.265
	N	143	143	143	143	143	143
	Pearson Correlation	.056**	.204**	-.020	-.055**	-.176**	.245
WFC18	Sig. (2-tailed)	.504	.015	.816	.516	.036	.003
	N	143	143	143	143	143	143
	Pearson Correlation	.341	.306	.283**	.200	.255	.239
WFC19	Sig. (2-tailed)	.000	.000	.001	.017	.002	.004
	N	143	143	143	143	143	143
	Pearson Correlation	.004	.180	.080	.054**	.094	.180**
WFC20	Sig. (2-tailed)	.958	.031	.339	.525	.266	.032
	N	143	143	143	143	143	143
	Pearson Correlation	.249**	.165	.253**	.175*	.393	.154
WFC21	Sig. (2-tailed)	.003	.049	.002	.037	.000	.067
	N	143	143	143	143	143	143
	Pearson Correlation	.311	.262	.395	.367	.338	.108
WFC22	Sig. (2-tailed)	.000	.002	.000	.000	.000	.199
	N	143	143	143	143	143	143
	Pearson Correlation	.393**	.072	.428**	.413	.470	-.186*
WFC23	Sig. (2-tailed)	.000	.390	.000	.000	.000	.026
	N	143	143	143	143	143	143
	Pearson Correlation	.561**	.465	.476	.455**	.479*	.314**
Tot	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000

N	143	143	143	143	143	143
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Correlations

		WFC13	WFC14	WFC15	WFC16	WFC17	WFC18
	Pearson Correlation	1	-.008**	.124	.318**	.232**	.227**
WFC13	Sig. (2-tailed)		.926	.141	.000	.005	.006
	N	143	143	143	143	143	143
	Pearson Correlation	-.008**	1	.727	-.023**	-.033**	-.049**
WFC14	Sig. (2-tailed)	.926		.000	.781	.698	.559
	N	143	143	143	143	143	143
	Pearson Correlation	.124	.727	1	-.032	-.052	-.133
WFC15	Sig. (2-tailed)	.141	.000		.707	.535	.114
	N	143	143	143	143	143	143
	Pearson Correlation	.318**	-.023**	-.032	1	.784**	.629**
WFC16	Sig. (2-tailed)	.000	.781	.707		.000	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.232**	-.033**	-.052	.784**	1	.523**
WFC17	Sig. (2-tailed)	.005	.698	.535	.000		.000
	N	143	143	143	143	143	143
	Pearson Correlation	.227**	-.049**	-.133	.629**	.523**	1
WFC18	Sig. (2-tailed)	.006	.559	.114	.000	.000	
	N	143	143	143	143	143	143
	Pearson Correlation	.212	.243	.270**	.160	.037	.101
WFC19	Sig. (2-tailed)	.011	.003	.001	.057	.661	.229
	N	143	143	143	143	143	143
	Pearson Correlation	.138	.103	.249	-.147**	-.229	.100**
WFC20	Sig. (2-tailed)	.100	.221	.003	.080	.006	.236
	N	143	143	143	143	143	143
	Pearson Correlation	.014**	.116	.189**	-.026*	.058	.080
WFC21	Sig. (2-tailed)	.870	.169	.024	.754	.488	.344
	N	143	143	143	143	143	143
	Pearson Correlation	.021	.250	.306	-.173	-.271	-.074
WFC22	Sig. (2-tailed)	.806	.003	.000	.038	.001	.380

	N	143	143	143	143	143	143
WFC23	Pearson Correlation	-.134**	.285	.401**	-.139	-.029	-.205*
	Sig. (2-tailed)	.111	.001	.000	.098	.728	.014
	N	143	143	143	143	143	143
Tot	Pearson Correlation	.411**	.369	.462	.432**	.375*	.381**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143

