



## Work Family Conflict and its Implications, Could Policewomen Cope?

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### ARTICLEINFO

### ABSTRACT

#### Keywords:

Work Family Conflict;  
Policewomen;  
work from home.

This study aims to identify the work family conflict experienced by the Police and its implications or involvement in work stress, work-life balance and psychological wellbeing, especially during the Covid-19 pandemic, as well as identify strategies for overcoming work family conflict so as to reduce negative impacts. This study used a qualitative approach by conducting semi-structured interviews with 5 policemen who were married and had children with an age range of 2-15 years and worked in the operational field. Data analysis was carried out with thematic analysis and using NVIVO 12 software. The results of this study found that police felt the impact of work family conflict physically such as fatigue, headache or fever or psychically such as sadness, easier emotions, feeling burdened with responsibilities in the office and at home in addition to the unbalanced division of time between work and family. Contrary to the impact felt, the police officers feel happy and proud of the multi-role conditions they have because being a policeman is their ideal from the beginning so that the risk of facing work family conflict has been prepared from the beginning. The combination of problem focused coping and emotion focused coping is a strategy to deal with work family conflict and its implications for work stress, work-life balance and psychological wellbeing. Such as time management, support from superiors, help from family and getting closer to the religious side. Especially during the Covid-19 pandemic, where school children learn online which requires the presence of parents to accompany children to study at home, the flexibility of working time in the office is needed by police.

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## 1. Introduction

Work family conflict or work-family conflict is a form of inter-role conflict in which the pressures between work and family are not aligned in some respects (J. Greenhaus & Beutell, 1985) or can simply be defined as a conflict of roles and responsibilities between work and family (Fridayanti et al., 2019). In other words, family-work conflict occurs when the roles and responsibilities of each domain cannot complement each other.

This work family conflict phenomenon can have a negative impact on individuals, families and organizations where they work. Negative impacts for individuals include the emergence of work stress, loss of balance between family life and work or work life balance (JH Greenhaus & Beutell, 1985) and disruption of psychological well-being or psychological well-being, which is where a person has a positive attitude in himself that can influence behavior control and decision making (Ryff, 1989). In addition, this work family conflict can have an impact on health and disrupt harmony in the household.

While the negative impact for the organization is reduced employee commitment and decreased performance (Poelmans, 2001). The real impact of reduced organizational commitment can be seen in the intensity of Polwan leaving the office or work during office hours for personal interests. In the initial interview the author conducted with several policewomen who were married and had children, each policewoman left work during office hours on average 2 to 3 times a week. Some of the reasons are because children are sick, taking care of their children's schools and because they do not have a household assistant so they have to be directly involved in completing household matters. In addition, it can also be seen from the recapitulation of attendance for the morning apple where the policewomen did not attend the morning apple due to various purposes such as dropping off school children and others. The following is the data on the absence of policewomen at the morning apple.

**Table 1.**

Morning Apple Absence		
NO	YEAR	AMOUNT
1	2017	43
2	2018	51
3	2019	56

\*Morning Apple absence data

The role of policewomen as wives and mothers is increasing during the Covid-19 Pandemic due to policies from the government that seek to prevent the spread of Covid-19 by imposing WFH (work from home) for employees in government agencies and private companies, online learning for all students in Indonesia. various levels of education as well as restrictions on the operating time of tourist attractions, malls and restaurants.

With the implementation of online learning, the presence of parents, especially mothers, is needed to assist children in conducting online/distance learning as a substitute for teachers at home, as facilitators to provide online learning facilities and as a motivator to encourage children so that children do not feel bored in learning. online teaching and learning process (Winingsih, 2020).

Online learning or distance learning according to (Riyanto, 2011) is an internet network-based learning with the use of technology through media or applications in the process of delivering material and communication to exchange information with each other. Changes in the learning system have a direct impact on students, teachers, and parents. If the conventional learning system, parents do not have much role in the teaching and learning process, then in the online or distance learning system, the role of parents becomes more complex. Parents are required to be present and accompany students while carrying out learning at home as a substitute for the role of teachers at school, besides that parents must be able to become educators, mentors,

Online or distance learning is not without its problems. Some of the obstacles that parents must face in carrying out their role in assisting children to study at home, one of which is the limited time available for both parents or working fathers and mothers. This situation automatically creates work family conflict, especially for working mothers.

Although the implementation of the WFH (work from home) policy for most employees or employees, this is not the case with (Poelmans, 2001) members of the TNI and Polri, especially female police officers or female police officers. The Covid-19 pandemic requires the Police as law enforcement officers to carry out their role in controlling the outbreak, educating the public and taking legal action for any criminal acts that are the impact of the Covid-19 pandemic. Policewomen as part of the National Police have a major role in carrying out the duties of the Police in educating the public and enforcing the law during the Covid 19 pandemic. In addition to carrying out routine tasks, due to having more ability

to communicate and coordinate, Polwan are also tasked with educating and socializing the community about the dangers of Covid 19, distributing masks and social services.

