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The Correlation of Work-Family Conflict with Fulfillment of Family Functions in Working Mothers

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Abstract

Background: Working mothers have two roles that must be fulfilled, their role in the workplace and in the family which make them vulnerable to work-family conflicts. Aim: The purpose of this study was to investigate the relationship between Work-Family Conflict (WFC) and the fulfillment of family functions in working mothers. Methods: This research uses correlational quantitative method with cross-sectional research design. The respondents in this study are 69 working mothers who work as lecturers at Universitas Muhammadiyah Yogyakarta, which determined by the snowball sampling method. Furthermore, this study used the Spearman's rank correlation. Findings: This study shows that there is a significant negative relationship between Work-Family Conflict (WFC) and the fulfillment of family functions in working mothers (r = -.321, p < .05). Results: Based in the results, it can be concluded that the higher the Work-Family Conflict (WFC) experienced by working mothers, the lower the fulfillment of their family functions.

Keywords:family function, family-work conflict, work-family conflict, work family conflict, WFC

INTRODUCTION

Along with the times in this increasingly advanced era of globalization, women are given the opportunity to play an important role in national development. This occurs as a result of the industrial process and urbanization where many women are needed for the purposes of labor in agencies and industrial companies. Women who have the status of workers are often called career women (Maswita, 2017).

The large number of female workers in the formal and non-formal sectors, has resulted in married women having a dual role where women play a role not only in household matters such as providing services to their husbands, caring for children, but also having to fulfill their job duties (Akbar & Kartika, 2003). 2016). Apperson's (2002) research in Akbar and Kartika (2016) found that the level of dual role conflict in women was higher than men. This is because women view the family as the main obligation that must get more attention than their work role. Women's dual role conflict occurs when women are required to fulfill their role expectations in the family and at work, each of which requires time, energy, and commitment from the woman (Netemeyer, 1996 in Akbar & Kartika, 2016).

Work-Family Conflict (WFC) occurs when demands at work prevent parents from fulfilling family commitments, thus affecting life and fulfilling the needs of family roles in fulfilling functions (Borelli, et al., 2017). Conceptually, Work-Family Conflict (WFC) is bi-directional. This means that both work and family can affect the occurrence of a conflict (Rotondo & Kinsaid, 2008 in Akkas, Hossain & Rhaman, 2015) or known as Work to Family Conflict (WFC) and Family to Work Conflict (FWC) (Kebriaei, Abedizadeh & Sharifian, 2016). According to Akkas, Hossain, and Rhaman (2015), Work-Family Conflict (WFC) and Family-Work Conflict (FWC) can have an impact on physical and mental health. Women who experience Work-Family Conflict (WFC) tend to experience depression and anxiety as well as work stress which will have an impact on decreasing the performance of the employee concerned (Ariani, Suparman & Agusdin, 2017). In addition, stress can also cause sleep quality disorders so that when you wake up, a person will feel that his body is not in a fresh and fit condition (Robotham, 2011 in Lestari & Minan, 2018).

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Working women also tend to have limited activities, have difficulty paying attention to their families, and tend to experience fatigue in managing the household, so that this can affect the functioning of the family if it is not treated immediately (Akbar & Kartika 2016).

Family functions are fulfilled if a family can carry out its duties well in seeking the welfare of its members holistically, both physically, psychologically and socially (Epstein, Ryan, Bishop, Miller & Keitner 2003; DeFrain, Asay, & Olson, 2009 in Akbar & Kartika, 2016). According to Kartono (2013) in Mursafitri, et al. (2015), one of the impacts of family dysfunction is that it can cause delinquency in adolescents which can be caused by the tendency of busy parents, causing adolescents to feel left out and increasingly away from their families.

Working women are a group that is vulnerable and at risk of occupational hazards, both physical, chemical, biological, ergonomic, and psychosocial hazards (Rahmawati, 2019; Oakley, 2008). One of the hazards that are often experienced by working mothers is psychosocial hazard. Psychosocial hazards can occur due to work overload and stress that will cause burnout and fatigue (Alavi, 2014 in Rahmawati, 2019). Work stress is also one of the factors that can cause Work-Family Conflict (WFC) (Vickovic & Morrow, 2019). Therefore, occupational health nurses have a role in identifying occupational health problems through secondary prevention efforts, namely risk detection (Stanhope & Lanchaster, 2014).