Correlations

		WFC19	WFC20	WFC21	WFC22	WFC23	Tot
WFC13	Pearson Correlation	.212	.138**	.014	.021**	-.134**	.411**
	Sig. (2-tailed)	.011	.100	.870	.806	.111	.000
	N	143	143	143	143	143	143
WFC14	Pearson Correlation	.243**	.103	.116	.250**	.285**	.369**
	Sig. (2-tailed)	.003	.221	.169	.003	.001	.000
	N	143	143	143	143	143	143
WFC15	Pearson Correlation	.270	.249	.189	.306	.401	.462
	Sig. (2-tailed)	.001	.003	.024	.000	.000	.000
	N	143	143	143	143	143	143
WFC16	Pearson Correlation	.160**	-.147**	-.026	-.173	-.139**	.432**
	Sig. (2-tailed)	.057	.080	.754	.038	.098	.000
	N	143	143	143	143	143	143
WFC17	Pearson Correlation	.037**	-.229**	.058	-.271**	-.029	.375**
	Sig. (2-tailed)	.661	.006	.488	.001	.728	.000
	N	143	143	143	143	143	143
WFC18	Pearson Correlation	.101**	.100**	.080	-.074**	-.205**	.381
	Sig. (2-tailed)	.229	.236	.344	.380	.014	.000
	N	143	143	143	143	143	143
WFC19	Pearson Correlation	1	.196	.289**	.428	.347	.618
	Sig. (2-tailed)		.019	.000	.000	.000	.000
	N	143	143	143	143	143	143
WFC20	Pearson Correlation	.196	1	.382	.379**	.194	.314**
	Sig. (2-tailed)	.019		.000	.000	.020	.000
	N	143	143	143	143	143	143

	Pearson Correlation	.289**	.382	1**	.515*	.311	.453
WFC21	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.428	.379	.515	1	.391	.435
WFC22	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.347**	.194	.311**	.391	1	.392*
WFC23	Sig. (2-tailed)	.000	.020	.000	.000		.000
	N	143	143	143	143	143	143
	Pearson Correlation	.618**	.314	.453	.435**	.392*	1**
Tot	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	143	143	143	143	143	143

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Reliability WORK FAMILY CONFLICT

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	143	100.0
Cases	Excluded ^a	0	.0
	Total	143	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.779	23

Correlations

Correlations

		JSt1	JSt2	JSt3	JSt4	JSt5	JSt6
JSt1	Pearson Correlation	1	-.394**	-.280**	-.378**	-.419**	-.258**
	Sig. (2-tailed)		.000	.001	.000	.000	.002
	N	143	143	143	143	143	143
JSt2	Pearson Correlation	-.394**	1	.663**	.689**	.707**	.485**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	143	143	143	143	143	143
JSt3	Pearson Correlation	-.280**	.663**	1	.714**	.748**	.658**
	Sig. (2-tailed)	.001	.000		.000	.000	.000
	N	143	143	143	143	143	143
JSt4	Pearson Correlation	-.378**	.689**	.714**	1	.846**	.643**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	143	143	143	143	143	143
JSt5	Pearson Correlation	-.419**	.707**	.748**	.846**	1	.683**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	143	143	143	143	143	143
JSt6	Pearson Correlation	-.258**	.485**	.658**	.643**	.683**	1
	Sig. (2-tailed)	.002	.000	.000	.000	.000	
	N	143	143	143	143	143	143
JSt7	Pearson Correlation	-.361**	.585**	.619**	.707**	.728**	.690**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143
JSt8	Pearson Correlation	-.323**	.551**	.584**	.710**	.737**	.779**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143
Tot	Pearson Correlation	-.269**	.764**	.839**	.877**	.895**	.834**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143

Correlations

		JSt7	JSt8	Tot
JSt1	Pearson Correlation	-.361	-.323**	-.269**
	Sig. (2-tailed)	.000	.000	.001
	N	143	143	143
JSt2	Pearson Correlation	.585**	.551	.764**
	Sig. (2-tailed)	.000	.000	.000
	N	143	143	143
JSt3	Pearson Correlation	.619**	.584**	.839
	Sig. (2-tailed)	.000	.000	.000
	N	143	143	143
JSt4	Pearson Correlation	.707**	.710**	.877**
	Sig. (2-tailed)	.000	.000	.000
	N	143	143	143
JSt5	Pearson Correlation	.728**	.737**	.895**
	Sig. (2-tailed)	.000	.000	.000
	N	143	143	143
JSt6	Pearson Correlation	.690**	.779**	.834**
	Sig. (2-tailed)	.000	.000	.000
	N	143	143	143
JSt7	Pearson Correlation	1**	.754**	.839**
	Sig. (2-tailed)		.000	.000
	N	143	143	143
JSt8	Pearson Correlation	.754**	1**	.853**
	Sig. (2-tailed)	.000		.000
	N	143	143	143
Tot	Pearson Correlation	.839**	.853**	1**
	Sig. (2-tailed)	.000	.000	
	N	143	143	143