In accordance with their nature as women, the roles and responsibilities of Policewomen are not to the Polri institution and the community but also to have roles and responsibilities as wives and mothers to their children. As previously mentioned, the Covid-19 pandemic has changed the face-to-face learning system into online or distance learning which requires the full presence of parents to accompany and motivate children during the learning process. This is certainly not easy to do for a policewoman who already has children at school age. With considerable duties and responsibilities as a member of the National Police and the absence of a WFH (work from home) policy from the leadership,

Policewomen who are part of the National Police have duties and responsibilities in accordance with their main duties, namely maintaining security and order, enforcing the law and protecting, nurturing and serving the community. This requires policewomen to be ready to be assigned whenever and wherever, so policewomen are required to prioritize service over personal interests and obey orders from the leadership. As during this pandemic, when civilians carry out WFH (work from home) or work from home, Polwan members carry out their services as usual and even participate in securing PPKM policies issued by the government in carrying out educational patrols, providing counseling and participating in providing social assistance. to the community in addition to carrying out their daily routine tasks.

On the other hand, with the government's policy to eliminate face-to-face meetings in schools for educational institutions and replace it with distance learning in online form, it requires policewomen who have children, especially at elementary school age, to accompany them to study at home and fulfill and facilitate their needs and needs. study. Having multiple conflicting roles that must be done at the same time automatically makes female policewomen more vulnerable to role conflicts or work and family conflicts which can have a negative impact on the policewomen themselves, their families and the police institution in general. The choice to become a career woman for a policewoman certainly has its own consequences. Not only negative consequences, Being a career woman also has positive sides, including creating a sense of independence and having self-confidence because you are not financially dependent on others. Phuong Anh Tran et al (2021) Researched with the title "Managerial support, Work family conflict and employee outcomes, an Australian Study" This study aims to explore whether (1) Managerial support reduces WFC (2) WFC is negatively related to affective commitment and satisfaction work, (3) WFC mediates the relationship between managerial support and outcomes and the result of this study is that increasing managerial support related to work-family will reduce work-family conflict which in turn will increase affective commitment and job satisfaction. Similar research was also conducted by Erica & Tania ( 2021) with the title "Work-nonwork conflict, an urgent situation for Brazilian woman" with the aim of this study. To analyze the differences between women and men in terms of work-nonwork conflict and to investigate the time spent in the eight dimensions of non-work and other dimensions that are affected and the results of this study show that compared to men, women are more prone to experience WNWC by considering eight non-occupational dimensions. WNWC is a development of Work family conflict (WFC) by including factors outside of work. In addition, Scott Schieman et al (2021) "Work Life Conflict During The Covid 19 Pandemic" with the aim of this study Knowing how the level of Work-Life Conflict changed during the Covid 19 Pandemic and the results showed that during the pandemic, Couples who do not have children or who have teenage children experience a decrease in Work-Life Conflict. Conversely, for those who have children between the ages of 6-13 years, the results depend on the age of the youngest child. Another research was also conducted by Yadav & Sharma (2021) with the title "Family friendly policies, supervisor's support and job satisfaction, mediating effect of work family conflict" with the aim of investigating the perceived effect

of family friendly policies and supervisor support on employee job satisfaction with WFC as mediation. and results show that job satisfaction increases if WFC decreases through increased supervisor support and family friendly policies and vice versa. However, family friendly policies do not directly affect job satisfaction.

## 2. Research methods

### 2.1 Frame of Mind

This study tries to explore the impact of work family conflict experienced by policewomen related to work stress, work life balance and psychological well-being and the coping strategies used by policewomen in dealing with these conflicts.

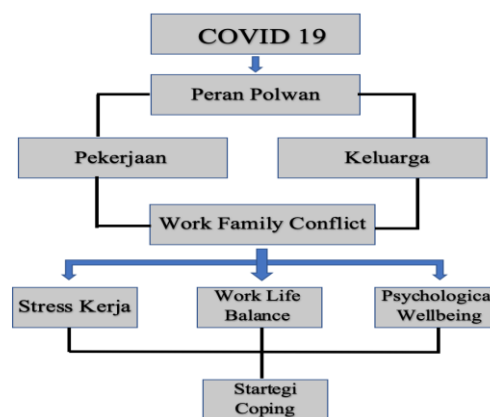


Fig 1. Framework

### 2.2. Types of research

This research is a type of qualitative descriptive research with a case study approach. Qualitative research is a research method to explore and understand the meaning that a number of individuals or groups of people ascribe to social or humanitarian problems. (Creswell, 2013). The reason for choosing this methodology is that it provides an appropriate framework for developing an in-depth understanding of the research phenomenon (Chang et al., 2010) and leads to highly detailed narratives of the life experiences of individuals.

The object of research explains what and who is the object of research, also where when the research is carried out, other things can also be added if deemed necessary. (Umar, 2015). The subject of this research is a policewoman from the West Sumatra Police who has children at elementary school age and works in sections with certain working hours, while the object of research is a policewoman who cannot easily leave her job at any time, the work demands a lot of time outside of working hours or hours. work that is too time-consuming so that it is considered vulnerable to experience work family conflicts.

### 2.3. Research location and time

The research was conducted at the West Sumatra Police Headquarters because the West Sumatra Regional Police is a satker (work unit) in charge of carrying out the main tasks of the Police in the jurisdiction of West Sumatra Province so that the workload of the West Sumatra Police personnel is more than the work units below (Polres or Polsek). This automatically increases the workload of Polwan members serving in the West Sumatra Regional Police and demands the presence of more Policewomen in the office. In addition, the research location is the place where the researcher works. For the time the research was carried out starting from July 2021 until it was finished. Data collection methods are carried out by Observation, Interview, Documentation.