Seeing this phenomenon, the government's efforts to overcome problems and protect women in the world of work is to become a member of the International Labor Organization (ILO). Indonesia has also ratified the ILO conventions related to job and occupational discrimination, as well as the ILO regarding wage equality into Law no. 21 of 1999 and Law no. 88 of 1857. In addition, Indonesia also has Law no. 13 of 2003 concerning Manpower. However, even though Indonesia has ratified these conventions, in fact there are still many violations that occur, such as the discrimination in the workplace experienced by women workers in various regions in Indonesia, one example of which is the gap in work rights for women workers (Banjarani & Andreas , 2019).

Based on the results of interviews, female lecturers at the Universitas Muhammadiyah Yogyakarta have problems as described above, namely they tend to experience work and family conflicts because of their dual roles, both as lecturers and as housewives. This happens because it is influenced by the workload they have, such as working hours and work demands that must be met, so that the time they have for family is less than the time spent working. Therefore, this study aims to determine the characteristics of respondents, a description of the occurrence of Work-Family Conflict (WFC), a description of the fulfillment of family functions and the relationship between Work-Family Conflict (WFC) and the fulfillment of family functions in working mothers, especially working mothers who work as lecturer at Universitas Muhammadiyah Yogyakarta.

METHODS

This research design uses correlational quantitative research methods with a cross-sectional research design. The population used as the object of this research are female lecturers at the Universitas Muhammadiyah Yogyakarta totaling 292 people. Sampling in this study used the snowball sampling technique with a sample of 69 people who entered the inclusion criteria, namely women who were married and registered as lecturers at the Muhammadiyah University of Yogyakarta, willing to be research respondents and willing to participate in a series of research. This research was carried out in 9 (nine) faculties at the Universitas Muhammadiyah Yogyakarta starting from January 21 to February 11, 2021 by distributing online questionnaires via google form. There are two instruments in the form of a questionnaire used in this study, including: The Work-Family Conflict Scale Questionnaire which contains a total of 10 question items related to Work-Family Conflict (WFC) and Family-Work Conflict (FWC) where each question is based on various forms of conflict, including: time-based conflict, strain-based conflict and behavior-based conflict. The questionnaire used has been tested for validity and reliability with an r alpha value of 0.878 for WFC and 0.785 for FWC (Ramdhani, 2018).

The Family Assessment Device (FAD) questionnaire was used to measure family functioning in general, out of 53 available questions, only 47 questions were left. This questionnaire focuses on 6 (six) dimensions, namely the dimensions of problem solving, communication, roles, affective responsiveness, affective involvement, and behavioral control and one additional dimension, namely general functioning. The questionnaire used has been tested for validity and reliability with an r value of 0.937 (Yolanda, 2012).

The data analysis method used in this research is univariate analysis and bivariate analysis. Univariate analysis used in this study aims to see the frequency distribution. While the bivariate analysis in this study used the Spearman's rank correlation. This research has passed the ethical test by the research ethics committee of FKIK UMY with No. 006/EC-KEPK FKIK UMY/I/2021.

FINDINGS

Characteristics of respondents in this study include age, number of children, length of work, and respondent's income, husband's occupation and husband's income.

Table 1. Characteristics of Respondents (n=69)

$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	Characteristics	n	0/0
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31 − 40 years-old 41 − 50 years-old 21	30 years-old	2	2,9
> 50 years-old 11 Total 69 Work Tenure 28 4 ≤ 7 hour 41 3 Number of Children 3 - 5 person(s) 28 4 1 - 2 person(s) 28 4 3 - 5 person(s) 41 5 5 person(s) 0 69 Income amount < Rp. 2.000.000,000 0 69 Income amount 7 2 < Rp. 2.000.000,000 - Rp. 4.000.000,00 17 2 > Rp. 4.000.000,00 - Rp. 6.000.000,00 23 3 ≥ Rp. 6.000.000,00 29 4 Husband's occupation 19 2 Civil Servant 19 2 Provate employee 27 2 Enterpreneur 15 2 Unemployed 1 4 Others 7 7 Total 69 4 Husband's occupation 4 3 < Rp. 2.000.000,00 8 4 4 Rp. 2.000.000,00 Rp. 4.000.000,00 <td></td> <td>35</td> <td>50,7</td>		35	50,7
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Work Tenure 28 4 ≥ 7 hour 41 3 Total 69 Number of Children 3-5 person(s) 28 4 1 - 2 person(s) 41 3 3 - 5 person(s) 41 3 5 person(s) 0 69 Income amount 69 0 < Rp. 2.000.000,000 0 0 Rp. 2.000.000,000 - Rp. 4.000.000,00 17 2 > Rp. 4.000.000,00 - Rp. 6.000.000,00 23 3 > Rp. 6.000.000,00 29 2 Total 69 Husband's occupation 19 2 Civil Servant 19 2 Enterpreneur 15 2 Unemployed 1 1 Others 7 3 Total 69 Husband's occupation 4 4 Rp. 2.000.000,00 4 4 Rp. 2.000.000,00 15 2 Pp. 4.000.000,00 15 2 Pp. 4.000.000,00 2 3 R	years-old	11	15,9
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3 - 5 person(s) 41 69 Total 69 Income amount < Rp. 2.000.000,000 0 0 0 Rp. 2.000.000,000 17 2 > Rp. 4.000.000,00 23 23 23 23 23 23 23 24 20 20 20 20 20 20 20 20 20 20 20 20 20	2 person(s)	28	40,6
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Unemployed 1 Others 7 Total 69 Husband's occupation ** < Rp. 2.000.000,00	rate employee	27	39,1
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Husband's occupation 4 < Rp. 2.000.000,00		7	10,1
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> Rp. 6.000.000,00 32	2.000.000,00 - Rp. 4.000.000,00	15	21,7
> Rp. 6.000.000,00 32	o. 4.000.000,00 –Rp. 6.000.000,00	18	26,1
Total 60		32	46,4
10(a)	Total	69	100