** . Correlation is significant at the 0.01 level (2-tailed).

Reliability JOB STRESS

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	143	100.0
Cases	Excluded ^a	0	.0
	Total	143	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.937	7

Correlations

Correlations

		JSa1	JSa2	JSa3	JSa4	JSa5	Tot
JSa1	Pearson Correlation	1	.655**	.239**	.603**	-.043	.719**
	Sig. (2-tailed)		.000	.004	.000	.612	.000
	N	143	143	143	143	143	143
JSa2	Pearson Correlation	.655**	1	.361**	.645**	.002	.765**
	Sig. (2-tailed)	.000		.000	.000	.984	.000
	N	143	143	143	143	143	143
JSa3	Pearson Correlation	.239**	.361**	1	.302**	.474**	.714**
	Sig. (2-tailed)	.004	.000		.000	.000	.000
	N	143	143	143	143	143	143
JSa4	Pearson Correlation	.603**	.645**	.302**	1	-.032	.714**
	Sig. (2-tailed)	.000	.000	.000		.706	.000
	N	143	143	143	143	143	143
JSa5	Pearson Correlation	-.043	.002	.474**	-.032	1	.461**
	Sig. (2-tailed)	.612	.984	.000	.706		.000
	N	143	143	143	143	143	143
Tot	Pearson Correlation	.719**	.765**	.714**	.714**	.461**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	143	143	143	143	143	143

** . Correlation is significant at the 0.01 level (2-tailed).

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	143	100.0
	Excluded ^a	0	.0
	Total	143	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.682	5

Correlations

Correlations

		SS1	SS2	SS3	SS4	SS5	SS6
	Pearson Correlation	1	.713**	-.295**	.246**	.549**	.383**
SS1	Sig. (2-tailed)		.000	.000	.003	.000	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.713**	1	-.190*	.313**	.627**	.288**
SS2	Sig. (2-tailed)	.000		.023	.000	.000	.000
	N	143	143	143	143	143	143
	Pearson Correlation	-.295**	-.190*	1	.014	-.128	-.047
SS3	Sig. (2-tailed)	.000	.023		.864	.127	.578
	N	143	143	143	143	143	143
	Pearson Correlation	.246**	.313**	.014	1	.312**	.141
SS4	Sig. (2-tailed)	.003	.000	.864		.000	.094
	N	143	143	143	143	143	143
	Pearson Correlation	.549**	.627**	-.128	.312**	1	.394**
SS5	Sig. (2-tailed)	.000	.000	.127	.000		.000
	N	143	143	143	143	143	143
	Pearson Correlation	.383**	.288**	-.047	.141	.394**	1
SS6	Sig. (2-tailed)	.000	.000	.578	.094	.000	
	N	143	143	143	143	143	143
	Pearson Correlation	.502**	.579**	-.136	.332**	.549**	.498**
SS7	Sig. (2-tailed)	.000	.000	.107	.000	.000	.000
	N	143	143	143	143	143	143
SS8	Pearson Correlation	.443**	.534**	-.088	.317**	.464**	.385**

	Sig. (2-tailed)	.000	.000	.296	.000	.000	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.353**	.397**	.072	.046	.339**	.274**
SS9	Sig. (2-tailed)	.000	.000	.394	.581	.000	.001
	N	143	143	143	143	143	143
	Pearson Correlation	.283**	.412**	-.057	.092	.217**	.259**
SS10	Sig. (2-tailed)	.001	.000	.502	.277	.009	.002
	N	143	143	143	143	143	143
	Pearson Correlation	-.149	-.227**	.198*	-.169*	-.002	.083
SS11	Sig. (2-tailed)	.075	.006	.018	.043	.978	.326
	N	143	143	143	143	143	143
	Pearson Correlation	-.115	-.138	.330**	-.109	.081	.121
SS12	Sig. (2-tailed)	.173	.101	.000	.196	.334	.152
	N	143	143	143	143	143	143