### 2.4. Data analysis technique

Data analysis is an effort carried out by working with data, breaking it down into manageable units, synthesizing it, looking for and finding patterns, discovering what is important and what is learned and deciding what can be told to others. (Moleong & Edition, 2004) The process is obtained from the results

of observations, interviews, field notes and others so that they can be understood and informed to others (Sugiyono, 2017). However, there are no guidelines for determining how much data and analysis is needed to support conclusions or theories.

There are several ways to analyze data according to experts, but in this study, data analysis techniques will be used according to (Miles & Huberman, 1992) which covers

- 1) Data reduction is a form of analysis that sharpens, classifies, directs, organizes and discards unnecessary data so that final conclusions can be drawn.
- 2) Data presentation is the activity of systematically compiling a collection of data so that a certain relationship pattern is arranged and organized which gives the possibility of drawing conclusions. The form of data presentation can be in the form of text, matrices, graphs, networks and charts.
- 3) Conclusion Drawing is the third step which means the results of the analysis that can be used to take action.

Because this research is exploratory, the authors use a thematic analysis based on the guidelines (Braun & Clarke, 2006) namely analysis using methods to identify, analyze and inform the pattern of themes from the data. This analysis is flexible because it does not require a lot of theory and is able to describe the data in a lot of detail and is able to interpret various aspects of the research topic. Data analysis in this study used NVIVO 12 software.

### 3. Research Results and Discussion

#### 3.1. Description of Research Time and Location

The research was conducted by using observation and interview techniques as a way to obtain primary data from this study. Interviews were conducted on 6 (six) female police officers who serve in the West Sumatra Regional Police about their experiences with work family conflict and their involvement in work stress, work family balance (WFC) and psychological well-being and strategies to overcome them. Interviews were conducted during July 2021 to November 2021, as for the data on respondents being interviewed are:

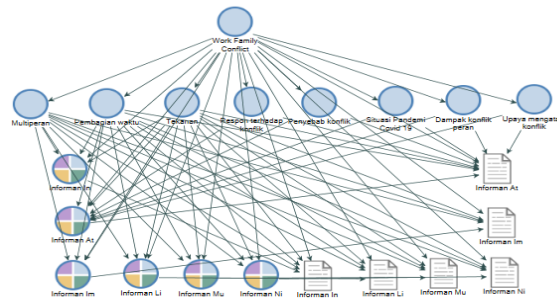
**Table 2.**  
Informant Data

No	Name	Age (Th)	Length of Service (Th)	Family status	Information
1	2	3	5	6	7
1.	Lisa	45	24	Marry	3 children aged between 3-15 years
2.	Ima	39	19	Marry	3 children aged between 10 -16 years
3.	Glorious	37	17	Marry	2 children aged between 2-14 years
4.	Indira	35	15	Marry	2 children aged between 6 - 8 years old
5.	Ninda	33	14	Marry	2 children aged between 6 - 9 years old

#### 3.2. Results of Interviews and Observations

##### a. Work family conflict

Work family conflict (WFC) can be experienced by both men and women, but it is more vulnerable to working women who have dual roles as career women, wives and mothers due to the nature of women who prioritize feelings and emotions if one of their roles is not carried out properly. There are 3 (three) indicators of Work family conflict, namely (1) Time based conflict, (2) Strain based conflict and (3) Behavior based conflict. The researcher asked the informants about the three indicators and got almost the same answer that they did not feel they had WFC despite the multiple roles they had to play.



**Fig 2.** Map Project Result of Work family conflict coding using NVivo 12

Information:



: Nodes

→ : Direction



: Cases (informant information)



: Document text (interview transcript)

