

The Antecedent Variables of Quality of Life among Female Factory Workers

Sylvia Diana Purba, Christine Winstinindah Sandroto

Universitas Katolik Indonesia Atma Jaya, Jl. Jend. Sudirman, Jakarta Selatan 12930, DKI Jakarta, Indonesia

ARTICLE INFO

Keywords:
quality of life,
work-family conflict,
job satisfaction,
perceived organization support,
labor union support

ABSTRACT

This study aims to examine the quality of life of female factory workers that is hypothesized as affected by work-family conflict and job satisfaction and moderated by perceived organizational support and labor union support. The respondents of the research are female factory workers who are already married and have children, in which 158 respondents are from Jabodetabek and 66 are from Batam. The result shows that work-family conflict significantly decreases quality of life, and perceived organizational support also has a significant positive moderating effect toward quality of life. The quality of life is affected by job satisfaction and work-family conflict but not moderated by labor union support. This research describes that although the work-family conflict of female factory workers has no influence on job satisfaction but it reduces the quality of life directly with the result that job satisfaction is not an intervening variable.

SARI PATI

Penelitian ini bertujuan untuk menguji kualitas hidup pekerja pabrik perempuan yang diduga dipengaruhi oleh konflik keluarga pekerjaan dan kepuasan kerja serta dimoderasi oleh persepsi atas dukungan organisasi dan dukungan serikat pekerja. Responden dalam penelitian ini adalah pekerja pabrik perempuan yang sudah menikah dan memiliki anak, dimana diperoleh 158 responden dari Jabodetabek dan 66 orang dari Batam. Hasil penelitian ini menunjukkan bahwa konflik keluarga pekerjaan secara signifikan menurunkan kualitas hidup, dan persepsi atas dukungan organisasi memberi efek moderasi yang positif dan signifikan terhadap kualitas hidup. Kualitas hidup dipengaruhi oleh kepuasan kerja dan konflik keluarga pekerjaan, namun tidak dimoderasi oleh dukungan serikat pekerja. Penelitian ini menjelaskan bahwa walaupun konflik keluarga pekerjaan pada pekerja pabrik perempuan tidak mempengaruhi kepuasan kerja, namun dapat menurunkan kualitas hidup secara langsung, dan kepuasan kerja bukanlah merupakan variabel mediasi.

Corresponding author:
sylvia.purba@atmajaya.ac.id

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INTRODUCTION

In the openness era and information technology, female factory workers have taken part as the idea of Amartya Sen (Sen, 1997), which state that equality in basic skills requires freedom to participate in the development requiring the liberation from ignorance in society. They should also be given access to information to improve their quality of life. One of the adverse impact if women are placed solely on reproductive labor, is a pullback of civilization and even a destruction when women as one of the pillars of civilization were left in ignorance, lagging in information and shackled in domestic affairs alone (Supartiningsih, 2003). This opinion supports that women who work outside the home become smarter, insightful and dynamic. However, the prolonged issue, in this case, is how women who also have the role as housewives could perform the dual roles harmoniously so that they can still be able to raise and educate their children to become the next generation which has quality and integrity (Purba, 2008).

Human development puts human beings as the ultimate goal of development, not as a tool of development (ipm, 2015). This statement certainly has a broad and deep meaning. Human is the most important part in the life of the state, nation, society and the family and in social and economic regardless of race or sex. The United Nations through United Nations Development program (UNDP) state that the primary purpose of development is to create an environment that

allows people to enjoy longevity, healthy, and live a productive life.

In connection with this, the quality of life has become the expectation of every person, family, nation, and state. Efforts to improve the quality of life are carried out continuously. In societies with low levels of education, efforts to improve the income of the family can be done by working to add to husband's income in the manufacturing sector, such as what is done in industrial areas. However, the consequences arising from the decision to work will normally lead to work-family conflict (WFC). This problem is experienced by female factory workers, who face complex living and working conditions. In Jakarta, there are about 80,000 workers, some 90 percent of that number are female factory workers (kompas, 2013). Therefore, the WFC problem is an important issue to be highlighted in big cities like Jakarta and surroundings. The same condition also occurs in several other industrial cities such as Batam, in which 57% of workers in the manufacturing industry are female factory workers mentioned by head of Public Health Office Batam city, Chandra Rizal (humasbatam, 2013). Jabodetabek and Batam are big regions that contributed economically through the manufacturing sector. Meanwhile, on the other side, the workers are still dissatisfied with provincial minimum wage (UMP). This is evident from the protests recently occurred on October 30, 2015, to demand an increase in the standard components of decent living mentioned as KHL (Kompas.com, 30 October 2015).

Table 1. Human Development Index (HDI) Jabodetabek - Batam 2012-2014

No.	City	HDI - 2012	HDI -2013	HDI -2014
1.	Jakarta	77.53	78.08	78.39
2.	Bekasi	69.38	70.09	70.51
3.	Bogor	65.66	66.74	67.36
4.	Tangerang	68.83	69.28	69.57
5.	Batam	78.39	78.65	79.13

Source: www.ipm.bps.go.id (accessed on Desember, 1th 2015)

By looking at the characteristics of Jabodetabek and Batam in Indonesia, the HDI in Table 1, is relatively high, especially in Jakarta and Batam, but the HDI does not necessarily reflect the lives of female factory workers who are the subject of this study. Therefore, this study attempts to find information on the conditions of female factory workers in manufacturing industry, conducted by extracting information and deeper analysis in relation to: (1) How female factory workers (participants) use the earned income; (2) How female factory workers perceive work-family conflict; (3) How female factory workers (participants) perceive job satisfaction; (4) Factors considered by participants to give life satisfaction which became the basis of the perception of quality of life; (5) How do participants understand the presence of the union in the company; (6) How do participants understand the role of unions in improving the quality of life; (7) How do participants understand the role of the organization in improving the quality of life. These questions refer to the evaluation of a person's living conditions, which are applied in an individual's life. Quality of life consists of life at work, leisure, finance, and social life (Diener et al., 1999; Greenley et al., 1997).