Correlations

		SS7	SS8	SS9	SS10	SS11	SS12
	Pearson Correlation	.502	.443**	.353**	.283**	-.149**	-.115**
SS1	Sig. (2-tailed)	.000	.000	.000	.001	.075	.173
	N	143	143	143	143	143	143
	Pearson Correlation	.579**	.534	.397*	.412**	-.227**	-.138**
SS2	Sig. (2-tailed)	.000	.000	.000	.000	.006	.101
	N	143	143	143	143	143	143
	Pearson Correlation	-.136**	-.088*	.072	-.057	.198	.330
SS3	Sig. (2-tailed)	.107	.296	.394	.502	.018	.000
	N	143	143	143	143	143	143
	Pearson Correlation	.332**	.317**	.046	.092	-.169**	-.109
SS4	Sig. (2-tailed)	.000	.000	.581	.277	.043	.196
	N	143	143	143	143	143	143
	Pearson Correlation	.549**	.464**	.339	.217**	-.002	.081**
SS5	Sig. (2-tailed)	.000	.000	.000	.009	.978	.334
	N	143	143	143	143	143	143
	Pearson Correlation	.498**	.385**	.274	.259	.083**	.121
SS6	Sig. (2-tailed)	.000	.000	.001	.002	.326	.152

	N	143	143	143	143	143	143
	Pearson Correlation	1**	.782**	.293	.282**	-.049**	.085**
SS7	Sig. (2-tailed)		.000	.000	.001	.558	.315
	N	143	143	143	143	143	143
	Pearson Correlation	.782**	1**	.315	.390**	-.104**	.019**
SS8	Sig. (2-tailed)	.000		.000	.000	.218	.818
	N	143	143	143	143	143	143
	Pearson Correlation	.293**	.315**	1	.490	.038**	.146**
SS9	Sig. (2-tailed)	.000	.000		.000	.654	.082
	N	143	143	143	143	143	143
	Pearson Correlation	.282**	.390**	.490	1	-.311**	-.159**
SS10	Sig. (2-tailed)	.001	.000	.000		.000	.059
	N	143	143	143	143	143	143
	Pearson Correlation	-.049	-.104**	.038*	-.311*	1	.666
SS11	Sig. (2-tailed)	.558	.218	.654	.000		.000
	N	143	143	143	143	143	143
	Pearson Correlation	.085	.019	.146**	-.159	.666	1
SS12	Sig. (2-tailed)	.315	.818	.082	.059	.000	
	N	143	143	143	143	143	143

Correlations

		Tot
	Pearson Correlation	.588
SS1	Sig. (2-tailed)	.000
	N	143
	Pearson Correlation	.638**
SS2	Sig. (2-tailed)	.000
	N	143
	Pearson Correlation	.173**
SS3	Sig. (2-tailed)	.039
	N	143
	Pearson Correlation	.405**
SS4	Sig. (2-tailed)	.000

	N	143
	Pearson Correlation	.688**
SS5	Sig. (2-tailed)	.000
	N	143
	Pearson Correlation	.599**
SS6	Sig. (2-tailed)	.000
	N	143
	Pearson Correlation	.719**
SS7	Sig. (2-tailed)	.000
	N	143
	Pearson Correlation	.670**
SS8	Sig. (2-tailed)	.000
	N	143
	Pearson Correlation	.599**
SS9	Sig. (2-tailed)	.000
	N	143
	Pearson Correlation	.413**
SS10	Sig. (2-tailed)	.000
	N	143
	Pearson Correlation	.248
SS11	Sig. (2-tailed)	.003
	N	143
	Pearson Correlation	.407
SS12	Sig. (2-tailed)	.000
	N	143

Correlations

	SS1	SS2	SS3	SS4	SS5	SS6
Tot	Pearson Correlation	.588	.638**	.173**	.405**	.688**
	Sig. (2-tailed)	.000	.000	.039	.000	.000
	N	143	143	143	143	143

Correlations

	SS7	SS8	SS9	SS10	SS11	SS12

	Pearson Correlation	.719	.670**	.599**	.413**	.248**	.407**
Tot	Sig. (2-tailed)	.000	.000	.000	.000	.003	.000
	N	143	143	143	143	143	143

Correlations

		Tot
	Pearson Correlation	1
Tot	Sig. (2-tailed)	
	N	143

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	143	100.0
	Excluded ^a	0	.0
	Total	143	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.709	12