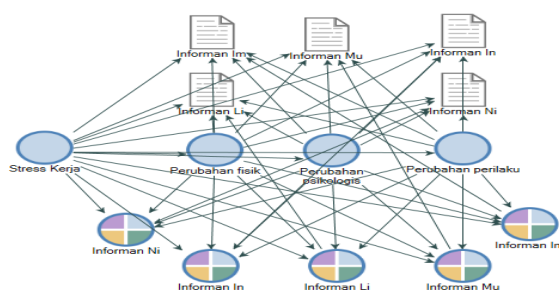
**Table 3.**

Coding of Interview Results with 5 Related Respondents Work family conflict

Transcript	Code	Theme
<b>How do you feel about having multiple roles today?</b>	Multirole Condition	
I feel happy and excited about my role as a policewoman, wife and mother. Although sometimes I feel burdened by my role as a working wife and mother, I can do everything well	- Positive feelings felt by having a dual role	Negative feelings that are considered natural
Sometimes I feel tired but I realize that being a policewoman is my own desire so I try sincerely to live it	- Some negative feelings that do not affect the role	
I feel happy and excited because to live it you need that feeling	- Negative feelings as a result of having multiple roles	Negative feelings that are covered up because of motivation
<b>How is the time divided between being a wife, mother and policewoman?</b>	- Awareness of obligations in each role	Have a way out to face multiplayer
It's definitely not balanced, because if you focus on one role, the other roles will automatically be neglected	Time sharing	
Balanced, the division of time is clear, morning to evening for the office, then the rest is for the family, although sometimes during office hours I have to take care of children's needs such as if the child is sick	- Time imbalance	The impact of the multiple roles you have
Quite balanced nbut sometimes there are things related to work that I have to complete outside of office hours so that it is enough to reduce my time with my family	- Perception that time for children is provided after office hours - Carry out multiple roles at the same time	Family responsibilities interfere with work responsibilities
<b>Do you feel pressured because each role demands great responsibility?</b>	- Time for family is reduced due to work	Work responsibilities interfere with family responsibilities
I don't feel pressured because the time division is clear, the important thing is discipline, besides that I live it sincerely and happily and try to be sincere if there are problems.	Feeling pressure	
	- Getting used to multi-role conditions - Looking for a way out in the multi-role conditions faced	Strategies in dealing with problems or conflicts

**b. Work Stress**

Work stress can be interpreted as a form of feeling depressed or someone's mental tension related to work due to the influence of personal and environmental situations. There are 3 (three) indications if someone experiences work stress, namely (1) Physiology (2) Psychology and (3) Behavior.



**Fig 3.** Map Project Result of Work Stress Coding Using NVivo 12

Information:



: Nodes



: Direction

: Cases (informant information)

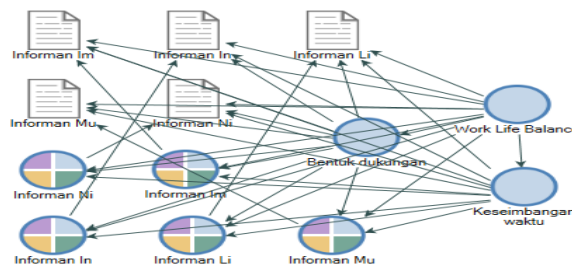
: Document text (interview transcript)

**Table 4.**  
Coding of Interview Results with 5 Respondents Regarding Work Stress

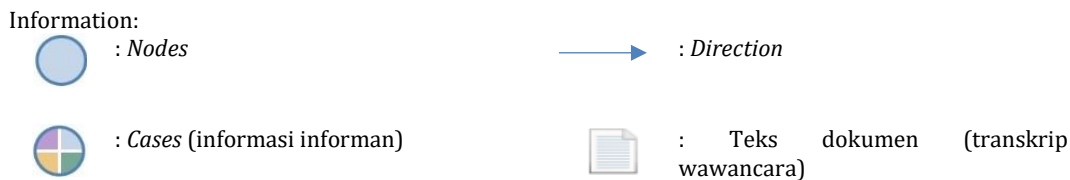
Transcript	Code	Theme
<b>Have there been any changes in your physical self due to the multiple roles you have?</b>	Physical Change	Effect of conflict on physical
I gain weight because when I'm stressed I vent it by eating	- Feelings of stress that affect the physical	Have a way out to face multiplayer
Sometimes headaches and fatigue if the office and home work is too much	- Multi-role that affects physical or endurance	The impact of personal life on psychology
Sometimes I feel feverish or sick but overall it doesn't affect my performance as a policewoman or mother	- The perception that illness does not prevent a person from carrying out his responsibilities	Family support to deal with role conflict
<b>Have there been any changes in yourself related to psychology due to the multiple roles you have?</b>	Psychological Change	
Sometimes when it comes to domestic life, I feel sad and sensitive but it doesn't affect my performance as a policewoman	- Personal interests that affect psychologically in a natural way	
Sometimes angry and sad when it comes to children and husband if they don't want to help with household matters	- The need for family support in the multi-role that affects the psychological	The impact of personal life on psychology
Sometimes I find it difficult to sleep and worry about household problems so that I often feel lethargic	- Family affairs that have a dominant impact on psychology	
<b>Have there been any changes in your behavior due to your multiple roles?</b>	Behavior change	Personal problems affecting work
Sometimes I feel lazy to do office work if there are many problems but not in the long term	- Personal problems affect behavior and have an impact on work	Personal problems that don't affect work
There is no influence at all on my behavior, I continue to carry out office work as usual.	- Ability to sort emotions in performing each role	

**c. Work Life Balance**

Work Life Balance is an effort made by someone to create a balance between work and family or it can also be called by providing the same degree of importance between work and family, so as to minimize existing role conflicts or without sacrificing one of the roles.