Literature Review

The concept of Human Development in Indonesia is expected to become a reference to create a prosperous and high-quality life. According to the Department of Statistics of Indonesia (ipm, 2015), the concept of human development in Indonesia is a development process that aims to be able to have plenty of choices, particularly in income, health, and education. Human development as a measure of the performance of the overall development is formed through a three basic dimension approach. The dimensions include a long and healthy life, knowledge and a decent life and each dimension is represented by the indicator. While the United Nations says the main goal of development is to create an environment that allows people to enjoy longevity, healthy, and run a productive life (United Nations Development

program-UNDP). Thus the prosperous and high quality of life should be the equal right of all citizens.

Quality of Life and Job Satisfaction

Quality of life is defined by the World Health Organization (WHO) as an individual assessment of the quality of human life and a person's perception of his life under the influence of cultural value system of a condition where a person lives (Darvish-Poor Kakhaki et al., in Bano et al., 2015). The quality of life refers to the well-being of individuals and society in general. The quality of life indicators includes factors that not only focus on money and jobs, but also the surrounding, environment, physical and mental wellbeing, education, leisure, and social relations (Bano et al., 2015). Meanwhile, according to Diener et al. (1999) and Greenley et al. (1997) in Cheung and Leung (2010), quality of life refers to the evaluation of a person's living conditions, which are applied in an individual's life; quality of life consists of life at work, leisure, finance, and social life.

Mallard et al. (1997) argue that the relationship between job satisfaction and life satisfaction can be seen in three directions. First, the representation theory of «a bottom - up model» (BU). BU theory states that overall life satisfaction (OLS) is produced by the accumulation of satisfaction were relevant to the satisfaction of life Facets (LFS). He divides Life Facets satisfactions (LFS) into 11 aspects/dimensions of satisfaction domains such as health, religion, home, transportation, family, financial, life partner, recreation, friends, pay, and education. This means a mental calculation of satisfaction domains can bring some pleasure and sorrow, in other words, LFS affect the OLS. Bharadwaj & Wilkening (1977) also suggest that general life satisfaction derived from domains such as personal satisfaction, broad scope and centralized to an individual. While, OLS is assumed to affect the LFS (Diener, 1984; Stones & Kozma, 1985) as stated in the Top down Model (TD). Costa & Mac Crae (1980), provide reinforcement

to the theory with examples of changes in quality of life can decrease excitement for a while until returning to the neutral point of comparison is established again. Furthermore, Diener 1984 stated in the TD approach that demographic variables can be measured as the number of small variations in subjective well-being, while personality variables such as self-esteem show more consistent relationship to subjective well-being. In essence, OLS affect LFS with a subjective view of someone. There are many supports for this theory, among others, Levin & Stokes (1989); Stones & Kozma (1985). In his discussion, Mallard also added that the relationship of OLS-LFS is also determined by culture. Therefore, in a certain culture, the tendency of satisfaction can be represented by the LFS are different from each other. For example, some people tend to be more satisfied with the fulfillment of transportation while others emphasize the satisfaction of recreation and so on. Stronger research supports the theory of bidirectional model (BD) even though the research also supports two other models (Bottom-Up and Top-Down).

The next theory, bidirectional model (BD) is the integration of BU and TD theory in explaining the relationship between OLS and LFS. According to Gerhart (1987), this model is an interpretation to predict the strength prior to job satisfaction, as indicated by some level of stability in their respective job attitudes and attributes. In this model, BU and TD upheld the view that the effect may be present together or simultaneously. OLS, which is produced by LFS or influenced LFS satisfaction levels can occur simultaneously (Lance, et al., 1989). Diener (1984) suggests a model as its findings that the point the excitement lies in the personality but also emphasized the importance of a person's life circumstances.

As known, knowledge, and insight, as well as the environment greatly affect perception in judging something so that what is perceived, is not necessarily in accordance with the appropriate

standards. Bharadwaj & Wilkening (1977) also suggest that general life satisfaction derived from domains such as personal satisfaction, broad scope and focused on the individual. This theory is also relevant to Headey, Holstrom, and Wearing (1985) who concluded that marriage, sex, friends and fun, employment, a standard of living, health are direct determinants of all well-being perceived.

In Indonesia, the quality of life can be measured by human development index (HDI). Nevertheless, this research will not measure HDI for female factory workers who became the subject of research, but it is scaled to their perceptions of the quality of life with reference to HDI. The approach taken will analyze and assess matters related to their efforts in generating revenue and use it in a manner to create a good quality life. Research also suggests overview of decent living standards with new methods in the 96 HDI components of decent living standard according to UNDP. HDI itself was formed by three (3) basic dimensions: (1) a long and healthy life; (2) knowledge; (3) decent standard of living.