Source: Primary Data, 2021

Based on the table 1, the majority of respondents in this study were aged 31-40 years (50.7%), had more than 7 hours of work per day (59.4%), at most had 3-5 children (59.4%), income > Rp. 6,000,000.00 (42%). In addition, the average respondent's husband works as a private employee (39.1%) and has an income of >Rp. 6,000,000.00 (46.4%).

Table 2. Frequency Distribution of Work-Family Conflict (WFC) and Family Function of respondents (n=69)

			n	%
Variable	Work-Family Conflict	WFC¹		
		Low	7	13,0
		Medium	50	65,2
		High	15	21,7
		FWC ²		
		Low	6	8,7
		Medium	53	76,8
		High	10	14,5
		WFC Total		
		Low	7	10,1
		Medium	50	72,5
		High	12	17,4
	Fungsi Keluarga	Low	10	14,5
		Medium	50	72,5
		High	9	13,0

Source: Primary Data, 2021

¹Work-Family Conflict, ²Family-Work Conflict

Based on table 2, the majority of working mothers in the study experienced Work-Family Conflict (WFC) in the moderate category, namely 50 people or 65.2% of the total respondents. Working mothers also experienced the majority of Family-Work Conflict (FWC) in the moderate category as many as 53 people or 76.8% of the total respondents. If viewed as a whole, there are 50 people or 72.5% of the total respondents who experience Work-Family Conflict (WFC) in the medium category. In addition, the majority of working mothers in this study had family functioning in the medium category, namely 50 people or 72.5% of the total respondents. This proves that most of the respondents in this study experienced Work-Family Conflict (WFC) in the medium category and had family functioning in the moderate category as well.

Table 3. Crosstab Work-Family Conflict Results with Fulfillment of Family Functions

Work-Family Conflict			Family I	Function				
(WFC)	I	Low Medium		High		Total		
-	N	%	N	%	N	%	N	%
Low	1	1,4	4	5,8	2	2,9	7	10,1
Medium	4	5,8	39	56,5	7	10,1	50	72,5
High	5	7,2	7	10,1	0	0,0	12	17,4
Total	10	14,5	50	72,5	9	13,0	69	100

Source: Primary Data, 2021

Based on table 3, it can be seen that respondents with low category Work-Family Conflict (WFC) most of their family functions are in the medium category, namely as many as 4 people (5.8%), respondents with medium category Work-Family Conflict (WFC) mostly family functions are also in the moderate category as many as 39 people (56.5%), and respondents with high category Work-Family Conflict (WFC) most of their family functions are in the medium category as many as 7 people (10.1%). So it can be concluded that most of the respondents who experience Work-Family Conflict (WFC) have family functions in the medium category, as many as 50 people (72.5%).

Table 4. Correlation Results of Work-Family Conflict with Fulfillment of Family Functions

Var	r	p		
Work-Family	Conflict	dan	321	.007
Fungsi Keluarg				

Source: Primary Data, 2021

Based on table 4, it is shown that there is a relationship between Work-Family Conflict (WFC) and the fulfillment of family functions with a correlation result of -.321. The correlation results also show a negative value, which means that if the perceived Work-Family Conflict (WFC) is high, the fulfillment of family functions will be lower.