**Fig 4.** Map Project Result of Work Life Balance Coding Using NVivo 12



**Table 5.**  
Coding of Interview Results with 5 Related Respondents Work Life Balane

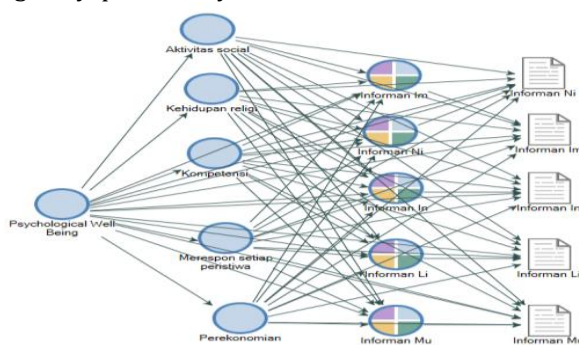
Transcript	Code	Theme
<p><b>How is the balance of your time, involvement and satisfaction in carrying out your roles as a policewoman, wife and mother?</b></p> <p>For me everything has been balanced both in terms of time sharing and satisfaction with the role I carry out although in terms of involvement in caring for and taking care of children not as much as mothers who do not work but I try to provide quality time for my children</p> <p>It's definitely not balanced because often I spend more time in one role than the other. However, I try my best to complete my obligations in every role that I have even though it is not perfect and I feel satisfied and happy when all my obligations are carried out properly.</p> <p>Sometimes my involvement in work is more dominant than being a wife or mother so I can't accompany my children in some activities. Until now I am satisfied with all the roles that I do because even though sometimes it is not balanced, but everything is going well</p> <p>There is no difficulty in dividing my time, because I choose tasks that are not too difficult and do not interfere with my time with my husband and children.</p>	<p>Time balance</p> <ul style="list-style-type: none"> <li>- Ability to divide time and determine priorities</li> <li>- Motivation to give quality time for family</li> <li>- Efforts to provide an equal degree of importance between work and family</li> <li>- Efforts to provide an equal degree of importance between work and family</li> </ul>	<p>Factors of experience, age and occupation that affect WLB</p> <p>Work improves personal life (WEPL)</p> <p>Imbalance on time but feel balanced on engagement and satisfaction</p> <p>Imbalance in time and involvement but feel balanced in satisfaction</p>
<p><b>How do you support your family/husband/office for your multiple roles?</b></p> <p>All parties gave me support, my parents sometimes offered to help me look after and raise children, my husband sometimes helped me with household chores and also accompanied my children to study, while the leadership at</p>	<p>Support form</p>	



Transcript	Code	Theme
the office also gave me tolerance regarding urgent matters related to family such as sick child.	- Positive support obtained from parents, husband and also the leadership in the office	The environment influences WLB

**d. Psychological Well Being(PWB)**

Psychological Well Being is a condition in which a person has a positive attitude towards himself and others, can make his own decisions and control his behavior, can create and manage an environment that suits his needs and has a meaningful life purpose. Psychological Well Being refers to how a person can develop their potential and abilities optimally, both physically, emotionally and psychologically. There are several factors that can affect Psychological Well Being, namely gender, social network, personal competence, religiosity, personality and socioeconomic status.



**Fig 5.** Psychological Well Being Coding Map Project Using NVivo 12

Information:



**Table 6.**

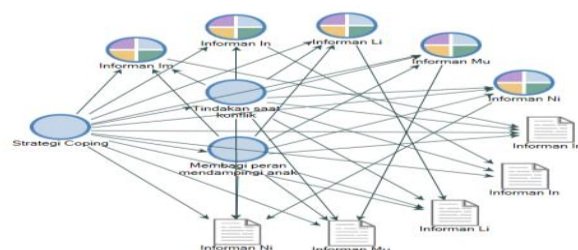
Coding of Interview Results with 5 Respondents Regarding Psychological Well Being

Transcript	Code	Theme
<b>How are social activities today?</b>	Social activity	
All my social activities are good, I can participate in activities such as social gathering and participate in community activities such as participating in mutual cooperation activities to clean the home environment	- Activities carried out daily are related to the environment such as neighbors, friends and the community	Positive relationship with others
<b>How is your competence in carrying out your duties as a policewoman, wife and mother?</b>	Competence	
In my opinion, so far I am quite competent in carrying out my duties as a policewoman, wife and mother, although sometimes my husband often underestimates me in carrying out my duties as a policewoman and wife. My husband sometimes assumes that I do nothing at the office.	- Positive attitude you have towards yourself - Positive attitude you have towards yourself	Ability to develop oneself in terms of emotional and psychological
During this time I believe that I am competent enough to carry out each of my roles. The interests of children and husbands run smoothly along with the completion of tasks at the office	Religious life	

Transcript	Code	Theme
<p><b>How is your religious life today?</b></p> <p>My religious life is good, I still worship regularly</p> <p>My religious life is now getting better, I started to increase my worship activities such as attending the recitation assembly</p> <p>My current religious life is getting better because I don't think anyone can help me with problems other than Allah, so I'm trying to get closer to Allah.</p>	<p>- Possessed transcendence that affects a person's religious life with multiple roles</p>	<p>Have personal competence to carry out responsibilities in their respective roles</p> <p>A good religious life that affects the ability to interpret life positively</p>
<p><b>How is your current economy?</b></p> <p>My current economic life is sufficient, although not excessive because at this time I myself am the breadwinner of the family related to the household problems that I face.</p> <p>In a state of well-being and trying not to have a lot of debt or loans.</p> <p>My economic life is quite good, nothing less and nothing more. All needs are well catered for.</p>	<p>Economy</p> <p>- Adequacy of economic life that can affect PWB</p> <p>Responding to an event</p>	<p>Economic factors on PWB</p> <p>Have strong autonomy</p> <p>Have strong autonomy</p>
<p><b>How do you respond to every event in your life?</b></p> <p>I try to stay calm and solve problems one by one. Besides that I also try not to care about what people say about me.</p> <p>I try to face all problems with a cool head even though sometimes I get emotional but only for a moment, after that I try to find the best solution by communicating with my parents, husband and children. Besides that, I try to be sincere, surrender and leave all my difficulties to Allah</p> <p>I try to overcome the problems that occur, find the best solution and convince myself that whatever happens is the best for me.</p>	<p>- Ability to make decisions and withstand social pressure</p> <p>- Ability to be self-sufficient and independent</p> <p>- Attempts to seek support in dealing with problems</p> <p>- Focus on solving problems</p> <p>- Ability to accept circumstances</p> <p>Focus on solving problems</p>	<p>Problem focused coping in the form of seeking social support</p> <p>Problem focused coping in the form of playful problem solving</p> <p>Self-acceptance that is included in the PWB dimension</p> <p>Problem focused coping in the form of playful problem solving.</p>