Work-Family Conflict

The incidence of work-family conflict (WFC) on female factory worker who has multiple roles can degrade a wide range of satisfaction such as job and life satisfaction (Kosseck & Ozeki, 1998). Several studies have stated that WFC has a negative effect on job satisfaction, among others, Lambert et al. (2002); Judge & Colquitt, (2006); Grandey et al. (2005). On the other hand, WFC can also increase the desire to quit the job. Many factors that caused employees to wanting to get out of a company, such as dissatisfaction with the organization and the difficulty of sharing the time or attention to the family. The second reason is usually experienced by female factory worker with her dual role conflict.

When work-family conflict continues to rise, at the end it will be a challenge for both employees and the organization, because of the possible

involvement of employees in two different roles in the region, namely workplace and home may affect the individual's performance as a whole (Grzywacz and Marks, 2000). The phenomenon or fact on female factory workers, WFC seems does not always encourage the workers to quit the job. It is relevant to one of the factors of job satisfaction, according to Kreitner and Kinicki (2010) are discrepancies, which states that job satisfaction is a level where every individual has what is expected from the work he/she does.

Perceived Organizational Support (POS)

The high employees' commitment to the organization is often associated with how the organization provides support to employees as members of the organization. Perceived organizational support refers to the conviction of employees of the degree to which organizations assess their contributions and cares about their well-being in general (Eisenberger, et al., 1986; Eisenberger, et al., 2007; Rhoades, et al., 2001 at Taing, et al., 2011). Previous studies have suggested that much perceived organizational support as antecedent to commitment (Bishop and Scott, 2000; Liden, et al., 2003).

The organization as the employer should pay attention to the employees by providing facilities and policies so that employees can work conducive to produce a good performance (Zeytinoglu et al., 2007). It is urgent, especially for female factory workers with their multiple roles. When a woman is a breadwinner with a husband who stays at home, decreased productivity and increased absenteeism and turnover is a consequence of work-life imbalance. Voydanof (2004), had previously examined the availability of family support policies and perceived organizational support toward the problems of working families can reduce work-family conflict.

In addition to the support provided in the form related to work-family conflict programs, more support would be very important, especially with

regards to employee expectations for the welfare of their life. According to the theory of perceived organizational support, perceived organizational support is a benefit given proportionately with the reply or feedback from employees. One way in which the employee will respond is to give their commitment to the organization (Eisenberger, et al., 1986 in Taing, et al., 2011).

Indonesian Labor Unions Support (ILUS)

The fundamental idea to measure the success of the union is through the degree to which the work objectives and wage levels are satisfactory in a country, compared to other countries that serve as a reference. Unions typically have goals, whose interests are different with other unions. The purpose is primarily related to compensation and employment of union members. Another aim is their concern about the level and scheduling of working hours, the security level of supervisor arbitration action, the degree to which the workers participate in shaping their own working environment, working conditions, monetary benefits in addition to wages, and others. Indicators of the success of union focus on results (outcomes) and not on the process (Pencavel, 2009).

As workers employed in the manufacturing industry, female workers usually become union members because they hope the presence of labor union can fight for the rights of the workers. The success of the role of labor unions in improving the welfare of its members become important and have been widely felt in developed countries such as the US (Pencavel, 2009). Improved quality of life of the workers can be supported by the presence of trade unions. The union is defined as 'formal association of workers that promotes the interests of its members through collective action' (Lim, et al., 2010). Individually, employees can only have relatively little power in the relationship with the company. Various studies on why employees organize come from the study of the blue-collar employees in the private sector. These studies

generally conclude that the employee unionizes as a result of economic necessity, dissatisfaction with managerial practice, or as a way to meet the needs and social status. In short, employees see the union as one way to achieve the results they can not achieve if they acted individually. Research conducted by Jarrel and Stanley (1990) as cited by Milkovich, et al (2014) found that a summary of the analysis of 114 different studies concluded that the difference in wages among the ones who unionized and non-unionized are: 1) the union makes the difference in wages, almost all the studies and throughout the period of time; 2) The size of the gap varies from year to year, which in periods of high unemployment rates, the impact of the unions was bigger. In a strong economy, union and the non-unionized gap get smaller.

In Indonesia, based on Law No. 21 year 2000 concerning Union/Labor Union in Article 1 said, the union / labor union is an organization formed of, by and for the workers / labors either within the company or outside the company, which is free, open, independent, democratic, and responsible to fight, defend and protect the rights and interests of workers / labors and improve the welfare of workers / labors and their families. In chapter 4 it is also said that the union/labor union, federation, and confederation of trade/labor unions aimed at providing protection and defending the rights and interests and increase prosperity for workers /unions and family.

Some workers' rights can be of concern to Indonesian Labor Unions, for example in Law 13/2003 on employment, which specifically regulates and provide protection to female workers are: 1) a female workers under age 18 are prohibited from working at 11:00 p.m. to 07:00 a.m.; 2) Employers are prohibited from employing workers/laborers of pregnant female workers, which according to doctors are harmful to the health and safety of the fetus as well as to herself when working between 11:00 p.m. to 07:00 a.m; 3) Employers who employ women in these hours

should provide nutritious food and beverages and maintain decent and safe workplace; and 4) The employer shall provide a pick-up for women who work at 11:00 p.m. to 5:00 a.m.; 5) Female workers in menstrual periods and experiencing pain and tell employers are not obliged to work on the first day and the second time period, and if no entry she continue to earn wages; 6) Female workers are entitled to a break of 1.5 months before giving birth and 1.5 months after delivery; and 7) An employer must not dismiss an employee for reasons: women workers are pregnant, giving birth, doing abortion, or breastfeed.