DISCUSSION

1. Characteristics of respondents

The results showed that the majority of working mothers in this study were aged 31-40. According to Ariani, Suparman and Agusdin (2017), the age of 31-40 years is included in the productive age category where a person has many opportunities to develop his career, but is vulnerable to experiencing Work-Family Conflict (WFC) is caused by long working hours, excessive work and also tasks that have deadlines so that they can cause work stress if not handled properly. So indirectly age plays an important role in shaping one's character, especially for working mothers who are still in their productive age. At this vulnerable age, working mothers have the opportunity to improve their quality by developing the career they are currently engaged in. However, it is also necessary to pay attention to the suitability of the work owned and the role of the family that must be fulfilled so as not to burden one of the roles, so as to minimize the occurrence of Work-Family Conflict (WFC).

The results showed that the majority of working mothers in this study worked >7 hours a day. Law Number 13 of 2003 Article 77 explains that the number of standard working hours for workers is not more than 7 (seven) hours a day. This is because the longer a person's working hours, the less time spent between parents and children and will also affect their role in the family (Sulistiawan & Armuninggar, 2017). So if a working mother spends more time on her work than her family, it can affect her role in meeting family needs. This can have an impact on the relationship between family members, especially the relationship between parents and children. Therefore, working mothers must be able to balance the time they have to fulfill their duties in both work and family roles.

The results showed that the majority of working mothers in this study had 3-5 children. According to Kim and Ling (2001) in Sulistiawan & Armuninggar (2017), the number of children they have can make work as a parent more difficult and make it difficult to carry out household work so that it can affect family satisfaction because it can cause. For working mothers, this can affect their role in work if the mother is not able to complete the tasks in the family optimally. Therefore, family support is needed and plays an important role in minimizing the occurrence of Work-Family Conflict (WFC).

The results showed that the majority of working mothers in this study had a monthly income of >Rp. 6,000,000.00. According to Kusumaningrum (2018), most of the reasons women work are to help their family financially. However, according to Amelia (2010) in Rachmaputri & Haryanti (2015), if a woman has a very high income, it will foster a sense of superiority where this can lead to new conflicts in her family, especially her relationship with her husband. So it can be concluded that most of the reasons for working mothers are to help their husbands meet the needs of family members, but not a few mothers work to meet social needs and develop their abilities according to the fields they are engaged in. However, if the wife's income is higher than her husband's, it can trigger conflict in the family. Therefore, good communication between husband and wife is needed to prevent conflicts because of the income generated.

The results showed that the majority of the husbands of the respondents in this study were private employees. According to Yunita and Astawa (2019), role conflicts can occur in various types of work, both in the private and public fields, both formal and informal and can occur due to the ambiguity of the roles experienced in their work, thus affecting employee performance due to unclear tasks or roles assigned. Therefore, Work-Family Conflict (WFC) can happen to anyone regardless of work status. The perceived conflict is usually caused by the ambiguity of roles in work so that it can have an impact on a person's physical, psychological and social conditions.

The results showed that the majority of respondents' husbands in this study had a monthly income of >Rp. 6,000,000.00. According to Ashar and Harsanti (2016), when the income per month obtained is good or sufficient, namely being able to meet the needs of life for individuals, children, and families, the chance of Work-Family Conflict (WFC) will decrease. However, according to Famelsi (2017), there are symptoms of low self-esteem or inferiority in the husband if his income is lower than his wife so that it can have an impact on his social environment and will trigger conflicts in the family. Therefore, the husband has an important role in the family, namely as a leader and as the backbone of the family who must meet the needs of every family member. When family needs are well met, the chances of conflict occurring in the family will be reduced. But when the husband's income is lower than that of the wife and both are unable to communicate well, then Work-Family Conflict (WFC) may occur.

2. Work-Family Conflict (WFC) for working mothers

Work-Family Conflict (WFC) is divided into two, namely Work-Family Conflict (WFC) and Family-Work Conflict (FWC). That is, conflict can be caused by both work and family where each conflict can affect the individual's role in one or both of these domains (Kebriaei, Abedizadeh & Sharifian, 2016).

The results showed that working mothers experienced Work-Family Conflict (WFC) and Family-Work Conflict in the medium category. Work-Family Conflict (WFC) and Family-Work Conflict (FWC) in working mothers in this study can be classified based on the dimensions of time-based conflict, strain-based conflict and behavioral-based conflict.

Time-based conflict occurs when time spent in one role affects time in another role (Akkas, Hossain & Rhaman, 2015). This is in line with the results of this study, where based on the questionnaire questions given to the respondents, as many as 7 respondents (10.1%) felt it was often difficult and 20 respondents (29%) sometimes found it difficult to fulfill their responsibilities in the family due to the density of the family. the time needed to complete the work (p2). This is supported by the results of data analysis in Table 3.1, that most of the respondents have working hours > 7 hours in a day. In addition, as many as 3 respondents (4.3%), 6 respondents (8.7%) and 25 respondents (36.2), feel that they always, often and sometimes delay their work because they have to meet the demands of time at home (p7).