**e. Coping Strategy In WFC**

Coping is a way that is done by a person to cope with and deal with situations that cause stress. Therefore, for working women who have multiple roles and are prone to work family conflict, a strategy is needed to deal with and avoid this conflict.



**Fig 6.** Map Project Coding Strategy Coding Results Using NVivo 12

Information:



: Nodes



: Cases (informasi informan)



: Direction



: Teks dokumen (transkrip wawancara)

**Table 7.**  
Coding of Interview Results with 5 Respondents Regarding Coping Strategies

Transcript	Code	Theme
<b>What do you do when you have a role conflict?</b>	Action during conflict	
I'm trying to make peace with the situation, sincere in doing all my obligations because what I'm living right now is indeed my goal so that even though sometimes I'm tired and tired, I'm still happy to live it	- Attempts to give a positive meaning of the condition	Emotion focused coping in the form of positive appraisal and accepting responsibility
If I really need a role at the same time I ask for help from my parents or closest family	- Accept responsibility as a consequence of choices	
I try to communicate everything with my husband and parents if I have a problem that I can't solve. In addition, my husband and I also share the responsibility in completing household and child affairs.	- Looking for real support from the environment	Problem focused coping
I'm trying to sort out according to the priority scale, which one is more important that's what I will do first and then finish the others	- Seek support in the form of information, advice or action from the environment	Problem focused coping Environmental factors that affect WLB
I try to get closer to religion because I believe that any problem I can face calmly as long as I stick to religion. Besides that, I also try to focus on the responsibilities of being a policewoman and mother so that I don't think too much about what other people think about me.	- Support provided environment that affects WLB	Problem focused coping in the form of planful problem solving
<b>During this pandemic, how do you divide the roles between being a policewoman and being a mother in accompanying children to learn online?</b>	- Focus on solving problems by analyzing and making decisions	Emotion focused coping in the form of self control and positive appraisal
I communicate with school teachers so that children can be given learning lessons as well as to be accompanied when carrying out online learning.	- Efforts to create a positive meaning from a condition associated with religion	Problem focused coping in the form of planful problem solving Problem focused coping in the form of seeking social support
I'm trying to sort out according to the priority scale, which one is more important that's what I will do first and then finish the others	- Focus on solving problems	
If I really need a role at the same time I ask for help from my parents or closest family	Sharing the role of accompanying children	Ability to develop oneself in terms of emotional and psychological
I realized that my working hours coincided with the children's online learning schedule so I couldn't accompany them but I looked for a way out by paying tutors to accompany them online learning and help them understand lessons and complete school assignments.	All answers lead to seeking support in the environment such as parents, husbands, tutors in the form of concrete actions because respondents think that it is the only way to solve problems	
Incidentally, I have a younger sister who lives at my house, so my sister helps me to accompany online learning.	- Positive attitude you have towards yourself.	

### 3.3. Discussion

#### a. Imthe application or involvement of work family conflicts faced by policewomen on work stress, work family balance and psychological well being

Work family conflict on the multirole between work and family, that informants feel happy with the multi-role conditions that are carried out even though sometimes they feel tired because they have to complete several responsibilities both at work and family, because being a policewoman as well as a wife and mother is a choice that must be accounted for. Work family conflict occurs because of the gap between work and family which can cause negative effects due to multiple roles. In order for the dual roles that are carried out to run well, it is necessary to divide the time between the two roles so that they are balanced and do not experience pressure.

Work family conflict is a conflict that occurs because of pressure from two or several roles, in this case the role at work and the role in the family so that there is an imbalance in carrying out their roles. (Masita et al., 2019). Work family conflict can occur when each role requires more attention and

cannot be fulfilled at the same time, causing various problems that have an impact on work and family. There are some policewomen who are able to carry out multiple roles, but there are also policewomen who have difficulty carrying out both roles. This is because there are policewomen who give more priority to work, but sacrifice many things with their families. On the other hand, if policewomen give more priority to families, it will have an impact on declining performance. (Minarika et al., 2020).

During the Covid-19 pandemic, it had a lot of influence on role conflicts, so policewomen had to quickly adapt and overcome the problems of dual roles that occurred. Even so, the COVID-19 pandemic did not have a significant impact on their performance. Because of the efforts made to overcome role conflict, namely by communicating with colleagues and family. If there is a lack of communication between roles, it can cause work stress due to work family conflict.