Several articles in Government Regulations 78/2015 was rejected by workers, such as Article 44, which is considered to be on contrary to Article 88 paragraph 4 of Law No. 13/2003; The wage increase fixed formula based on inflation and economic growth is also declined by workers because it is considered shutting the role of Wage Council, which includes unions. The reason why workers refuse Government Wage Regulations is: 1. Union not involved in determining wages; 2. The wage increase each year are smaller; 3. Components of a decent life are reviewed every five years; 4. There are no surveys to determine wages increases; 5. There are no criminal sanctions for offenders of company wages; 6. Government Wage Regulations is for the benefit of the employer; 7. Government Wage Regulations conflict with the Labor Law; 8. Unpaid Wages if following the union's activities; 9. Percentage of wage increases is determined by BPS; 10. Government Wage Regulations perpetuate the politics of low wages (www.kabarburuh.com, 2015). Although the workers had rejected the Government Regulations 78/2015, which appeared to be an effort in improving the quality of life of the workers, but the research that has been done by the researcher on female factory workers in Jabodetabek in the first year research showed different perceptions of it. The respondents generally perceive their quality of life as good, but the quality of life is not affected by the high

motivation of those working in the factory (Purba, et al., 2016).

METHODS

From the variable relationship that has been described, a research model can be built as shown in Figure 1.

Conceptual Hypothesis:

1. Work-family Conflict significantly decrease job satisfaction
2. Job satisfaction increase significantly quality of life
3. Work-family conflict significantly decrease quality of life
4. Job satisfaction mediates the effects of work-family conflict on quality of life
5. Perceived organizational support moderates the effect of work-family conflict on job satisfaction
6. Labor union support moderates the effect of work-family conflict on job satisfaction
7. Perceived organizational support moderates the effect of work-family conflict on quality of life

8. Labor union support moderates the influence of work-family conflict on quality of life

Operational Definition

Here is operational definition for each variable:

- Work-family conflict is a family-work conflict that arises because of the insistence mutually exclusive roles at the same time, as examples of items (1) I find it difficult to divide time between work responsibilities and family; (2) I find it difficult to take care of my children.
- Quality of life is the concept of levels, summarized in the complex include physical health, psychological status, level of independence, social relationships and the relationship to the characteristics of their environment, with examples of items (1) By working, my family are able to meet the needs of healthy eating; (2) this time my family lived in a decent house and the size is enough for occupants.
- Perceived organizational support is the support provided by the company with regard to the dual role of female factory workers either in the form of support for government and

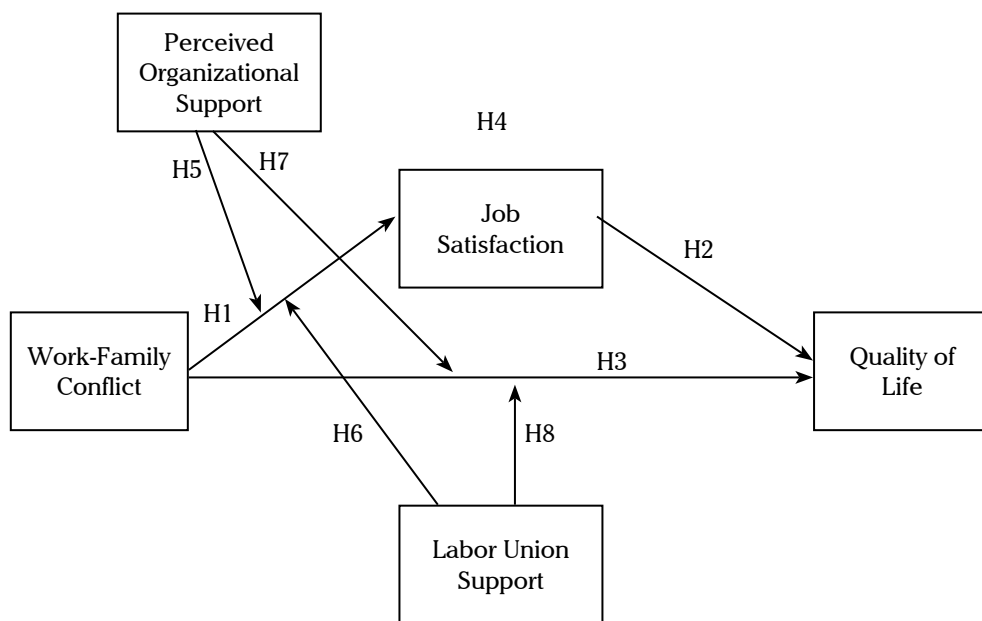


Figure 1. Research Model

organization regulation, working conditions and facilities, with examples of items (1) Company provide the rights of the employees in Government Regulation; (2) The Company provides daycare.

- Labor union support is the role union to improve the quality of life of its members, with examples of items (1) Indonesian union care about my rights as workers; (2) Indonesian union provide a defense of worker rights for me and my family.
- Job satisfaction is a positive emotional response to various aspects of the work with examples of items (1) I am satisfied with the salary/remuneration; (2) I am satisfied with what I do.

Data and Measurement

Data were collected by questionnaires presented in scales 1 to 10 to the statement of respondents to a given item (eg, between 1 to 10 for the satisfaction score).

