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Working Women Coping Strategy In Facing Work Conflict

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Abstract. This research is motivated by the conflicts that often occur in women workers in the workplace. Facing conflicts experienced, every human being has their own way of dealing with it. One strategy in dealing with conflict is coping, which is the response of individuals to overcome problems. The purpose of this study was to determine the coping strategies of working women against work conflicts. This study uses a quantitative approach. Respondents in this study were 44 working women in a private tertiary institution in Indonesia. The instrument used in data collection uses the scale of problem focus coping, the scale of emotional focus coping, and the scale of a work conflict. The results showed that there was a significant effect of emotional focus coping on work conflict, but the effect of problem focus coping on work conflict was not significant.

Keyword: Work conflict, problem focus coping, emotional focus coping, women workers

Introduction

As social beings, humans live side by side and need each other. In this scheme of coexistence there arises the need to understand other human needs, so that there arise relations between people. To understand human needs, especially family (husband/wife, children), humans need responsibility in their role as educators and as breadwinners.

Gender is a socio-cultural construction concept that distinguishes masculine and feminine characteristics. From this concept, society constructs certain traits inherent in men and women, for example, men are identified with hard, strong, and rational while women are said to be gentle, weak and emotional. On this basis, in general, society views that the expected roles of men and women are different. Men are expected to be the head of the family in charge of earning a living while women are tasked with domestic matters such as managing the household and caring for children. The division of this role tends to make women subordinate to men, which even has an impact on forms of injustice such as marginalization, stereotyping, and even violence. At present, such gender views that separate the roles of men and women are no longer relevant, one of which is demonstrated through the phenomenon of increasing the number of working women (Alteza & Hidayati, 2018).

The involvement and commitment of women's time to the family based on their responsibilities in household duties, including caring for their husband and children, makes

working women more often experience conflicts (Simon, 1995 in Apperson et al, 2002). This level of conflict is more severe in working women formally compared to women who work informally, both those who are bound by the rules of working hours, assignments, and targets for completion of work. In line with the research results of Dwiyanti (2014) that conflict management informal female workers are still mostly in the moderate category (45.45%), whereas conflict management in informal female workers is mostly in the rather low category (40.91%). Based on the results of the study also found that there is no difference in conflict management between women formal workers and women Informal workers.

Job characteristics that are more formal and managerial such as relatively long working hours and abundant work are more likely to cause conflict in working women (Apperson et al, 2002). According to (Robbins, 2006) conflicts arise because there are background conditions (antecedent conditions). These conditions, which are also referred to as sources of conflict, consist of three categories: communication, structure, and personal variables. Conflict is very closely related to human feelings, including feelings of neglect, neglect, disrespect, abandonment, and also feelings of annoyance due to overwork. This situation will affect someone in carrying out their activities directly and can reduce the productivity of organizational work indirectly by making a lot of intentional or unintentional mistakes.

Conflict or conflict is indeed inevitable from human beings both as personal beings, especially as social beings. Even in extreme terrain, social conflicts often occur in the form of conflicts both physical and non-physical. Humanity always struggles with conflict. We cannot imagine someone who has never had a conflict in each of his activities (Hendricks, 2000). Everything related to work activities in an effort to achieve goals is almost certain to always be faced with various conflicts or conflicts that involve between groups, both men and women. Women who work in the formal sector tend to be more skilled in communication, more confident, and accept themselves well. In addition, experience in dealing with environmental work constraints makes formal workers better at handling conflicts than informal workers.

The role of women as breadwinners and to participate in the world of work is a positive thing inequality, but it also affects family life because it can lead to conflicting role demands, so women are more vulnerable to conflict. Facing conflicts experienced, every human being has their own way of dealing with it. One strategy in dealing with conflict is coping, which is the response of individuals to overcome problems. The response is in accordance with what is felt and thought to control, tolerate, and reduce the negative effects of the situation at hand (Azeez, 2013).