The results of this study are in line with research conducted (Masita et al., 2019) that the work-family conflict of female TNI-AL soldiers in Surabaya is in the moderate category, which means that the perceived conditions between work and family are not too stressful. Research conducted (Masita et al., 2019) explains that during the COVID-19 pandemic the roles of work and family must be in the same room and can cause conflict. Because, dual roles have to choose work assignments over their children when they are at home. This demonstrates an empathic understanding that life has changed suddenly and one must try to adapt to the rapid changes. If the dual roles can be carried out properly, then the role conflict can be resolved properly.

Job stress can be defined as a condition of tension that results in a person's physical and psychological imbalance, which affects a person in working or carrying out his role. The work stress experienced due to the multi-role carried out by the informant in terms of physiology is easily tired. From a psychological point of view, they are easily emotional, sad and often lethargic. This can happen if there is a lot of thought and if each role is not carried out properly. Meanwhile, in terms of behavior nothing has changed, it's just that sometimes they feel lazy to finish work.

Job stress is a feeling of pressure or a person's mental tension related to work that occurs due to the influence of self and environmental events, both work and outside work. There are 3 (three) symptoms if a person experiences work stress, namely (1) Physiological Symptoms (2) Psychological Symptoms and (3) Behavioral Symptoms. If work stress cannot be overcome, it will result in a person's inability to interact both in the work environment and outside of work (Nabila et al., 2019).

Work family conflict will occur if there is a mismatch between work and family which results in work stress. A person will feel stress and anxiety both from work and family roles, because of behavior that is not in line with expectations. There is a reciprocal relationship between work and family, when work interferes with family and family interferes with work. (Wang et al., 2020).

From the research conducted previously that the relationship between work family conflict or dual role conflict has a significant effect on work stress, meaning that if Work family conflict increases, the work stress experienced also increases, so as to be able to reduce the performance of each role, or vice versa if the work family conflict decreases, the work stress experienced also decreases, so that performance becomes high and can resolve conflicts. (Nabila et al., 2019). This can be related to this study that work family conflict can cause work stress which has an impact on changes in a person's physiological, psychological and behavior. To balance the roles between work and family is needed Work-life balance.

Work life balance is something that must be done by someone in dividing time between work and family so that each role can run well and there is no compromising on one of the roles. In carrying out a work life balance, you need support from the surrounding environment, for example in carrying out a role at work you need the support of colleagues and in carrying out a role in the household you need family support.

Work life balance is a condition in which a person is able to balance between work and family roles (Masita et al., 2019). Work life balance shows that there is no role conflict between work and family. Role conflict will arise when the work demands between each role are considered too high, resulting in job stress, fatigue and job satisfaction (Bouwmeester et al., 2021). A good work life balance will lead to high morale with a feeling of satisfaction with the work being carried out and in work and personal life as well as a sense of full responsibility which will have an impact on performance. (Minarika et al., 2020).

Study(Masita et al., 2019)mentioning that work family conflict is very influential on work life balance, female TNI-AL soldiers in Surabaya feel very capable of balancing work and family, so that role conflicts that occur due to the dual roles they carry tend to be resolved properly. Study(Minarika et al., 2020)also said that work family conflict and work life balance can affect multiple roles, so it is necessary to balance each role so as not to cause conflict. This study also explains how work life balance affects work life conflicts, to balance the roles between work and family it is necessary to divide time and support from various parties so that role conflicts that occur can be corrected.

In carrying out the dual role, Psychological Well Being is also needed as a form of individual potential to achieve its goals. The form of psychological well being is obtained from social activities that can run well for each individual, if social activities go well then individuals will feel their own satisfaction. Because, with social activities a person can develop the potential that exists within himself. Work family conflicts sometimes create obstacles in psychological well being related to multiple roles that can have an impact on individual psychology. So that in dealing with conflicts between work and family, you must be calm in finding the best solution.

Roles in work and family will require someone to carry out their duties well, and must balance the roles of policewomen, wives and mothers. If each role has been carried out properly, work family conflicts can be resolved and psychological well being increases. In addition, to improve psychological well being, the most important thing for each individual to do is to stay closer to Allah SWT.

Psychological Well Being is a way to achieve perfection in the form of one's potential. If someone has a good psychological well being, then that person will carry out the role well. Because psychological well being has many influences on various aspects of life(Anggarwati & Thamrin, 2019). Study(Anggarwati & Thamrin, 2019)explained that there was a negative relationship between work family conflict and psychological well being in working mothers. This shows that the higher the level of work family conflict that occurs, the lower the level of individual psychological well being. The high level of work family conflict is caused by individuals who are unable to manage each role and the lack of support from various parties, especially in the family and work environment, so that difficulties in managing roles can reduce psychological well being in individuals.

The involvement of work family conflict on work stress, work life balance and psychological well being, namely work family conflict is caused by pressure from the dual roles of work and family, because there is no work life balance or balance in carrying out roles which results in work stress if each role cannot well resolved(Nabila et al., 2019). The involvement of work family conflict also affects psychological well being in achieving satisfaction and efforts to achieve perfection that represents each individual's potential(Anggarwati & Thamrin, 2019).

As a policewoman who is also a mother, of course you have work family conflicts over the dual roles you carry out, especially in the Covid-19 pandemic situation, there are more jobs at home and children also study online at home. Here, the role of mothers is needed to accompany their children and of course they must be able to balance work and family so that there is no conflict. To balance this role, it certainly needs support from various parties, because if it is done alone it will cause work stress which also has an impact on psychological well being.