Population and Sample

It would be very difficult to calculate the population of this research, they are female factory workers who are married and have children in Jabodetabek and Batam. Therefore, the data is collected by convenience sampling technique. Questionnaires were deployed to the factory or labor settlements in Jabodetabek and Batam.

The numbers of questionnaires distributed to the participant, female factory workers who are already married and have children are 350, of which 225 in Jabodetabek and 125 in Batam. However, only 200 questionnaires were returned in Jabodetabek and 90 in Batam. In this study, we will see if the tenure will moderate the effect of job satisfaction on the quality of life. Some of the respondents had been dropped because of incomplete filling in demographics and responses to questionnaires and were difficult to be confirmed. After being selected, only 158 in Jabodetabek are complete and can be used and 66 in Batam, so that the

number of samples that can be used is only 224 respondents

RESULTS AND DISCUSSION

Data is analyzed using path analysis to get an idea of the effect of each independent variable on the dependent variable. Testing mediation and moderation is done by using a mediator test developed by the Preacher-Hayes in 2013. The test measures the direct effect of the independent variable on the dependent variable, the indirect effect of the independent variable on the dependent variable through the expected mediation variable, and the total effect the independent variable on the dependent variable.

Path analysis showed that causal approach step used to identify whether a variable meets the criteria of mediation, the three causal namely: (1) the existence of significant influence between independent variables with expected mediating variables, (2) significant influence of expected mediating variables with the dependent variable and (3) significant influence of independent variables on the dependent variable through mediating variables in a model. Mediating effect (indirect effect) is analyzed through the bootstrap method. In conducting these test authors use SPSS for Windows 22.0 by using macros and syntax of Preacher and Hayes, 2016.

Data Description

Respondents are female factory workers in Jabodetabek and Batam, selected to be sampled by convenience technique and has the characteristics as follows, the age for Jabodetabek is 17-50 years and 95% aged between 17-40 years, while the area of Batam aged between 21-52 years and 79% were in the age of 28-42 years, 11% aged 21-27 years and the remainder over 42 years of age. Average incomes for the Jabodetabek 70% range from 2 million rupiahs - \$ 4 million rupiahs, while for Batam 57.6% wages 2 million rupiahs to 4 million rupiahs and a 21.2% wage 4 million rupiahs - 6 million rupiahs.

Education level in Jabodetabek: 62.2% of high school education and 23% junior high school, and the rest are others. Batam, while 83.4% of high school and only 3% junior high school, the rest Diploma and scholars. The average respondent had children from 1 to 3 persons. Jabodetabek 51.9% with one child, 34.2% with two children and 10.8% with 3 children. Meanwhile, in Batam, 33.3% with one child, 39.4% with two children and 19.7% with 3 children.

After the test the validity and reliability, we have items that are valid and reliable as shown in Table 2 below:

The means score of WFC for female factory workers in Jabodetabek and Batam is generally moderate with a score of 5.2 on a scale of 10, but the results showed WFC that respondents perceived in Batam are lower at 4.4 compared to Jabodetabek 5.8. The quality of life perceived high with score 8.0 of 10, which Batam was slightly higher at 8.3 and Jabodetabek at 7.8. While job satisfaction is also perceived as relatively high at 7.3 of 10 and approximately the same for Jabodetabek and Batam at 7.4 and 7.2. Perceived organizational support of the multiple roles is also perceived relatively good at score 7.3 which is better for Jabodetabek at 7.4 higher than

Table 2. Description of item variable (WFC, QOL, POS, JS, LUS)

NO	WFC (work-family conflict) STATEMENT	Jabodetabek	Batam
1.	I find it difficult to share time between family responsibility and working responsibilities	5,5	3,9
2.	I find it difficult to take care of my children.	5,0	3,0
3.	I need a bigger income.	7,2	7,2
4.	I feel the burden of household tasks is always delegated to me.	5,4	3,7
5.	I do not have time to attend social events (gathering, anykind of invitation, social event or my other activities/hobbies, and more).	6,0	5,5
OVERALL MEAN SCORE		5,8	4,4
	QOL (Quality of Life) STATEMENT	Jabode tabek	Ba tam
1.	By working to meet the needs of my family healthy foods.	8.6	8.7
2.	This time my family lived in a decent house and breadth enough for the number of occupants (bathroom/toilet, ventilation, bedrooms, kitchens)	7.9	8.9
3.	My family can fulfill the needs of daily living as needed (water, electricity, clothing, toiletries and cleaning the house).	8.3	9.3
4.	My children can attend school as their ages.	8.2	8.2
5.	At home, I have a television and or radio	8.4	9.0
6.	When sick, my family can go to the doctor or hospital	8.0	8.1
7.	I have money for daily transportation costs.	7.1	8.7
8.	I and My family can go for recreation at least 2 times in 1 year.	5.9	7.7
9.	Through working I can save my money.	6.7	6.7
10.	I thought good condition and eager.	8.2	8.1
11.	I feel confident in the social environment.	7.8	8.3
12.	My social relation and environment where I lived are comfortable(clean, safe, neat and family-oriented).	8.4	8.3
OVERALL MEAN SCORE		7.8	8.3