Appendix 5

Multiple Regression Linear

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	XZ, X ^b	.	Enter

- a. Dependent Variable: Y1
 b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.350 ^a	.122	.110	1.13551

- a. Predictors: (Constant), XZ, X

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	25.145	2	12.573	9.751	.000 ^b
	Residual	180.515	140	1.289		
	Total	205.661	142			

- a. Dependent Variable: Y1
 b. Predictors: (Constant), XZ, X

Coefficients^a

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
-------	-----------------------------	---------------------------	---	------

		B	Std. Error	Beta		
	(Constant)	.946	.669		1.413	.160
1	X	.221	.311	.102	.711	.478
	XZ	.085	.047	.261	1.826	.070

a. Dependent Variable: Y1

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	XZ, X ^b	.	Enter

a. Dependent Variable: Y2

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.633 ^a	.401	.392	.55806

a. Predictors: (Constant), XZ, X

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
	Regression	29.195	2	14.597	46.871	.000 ^b
1	Residual	43.601	140	.311		
	Total	72.796	142			

a. Dependent Variable: Y2

b. Predictors: (Constant), XZ, X

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	3.491	.329		10.615	.000
X	-.662	.153	-.511	-4.334	.000
XZ	.193	.023	.991	8.409	.000

a. Dependent Variable: Y2

Appendix 6
Descriptive

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X	143	2.30	6.00	3.5682	.55227
Y1	143	1.00	6.00	2.9745	1.20346
Y2	143	2.00	6.00	3.9329	.71599
Z	143	2.25	6.00	4.0518	.59616
Valid N (listwise)	143				

Descriptive

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
WFC1	143	1.00	6.00	4.0490	1.36520
WFC2	143	1.00	6.00	4.3776	1.19744
WFC3	143	1.00	6.00	2.9371	1.51154
WFC4	143	1.00	6.00	3.9441	1.27697
WFC5	143	1.00	6.00	4.0629	1.31736
WFC6	143	1.00	6.00	4.2238	1.14707
WFC7	143	1.00	6.00	2.6573	1.31677
WFC8	143	1.00	6.00	3.7622	1.48683
WFC9	143	1.00	6.00	3.1119	1.41474
WFC10	143	1.00	6.00	3.0490	1.46954
WFC11	143	1.00	6.00	2.4615	1.26585
WFC12	143	1.00	6.00	4.0280	1.36838
WFC13	143	1.00	6.00	4.0210	1.34515
WFC14	143	1.00	6.00	3.4126	1.49802
WFC15	143	1.00	6.00	3.3916	1.47292
WFC16	143	1.00	6.00	4.2657	1.33718
WFC17	143	1.00	6.00	4.3497	1.24051

WFC18	143	1.00	6.00	4.6923	1.03618
WFC19	143	1.00	6.00	2.3357	1.26125
WFC20	143	1.00	6.00	3.8811	1.41665
WFC21	143	1.00	6.00	2.9021	1.25212
WFC22	143	1.00	6.00	3.2378	1.33721
WFC23	143	1.00	6.00	2.9161	1.31886
Valid N (listwise)	143				

Descriptive

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
JSt1	143	1.00	6.00	4.3217	1.24245
JSt2	143	1.00	6.00	3.3077	1.41038
JSt3	143	1.00	6.00	3.0559	1.47169
JSt4	143	1.00	6.00	2.9021	1.38561
JSt5	143	1.00	6.00	2.8951	1.36719
JSt6	143	1.00	6.00	2.9510	1.46474
JSt7	143	1.00	6.00	2.8741	1.35245
JSt8	143	1.00	6.00	2.8322	1.44371
Valid N (listwise)	143				

Descriptive

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
JSa1	143	1.00	6.00	4.0909	1.15618
JSa2	143	2.00	6.00	4.1678	.99283
JSa3	143	1.00	6.00	3.8951	1.05292
JSa4	143	2.00	6.00	4.2308	.93968
JSa5	143	1.00	6.00	3.2797	1.22994
Valid N (listwise)	143				