The Covid-19 pandemic has changed people's normal activities, including work. During the pandemic, a work from home system has been implemented to contain the spread of the virus. Activities that are usually carried out in the office will be carried out at home, of course this requires adaptation and causes role conflicts for working women. Along with the role as a mother at home along with the role as a worker at home is predicted to have an impact on their performance.

The factors that can help work family conflicts such as social support from the family, flexibility in working hours and work values that individuals have when working from home during the COVID-19 pandemic allow women to manage both roles so that work family conflicts and family work conflict not related to participation in work.

#### **b. Coping Strategy What policewomen do to overcome Work Family Conflict, especially during the Covid 19 pandemic**

Coping strategiesIt is very necessary when carrying out multiple roles which are usually prone to work family conflicts, so a strategy is needed to overcome and deal with these conflicts. To overcome the occurrence of work family conflicts, you must focus on carrying out each role and balance each role

so that there is no conflict. When work family conflicts occur due to the dual roles that are carried out as policewomen, wives and mothers, one of the strategies that can be used is to communicate the problems that occur and find solutions.

During the Covid-19 pandemic, a policewoman who also acts as a housewife must be able to divide roles between work and family. Especially in the COVID-19 pandemic situation, children have to go to school online, this is a new situation and must be faced to assist children in studying at home. In this situation, a mother who is also working needs the help of various parties to help, such as paying tutors and asking for help from her closest family. With this solution, the dual roles that are carried out can be carried out properly.

Based on the data of the six respondents, it can be identified that all of them carry out certain coping strategies to overcome the work family conflicts they face. The strategy chosen by each respondent is a combination of problem focused coping and emotion focused coping, which is carried out personally (solitary coping) or by involving other people (social coping). Forms of problem focused coping include hiring domestic workers and/or asking for help from family members (children, husband, parents, brother, sister, nephew) to help raise children and complete household responsibilities, schedule, set priorities, planning family time with other family members,

While the forms of emotion based coping are being patient, trusting, worshipping more diligently, expressing sadness, sharing stories, doing relaxation and pursuing hobbies. Between respondents with one another there are differences in the emphasis of the strategies used. Putri & Rachmatan (2015) The occurrence of these differences really depends on a person's personality and the source of the stress they face. Individuals will tend to use a problem-focused approach more if they believe that the resources or demands they face will change, whereas if individuals believe they cannot do anything, emotion-focused conditions are used to change stress conditions. Coping done by female respondents working in this study is still largely a form of intervention at the individual and family level and there are not many tangible organizational interventions.

Coping strategies is a strategy that a person uses to dealing with work family conflicts and pressures from both inside and outside due to the dual roles performed. The purpose of this strategy is to balance work and family roles that are carried out (Muniya & Hidayati, 2013). Coping strategies This can be done by teaching children to help with housework, planning time with family, balancing work schedules, planning work changes according to family needs, asking for social support from family members and asking external parties for help. (Muniya & Hidayati, 2013). Based on research Muniya & Hidayati (2013) that coping strategies are very useful to overcome work family conflicts faced by working women who have problems. Coping strategies can be carried out by individuals or involving other people. This is also in line with this study, that to overcome work family conflicts, coping strategies need to be carried out that can help performance and problems in carrying out multiple roles.

Based on research conducted by Womb (2019) Findings Work family conflict was found to have a significant relationship with problem-focused coping, emotional-focused coping, and developing. The results further indicate that the relationship between work family conflict and developing is only mediated by problem focused coping. In general, the findings suggest that organizations offer emotional support and managerial understanding to the adult students they employ to help reduce stress and reduce work family conflict. In addition, distance education management is important for increasing student retention and completion rates, by providing emotional support for adult learners until they survive the "early online learning curve."

The results of research conducted by Recuero & Segovia (2021) at the individual level produces gender differences when each of the two components is described. The main predictor of emotional exhaustion was work family conflict, while work family conflict was the main predictor of depersonalization, especially for men. Regarding coping strategies, behavioral coping was negatively related to male depersonalization. However, behavioral and emotional coping increased both burnout dimensions in women, especially if work-family conflict was high. At the couple level, the findings confirm the relationship between conflict and burnout and the moderating role of coping behavior to explain the emotion of burnout.

#### 4. Conclusion

Based on the results of the tests that have been carried out on the policewomen as informants in this study, several conclusions can be made regarding the answers to the formulation of the problems posed in this study: work family conflict on the multirole between work and family, it can be concluded that: (1). As a policewoman who is also a mother, of course you have work family conflicts over the dual roles you carry out, especially in the Covid-19 pandemic situation, there are more jobs at home and children also study online at home. Here, the role of the mother is needed to accompany her children and of course must be able to balance between work and family so that there is no conflict that occurs. To balance this role, it certainly needs support from various parties, because if it is done alone it will cause work stress which also has an impact on psychological well being. (2). Coping strategies It is very necessary when carrying out multiple roles which are usually prone to work family conflicts, so a strategy is needed to overcome and deal with these conflicts. To overcome the occurrence of work family conflicts, you must focus on carrying out each role and balance each role so that there is no conflict. When the work family conflict occurs due to the dual role that is carried out as a policewoman, wife and mother, one of the strategies to deal with it is to communicate the problems that occur and find solutions..

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