Perceived Organizational Support (POS) FOR DUAL ROLE STATEMENT		
	Jabode tabek	Ba tam
1. The company gave the rights for employees according to the rules of the Government	8.4	8.6
2. Companies providing support through safety and healthy working conditions.	8.2	8.4
3. The Company provides support through training in work.	7.7	8.5
4. The company provides lactation rooms	4.7	2.4
5. The Company provides employees picnic.	5.7	4.5
6. The company provides a healthy canteen.	8.3	8.1
7. The company gave maternity leave	8.6	9.0
8. The company provides meals and prayers room	9.0	9.5
9. Company did not cut wages if I did not go because of illness	7.3	7.8
10. My family and included in the program BPJS	8.3	7.6
11. When I worked between 11 p.m to 5 a.m, the company provides freight shuttle	5.7	3.9
12. At work I was given the facilities that support breastfeeding.	5.5	2.6
OVERALL MEAN SCORE	7.4	7.0
Job Satisfaction(JS) STATEMENT		
	Jabode tabek	Ba tam
1. I am satisfied with the salary/wage.	7.1	7.5
2. I am satisfied with my superiors.	7.7	7.3
3. I am satisfied in collaboration with colleagues.	7.8	7.8
4. I'm satisfied with the environment (indoor, temperature, lighting, cleanliness) my workplace.	7.4	8.1
5. I am satisfied with the facilities.	7.6	7.7
6. I am satisfied with the opportunity to improve in position.	6.6	7.1
7. I am satisfied with what I am doing.	8.0	8.4
8. I am satisfied with the progress of myself and my work.	7.9	7.9
OVERALL MEAN SCORE	7.2	7.4
Labor Union Support (LUS)STATEMENT		
	Jabode tabek	Ba tam
1. Indonesian labor union care about my rights as a worker.	6.5	4.2
2. Indonesian labor union provides defense rights as workers for me and family	6.4	3.2
3. Being a member of Indonesian labor union has to benefit in improving the welfare of me and my family.	6.5	3.6
4. Indonesian labor union playing its role in dispute resolution in my workplace.	6.5	3.7
5. Indonesian labor union playing its role in delivering aspirations and my rights as female factory workers	6.5	3.7
6. Indonesian labor union fight so that every year wage (Minimum Wage) rose as expected.	6.7	3.8
OVERALL MEAN SCORE	6.5	3.8

Batam 7.0. Nevertheless, the facility to support breastfeeding showed a low number in the means score at 4 even for Batam area is only about 2.5. Labor union support is moderate with score 5.7 out of 10 with a quite different score at 6.5 and 3.8 for Jabodetabek and Batam.

From the data collected, all respondents gave answers that are relatively similar to the statement that they need a larger income, in accordance with the economic conditions, but to family duties and work conflict only in a moderate level, it shows that by working respondents do not feel the WFC,

means that they can carry out both roles with no major problems. From the answers to the items in quality of life variable, in general, respondents perceive the quality of life as good, means score above 7 out of 10, only for recreation issues and saving the overall rate is below 7 but is still relatively good.

Path analysis

Table 3 are the results on the data with SPSS 22.0 and macros Preacher & Hayes in 2016 to test the research model with path analysis.

Table 3. Results of Hypotheses

Model	= 10						
Y	= QOL						
X	= WFC						
M	= JS						
W	= POS						
Z	= LUS						
Sample size	= 224						

Outcome: JS							
Model Summary							
R	R-sq	MSE	F	df1	df2	p	
.3125	.0976	2.7204	4.7174	5.0000	218.0000	.0004	
Model	coeff	se	t	p	LLCI	ULCI	
constant	7.442	1.829	4.0690	.0001	3.8374	11.0469	
WFC	-.4669	.3480	-1.3417	.1811	-1.1527	.2189	
POS	.0624	.2547	.2449	.8068	-.4396	.5644	
int_1	.0624	.0467	1.3380	.1823	-.0295	.1544	
LUS	-.0149	.0954	-.1566	.8757	-.2030	.1731	
int_2	-.0043	.0177	-.2458	.8061	-.0392	.0305	

Product terms key:							
int_1	WFC	X	POS				
int_2	WFC	X	LUS				

Outcome: QOL							
Model Summary							
R	R-sq	MSE	F	df1	df2	p	
.4001	.1601	1.6935	6.8948	6.0000	217.0000	.0000	
Model	coeff	se	t	p	LLCI	ULCI	
constant	9.6471	1.4969	6.4448	.0000	6.6968	12.5974	
JS	.1556	.0534	2.9118	.0040	.0503	.2609	
WFC	-.7344	.2757	-2.6641	.0083	-1.2778	-.1911	

POS	-.3517	.2010	-1.7500	.0815	-.7479	.0444
int_3	.0881	.0370	2.3829	.0180	.0152	.1610
LUS	.1118	.0753	1.4848	.1391	-.0366	.2601
int_4	-.0140	.0140	-1.0059	.3156	-.0416	.0135

Product terms key:

int_3	WFC	X	POS
int_4	WFC	X	LUS

Conditional direct effect(s) of X on Y at values of the moderator(s):

POS	LUS	Effect	SE	t	p	LLCI	ULCI
5.9160	2.0805	-.2424	.0899	-2.6956	.0076	-.4196	-.0652
5.9160	5.7277	-.2936	.0720	-4.0774	.0001	-.4355	-.1517
5.9160	9.3749	-.3448	.0864	-3.9901	.0001	-.5152	-.1745
7.3036	2.0805	-.1201	.0789	-1.5234	.1291	-.2756	.0353
7.3036	5.7277	-.1714	.0453	-3.7860	.0002	-.2606	-.0822
7.3036	9.3749	-.2226	.0553	-4.0228	.0001	-.3316	-.1135
8.6911	2.0805	.0021	.0981	.0215	.9829	-.1912	.1954
8.6911	5.7277	-.0491	.0646	-.7599	.4481	-.1765	.0783
8.6911	9.3749	-.1003	.0626	-1.6027	.1104	-.2237	.0230