According to Baron & Byrne (1991) states that coping is an individual response to overcome problems, the response is in accordance with what is felt and thought to control, tolerate and reduce the negative effects of the situation at hand. Folkman & Lazarus (in Sarafino, 2006) generally distinguish the form and function of coping in two classifications, first, Problem Focused Coping (PFC) is a form of coping that is more directed at efforts to reduce the demands of a stressful situation. it means overcoming seemingly focused problems of individuals who will face stress by learning new ways of skill. Individuals tend to use this strategy when they believe that the demands of the situation can be changed. Second, Emotion-Focused Coping (EFC) is a form of coping that is directed to regulate emotional responses to stressful situations. Individuals can manage their emotional responses with behavioral and cognitive approaches.

This research is very important in relation to coping strategies of women workers in dealing with workplace conflicts. Tan (1981) states that there are two attitudes to society in

seeing the right role for Indonesian women. On the one hand, culturally women act as good wives, mothers, and household managers. On the other hand, women are a source of human labor that has the same position as men so they are also entitled to work. However, the majority of Indonesian society still adheres to paternalistic understanding, where the structure of society is generally still patriarchal and the main institution of this system is the family.

The phenomenon of work conflict is also increasingly interesting to study given the many negative impacts caused, both on the woman working itself, and on the organization where she works. Some negative impacts individually include reduced satisfaction both at work and in household life, tension, and stress on working women, health problems, and disharmony in relationships with superiors and colleagues.

There are various methods of resolving, confronting, avoiding, or minimizing a conflict, but it is not uncommon for someone to face conflict and not seek a wise solution. If an individual is wrong or not right in solving a problem, then the results will be less satisfying, and can even cause disturbances in the mind and psychology, such as stress and depression. To control emotions caused by conflict can be done in many ways, including through the model of adjustment, transfer, and handling, accepting, and mastering everything concerned with oneself, which is called coping. Based on this description, this study wants to examine the coping strategies used by women workers in dealing with workplace conflicts. The purpose of this study is to obtain findings of work conflicts in women workers and to obtain findings of the coping strategy model used by women workers in dealing with conflicts.

Research Methods

The approach in this study uses quantitative methods. The subjects in this study were 44 female employees at a private tertiary institution in Purwokerto, Indonesia. The instrument in this study uses the scale of a work conflict and the scale of coping strategies. The scale of work conflict consists of 16 items based on indicators: debate or dispute, the tension of personal problems, different visions of work, differences of opinion, differences in determining the cause of the problem, differences in determining conflict resolution, emotional conflict, and personal disputes. The coping strategy scale consists of 28 items based on indicators: problem-focused coping and emotional focus coping.

Analysis of the data used is the Structural Equation Modeling (SEM) PLS. SEM analysis is used because it is able to test complex and multi-level hypotheses simultaneously, errors in each observation are not ignored but are still analyzed, so SEM is more accurate for analyzing questionnaire data involving perception, able to analyze reciprocal models simultaneously, where this model cannot be solved by linear regression analysis simultaneously.

Results

Testing the hypothesis in this study using the Partial Least Square (PLS) analysis technique with the SmartPLS 3.0 program. Following are the PLS program model schemes tested :

Figure 1. research scheme

A summary of the measurement models in this study are presented in Table 1 below:

Table 1. Model measurement results

Latent Variable	Items	Outer Loading	Cronbach's Alpha	CR	AVE
Problem Focus Coping	PFC1	0,673	0,793	0,851	0,536
	PFC2	0,718			
	PFC5	0,692			
	PFC7	0,667			
	PFC9	0,889			
Emotional Focus Coping	EFC2	0,679	0,77	0,884	0,521
	EFC8	0,711			
	EFC12	0,637			
	EFC14	0,735			
	EFC16	0,831			
Work Conflict	KA1	0,698	0,774	0,813	0,528
	KA2	0,578			
	KRK1	0,909			
	KRK2	0,683			