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
SS1	143	1.00	6.00	4.3846	1.22142
SS2	143	1.00	6.00	4.6364	1.01082
SS3	143	1.00	6.00	2.9021	1.35996
SS4	143	1.00	6.00	4.0559	1.35717
SS5	143	1.00	6.00	4.3636	1.16610
SS6	143	1.00	6.00	4.1748	1.16471
SS7	143	2.00	6.00	4.5804	.98876
SS8	143	1.00	6.00	4.6713	.97703
SS9	143	1.00	6.00	4.3077	1.17624
SS10	143	1.00	6.00	4.6783	1.05217
SS11	143	1.00	6.00	2.8182	1.42728
SS12	143	1.00	6.00	3.0490	1.59369
Valid N (listwise)	143				

Appendix 7

Permission Letter



MANAJEMEN AYAM GOBYOSS

Jl. Gedongan Baru No.25, Banguntapan, Bantul, DIY
Telepon: 085 643 147 470 Email: hrd.ayamgobyoss@gmail.com

SURAT KETERANGAN PENELITIAN

No: 001/AG/HRD/V/18

Assalamu'alaikum, Wr,Wb

Sehubungan dengan surat dari Universitas Islam Indonesia , jurusan Manajemen (program internasional) nomor 153/Prodi/10/IPE-UH/IV/2018 perihal permohonan untuk pengambilan data penelitian, menerangkan bahwa mahasiswa atas nama:

Nama	: Alike Noordyani
Tempat tanggal lahir	: Yogyakarta, 2 Januari 1997
Alamat	: Jalan Ronodigdayan DN 3/465 Yogyakarta
Program Studi	: Manajemen (Program Internasional) Universitas Islam Yogyakarta

telah melakukan pengambilan data penelitian pada tanggal 7 s.d 12 Mei 2018 dengan judul skripsi "The Relationship of Work - Family Conflict to Job Stress and Job Satisfaction : The Study of Restaurant Employee in Yogyakarta".

Demikian surat keterangan penelitian ini dibuat untuk digunakan sebagaimana mestinya.

Wassalamu'alaikum,Wr,Wb

Yogyakarta, 12 Mei 2018


Danang Prihastomo
Direktur Utama Gobyoss

SURAT TELAH MELAKUKAN PENELITIAN

Guna mendukung upaya pembelajaran di perguruan tinggi, kami selaku manajemen Koki Joni menyatakan bahwa yang bersangkutan di bawah ini telah selesai melakukan penelitian di perusahaan kami. Adapun data mahasiswa yang dimaksud adalah sebagai berikut:

Nama : Alike Noordyani
TTL : Yogyakarta, 02 Januari 1997
Jurusan : Ekonomi Manajemen (International Program) UII
Judul Penelitian : *The Relationship of Work-Family Conflict to Job Stress and Job Satisfaction: The Study of Restaurant Employees in Yogyakarta*
Waktu Penelitian : April 2018 - Mei 2018

Demikian surat ini kami sampaikan agar dapat dipergunakan sebagaimana mestinya.

Yogyakarta, 11 Mei 2018

Direktur Koki Joni



Brian Kustantoro Edityanto, S.T., M.B.A., M.Sc



SURAT KETERANGAN
098/WSS/Humas/PUSAT/S-Ket/VI/2018

Yang bertanda tangan di bawah ini:

Nama : Widyatmoyo, SE., MM.
Jabatan : Kepala Seksi Humas Legal dan Spiritualitas
Alamat : Jalan Kaliurang km 4,5 Gg Kinanthi No. 19, Pogung Kidul,
Sinduadi, Mlati, Sleman, Yogyakarta

Menerangkan bahwa :

Nama : Alika Noordyani
NIM : 14311227
Program Studi : Ekonomi Manajemen (Program Internasional)
Universitas : Universitas Islam Indonesia Yogyakarta

Adalah benar telah menyelesaikan kegiatan penelitian dengan judul "The Relationship of Work – Family Conflict to Job Stress and Job Satisfaction : The Study of Restaurant Employee in Yogyakarta" pada tanggal 9 Mei 2018 sampai dengan tanggal 29 Juni 2018 di Kantor Pusat Waroeng Spesial Sambal "SS" Indonesia. Demikian surat keterangan ini kami sampaikan kepada yang bersangkutan untuk dapat dipergunakan sebagaimana mestinya.

Pedas Abis..!

Yogyakarta, 29 Juni 2018

Waroeng Spesial Sambal "SS" Indonesia
Kasi. Humas, Legal dan Spiritualitas



Widyatmoyo, SE., MM.
NIK. 15.68.1109



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