Conditional indirect effect(s) of X on Y at values of the moderator(s):

Mediator	POS	LUS	Effect	Boot SE	BootLLCI	BootULCI
JS	5.9160	2.0805	-.0166	.0208	-.0681	.0187
JS	5.9160	5.7277	-.0190	.0161	-.0607	.0048
JS	5.9160	9.3749	-.0215	.0189	-.0717	.0049
JS	7.3036	2.0805	-.0031	.0183	-.0397	.0357
JS	7.3036	5.7277	-.0056	.0097	-.0285	.0120
JS	7.3036	9.3749	-.0080	.0111	-.0365	.0097
JS	8.6911	2.0805	.0104	.0218	-.0206	.0701
JS	8.6911	5.7277	.0079	.0129	-.0102	.0428
JS	8.6911	9.3749	.0055	.0113	-.0139	.0316

Values for quantitative moderators are the mean and plus/minus one SD from mean.

Values for dichotomous moderators are the two values of the moderator.

INDEX OF PARTIAL MODERATED MEDIATION

Moderator:

POS

Mediator	Index	SE(Boot)	BootLLCI	BootULCI
JS	.0097	.0079	-.0010	.0314

Moderator:

LUS

Mediator	Index	SE(Boot)	BootLLCI	BootULCI
JS	-.0007	.0032	-.0089	.0044

Source: Adapted with PROCESS Procedure for SPSS Release 2.16.1

Hypothesis test results can be seen in Table 3 above. The test results simultaneously, the model is fit with the p-value 0.000. Hypothesis 1, work-family conflict significantly can decrease the job satisfaction of the test results seemed not proven, similarly, moderation of perception of organizational support (H4) and the labor unions support (H5) proved to have no significant effect. However, work-family conflict proved to significantly decrease the quality of life directly (H3). On the other hand, job satisfaction proved to significantly increase the quality of life (H2). The findings of this research prove that job satisfaction cannot mediate the effect of work-family conflict on the quality of life but can increase the quality of

life. These results support the theory Mallard et al., 1997 stating the job satisfaction and life satisfaction or quality of life affect each other.

The research findings which indicate that there is no effect of perceived organizational support in WFC conditions that affect job satisfaction, despite the perceived organizational support is relatively good, but the findings do not support the idea of Eisenberger, et al., 2007; Rhoades, et al., 2001 at Taing, et al., 2011. On the other hand, perceived organizational support proved to significantly moderate the influence of WFC on the quality of life so that the effect would be positive (H7). Meanwhile, the test results could not prove

Table 4. Tenure Moderation

Model	= 1
Y	= QOL
X	= JS
M	= TEN
Sample size	= 224

Outcome: QOL
Model Summary

R	R-sq	MSE	F	df1	df2	p
.2929	.0858	1.8183	6.8811	3.0000	220.0000	.0002

Model	coeff	se	t	p	LLCI	ULCI
constant	5.4333	.6247	8.6976	.0000	4.2021	6.6644
TEN	.1131	.0605	1.8687	.0630	-.0062	.2324
JS	.3059	.0788	3.8803	.0001	.1505	.4613
int_1	-.0117	.0082	-1.4280	.1547	-.0279	.0044

Product terms key:
int_1 JS X TEN

R-square increase due to interaction(s):

	R2-chng	F	df1	df2	p
int_1	.0085	2.0391	1.0000	220.0000	.1547

Conditional effect of X on Y at values of the moderator(s):

TEN	Effect	se	t	p	LLCI	ULCI
1.0000	.2942	.0731	4.0269	.0001	.1502	.4382
6.9420	.2247	.0538	4.1758	.0000	.1186	.3307
13.2567	.1508	.0741	2.0335	.0432	.0046	.2969

Source: Adapted with PROCESS Procedure for SPSS Release 2.16.1

the moderation of labor union support in WFC influence on job satisfaction and the quality of life (H8) as research conducted in the US (Pencavel, 2009). The findings of this research showed that respondents do not feel the impact of support from organizations and trade unions in improving job satisfaction. However, the support from an organization can provide a positive moderating effect on quality of life in conditions of felt WFC.

In connection with the test results that showed job satisfaction affects the quality of life in a positive and significant, Table 4 test results which prove the impact of tenure under the influence of job satisfaction on the quality of life proved to be insignificant. These results differ from the longer undue expectations of job satisfaction, the higher perceived quality of life.

MANAGERIAL IMPLICATIONS

This research was carried out on female workers who are married and have children, in the manufacturing industry in Jabodetabek and Batam. As the two regions that grew rapidly in the manufacturing industry, respondents from 2 of this region proved to have a good perception of quality of life. These results are based on respondents' perceptions of the indicators of food and clothing, education and health, transport, recreation and savings, environmental and mental health in accordance with the criteria of human development index HDI (2015). This picture contrary to the phenomenon of workers who always protest to demand welfare and minimum wage increases (kompas, 2015). These results can be understood because respondents are housewives who have the perception of quality of life based on life satisfaction as the opinion Diener (1984) who argued the model as its findings that point of excitement lies in the personality, but also emphasized the importance of someone's living conditions. Relevant to Bharadwaj & Wilkening (1977), has suggested that general life satisfaction derived from domains such as personal satisfaction, broad scope and centralized to the individual.