Based on the test results of the measurement models shown in table 3, all indicators have an outer loading > 0.5 and the extracted average variant (AVE) > 0.5, so the data above shows all the indicators that are declared feasible or reliable for research use. According to Hair, et al (2014) the results revealed the loading of good items above the recommended threshold of 0.7. while according to Hair (quoted by Ghazali, 2014) an outer loading value between 0.5 - 0.6 is considered sufficient to meet the convergent validity requirements. The data above shows that there are no variable indicators whose outer loading values are below

0.5, so all indicators are valid for research use and can be used for further analysis. The results of the average extracted variance (AVE) showing values above 0.5 are the recommended threshold values (Hair, et. Al., 2006).

Composite Reliability is the part that is used to test the reliability value of an indicator on a variable. Reliability testing with composite reliability can be strengthened using Cronbach's alpha value. The recommended minimum composite reliability value is 0.70, although composite reliability values from 0.60 to 0.70 can still be considered acceptable (Hair, Ringle, and Sarstedt, 2011). Based on table 1, the Composite Reliability results for all variables > 0.80, so that the composite reliability is accepted.

The results of hypothesis testing can be seen in table 2. Hypothesis testing is carried out to analyze the causal relationship between the variables in the model based on the value of the critical ratio (CR). In the case of PLS-SEM, CR is known as the t-stat value. The T-value is obtained through a bootstrap routine and must be more than 1.96 (Chin, 1998). If the t-stat value is higher than 1.96 (sig. 5% two-sided) then the hypothesis is supported.

Table 2. Structural Model Analysis Results

Relationship	Std Dev	Rsquare	t-value	P Values	Decision
PFC > WC	0,194		0,174	0,862	Not Supported
EFC > WC	0,247	0,178	2,293	0,022	Supported

Notes: *Significant at $p \leq 0.05$; ** $p < 0.01$; *** $p < 0.001$; ns = not significant.

Discussion

Based on the results of the structural model in this study (table 2), it shows that the effect of problem focus coping on work conflict is not significant ($t = 0, 174$, $p = 0.862$), while the effect of emotional focus coping on work conflict is significant ($t = 2,293$, $p = 0.022$). According to Lazarus and Folkman (1985) the effectiveness of coping strategies can be seen from stressful situations encountered, emotional focus coping will be effective in situations where a person has a small level of control on a stressor, and problem focus coping will be effective in an individual who feels himself able face stressors.

The first result is not in line with the opinion (Rotondo, Carlson & Kincaid, 2002) which says that handling which focuses on problems is an effective way of managing work-family problems. Furthermore, using a problem-focused handling style, employees invest their time and energy in planning and facing challenges in their work and family to more easily meet the demands of roles.

The second research result is in line with research conducted by Krischer, Penney, and Hunter (2010) that emotional focus coping can help employees to reduce emotional exhaustion, where emotional exhaustion can cause a turnover, sleep problems, decreased motivation, and decreased performance. Emotional focus coping by employees can reduce the level of negative emotions in responding to stressors. In line with the research Dwiyanti and Rahardjo (2016) found that the coping strategies used by formal female workers in the form of Emotion Based included: emotional control, regret because sometimes being in harmony with children, going out with family, venting problems with coworkers. Ben-Ari and Hirshberg's (2009) research found a strong and significant correlation between coping strategies and perceptions of conflict, the more positive the attitude towards conflict will use a more cooperative strategy in overcoming conflict.

Conclusion

The results can be concluded that there is a significant effect of emotional focus coping on work conflict, but the effect of problem focus coping on work conflict is not significant. Limitations in the study are the small number of respondents and demographic factors such as tenure and work status have not been part of the data analysis. Future research is expected to be able to add organizational variables and personality characteristics, which might contribute to managing conflict in the workplace, for example, psychosocial environment, years of service, gender.

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