With these findings, the standard quality of life of respondents does not reflect that workers' portrait of life in Indonesia is not good. The understanding of the quality of life can also be influenced by the level of education and knowledge, experience, and insight so that the perception of the quality of life certainly can be individualistic and subjective.

Hypothesis test results of WFC influence on the quality of life proved significant and in accordance with the opinion (Kossek & Ozeki, 1998) which states the emergence of work-family conflict (WFC) on female workers who have multiple roles can degrade a wide range of satisfaction such as job and life satisfaction. Yet another fact of the results of respondents' answers to the assumption that female workers who are married with the dual role can experience the high WFC was not proven. This study showed respondents generally felt only moderate WFC, in other words, although working, respondents can perform household tasks well. On the other hand, moderate WFC did not significantly affect job satisfaction but significantly reduce the quality of life directly. These results can be attributed to the difficult economic conditions of households made respondents with works to resolve dual role conflict in a way that does not affect the job satisfaction felt, but it has a direct and significant negative impact on quality of life. Thus, the perceived moderate WFC relevant to the perceived quality of life is high. That is, the additional revenue becomes a substitute for the role of parenting sacrificed which influence the subjective quality of life.

Another relevant fact is the relatively high perceived organizational support although support for multiple roles, such facilities for breastfeeding mothers is still low, as well as the pick-up facility when working on the night shift. Almost all respondents also said that their workplace does not provide child care, but this item become invalid and dropped from the test data. With this picture, it seems that the respondents are not concerned about the care of children than

extra income urgency. It can be understood from respondents at the highest WFC item is in need of additional income. This finding is also confirmed by the results of hypothesis test that are not proven to moderate organizational support on job satisfaction, but significant to the quality of life. This means that high perceived organizational support for working conditions, but still low for things associated with motherhood. While the presence of perceived union cannot be a significant impact in improving job satisfaction as well as in improving the quality of life. The union is not considered to give a significant impact in supporting women's rights as workers. Labor union support is perceived as low, especially in Batam with a score lower than 4 on a scale of 10. These facts show the role of SPI in Indonesia is still far from expectations and not in accordance with what is stated in the law, namely Law 13/2003 on employment which specifically regulates and provide protection to the female worker. Labor union does not fight for the presence of support facilities as well as female's rights as stated in the answers of respondents that is not available generally are the space for breastfeeding, child custody, permission for menstrual pain, shuttle facilities at work in the night shift.

The high perceptions of job satisfaction with a score of 7 out of 10 proved to be significantly moderate the quality of life. This illustrates the job satisfaction perceived with corresponding items in the research variable are more towards perception on remuneration, relations with superiors and co-workers, increase the position and the work itself which respondents expressed either still new work and who have long tenure are relatively the same. Thus, female workers in the manufacturing industry in this study have a positive attitude towards work but does not have the effect length of work undertaken in improving the quality of life. This statement is also supported by the amount of wages or income of workers is relatively the same both for the workers, who have started to work and those who already worked for more

than ten years. The condition also describes that the company does not respect the commitment of the workers because the workers are under contract employment agreement, and it should be renewed within a given period. This condition is unfortunate, especially for female workers who have contributed to the company in the long term but is not factored in remuneration and benefits received. Thus organizations do not see the commitment as part of the benefit such as the opinion suggests that perceived organizational support as an antecedent to commitment (Bishop and Scott 2000; Liden, et al. 2003). Female workers in the industry are not seen as a human asset but is still a factor of production that can contribute to profit.

The findings in this study illustrates that (1) dual role respondents as stakeholders seek to carry out both roles of such due to urgency the economy; (2) the respondent address quality of life individually and based on their own understanding of the definition of quality of life in accordance with knowledge and experience in her living environment; (3) perceived organizational support is able to improve the effect of WFC on quality of life to which it family-work conflict is felt more because of economic necessity rather than a dual roles problem; (4) the presence of labor union have not given significant support in the fight for the rights of female workers; (5) The job satisfaction is perceived as a positive attitude to remuneration, relations with boss and coworkers, physical environment and the work itself and proved to significantly affect the perceived quality of life; (6) the quality of life of female workers despite proven moderated by the perceived organization support but is not affected by tenure, it pointed out that rewards and benefits, which do not differ for new workers and that has worked for more than ten years; (7) the attention to female workers, especially with regard to the dual role is not yet a concern both for businesses and unions. The respondents themselves are also not yet fully aware of the rights of female workers in connection with multiple roles and for resolving

conflicts in such a dual role and did not strive for efforts to support the role of both companies, Indonesian labor union as well as the parties concerned.

CONCLUSION

Female workers in the manufacturing industry in Jabodetabek and Batam, in this study perceived quality of life is already good, and job satisfaction is also relatively high. Differs from estimates, the respondents found not feel the work-family conflict is high but only at moderate levels. Perceived organizations support expressed high

but still low relative to the support related to multiple roles. The labor union support, in general, expressed moderate and low for the area of Batam. Work-family conflict proved to significantly decrease the quality of life and moderate significantly the positive impact of perceived organizational support. Work-family conflict has no effect on job satisfaction nor when perceived organizational support and labor union support included as moderating variable. The quality of life is affected significantly by job satisfaction and work-family conflict but are not moderated by the labor union support. ■

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