Strain-based conflict occurs when role tensions in one domain, either work or family, make it difficult for the individual to fulfill his other roles (Akkas, Hossain & Rhaman, 2015). This is in line with the results of this study, where as many as 6 respondents (8.7%) and 13 respondents (18.8%), often and sometimes feel that the pressure felt in their work makes it difficult for them to fulfill the tasks in the family. (p4). It is also in line with the results of research by Akkas, et al (2015), where 76% of respondents agree that high job demands can cause Work-Family Confusion (WFC).

Behavioral-based conflict occurs when there is a mismatch between the behavior patterns or actions expected by one role and the other (Zulkarnain, et al, 2015). This is in line with this study, where as many as 9 respondents (13%) and 20 respondents (29%), often and sometimes feel that the demands of their work make them unable to do the desired activities at home (p3). This is also in line with the results of research by Akkas, et al (2015), that 80% of respondents agree that work demands can be one of the causes of Work-Family Conflict (WFC).

Based on the statement above, women who choose to become workers unconsciously have a dual role, namely being a worker and a housewife. In this study, the majority of working mothers who work as lecturers at the Universitas Muhammadiyah Yogyakarta mostly need better flexibility in working time in order to balance their roles as workers and mothers in their families. This balance of roles can be achieved if working mothers can optimize their time effectively and efficiently both for work and for their families so as to avoid perceived role tensions and behavior patterns that are not expected by other roles.

3. Family functioning for working mothers

The results showed that most of the working mothers in this study had family functioning in the medium category. Family functioning in working mothers in this study was measured using 6 (six) family dimensions, namely the dimensions of problem solving, communication, roles, affective responsiveness, affective involvement, behavioral control and an additional dimension, namely general family functioning.

The problem-solving dimension refers to the skills and participation of each family member in solving problems that exist in the family (Mansfield, et al, 2018). Based on the questionnaires that have been given, as many as 8 respondents (11.6%) in this study felt that discussing the success or failure of the chosen solution to solve the existing problems was not in accordance with their family habits (p8).

The communication dimension, which focuses on how families communicate verbally with fellow family members (Epstein et al., 1983; Miller et al., 200a, 1994b in Gentis, 2016). Based on the results of this study, as many as 22 respondents (31.9%) and 3 respondents (4.3%) felt appropriate and very in accordance with the statement which stated that when they were angry they were reluctant to talk to each other with their family members (p28). Meanwhile, according to Koesten, et al., 2002 (in Meilasari & Sari, 2018), a good communication process in the family is when each family member is able to communicate directly, clearly, and honestly with each other. The role dimension in family functioning refers to how each family member positions himself and shares his role in the family (Epstein et al., 1983; Miller et al., 200a, 1994b in Gentis, 2016). Based on the results of this study, as many as 14 respondents (20.3%) and 4 respondents (5.8%) felt appropriate and very in accordance with the statement which stated that the division of tasks in the family did not spread evenly to each family member (p16). Meanwhile, according to Mansfield, et al, (2018), a clear division of tasks between each family member is needed so that family functions run well.

The affective responsiveness dimension refers to how family members express all kinds of emotions that are felt according to the existing context (Mansfield, et al, 2018). Based on the results of this study, as many as 4 respondents (5.8%) and 11 respondents (15.9%) stated that it was very inappropriate and not in accordance with the statement that in their family they cried openly (p35). Meanwhile, according to Epstein (1987) (in Meilasari & Sari 2018), a healthy family is a family that is able to express all the emotions that are felt appropriately.

The dimension of effective involvement in family functioning refers to how families engage with each other and show interest in other family members (Epstein et al., 1983; Miller et al., 200a, 1994b in Gentis, 2016). Based on the results of this study, as many as 2 respondents (2.9%) and 6 respondents (8.7%) felt appropriate and very in accordance with the statement which stated that they were involved with each other with family members only when there was something interesting. for them (p24).

Meanwhile, according to Boger, et al (2008) in Meilasari & Sari (2018), a well-functioning family is a family that has closeness and openness to its fellow family members.

The behavioral control dimension is a dimension that refers to the boundaries set by the family along with the consequences that function to monitor and control the behavior of each family member (Mansfield, et al., 2018). Based on the results of this study, there were 11 respondents (15.9%) who felt it was not in accordance with the statement which stated that there were rules in their family regarding dangerous situations (p45). According to Meilasari and Sari (2018), when the family does not have standards for behavior control, it will trigger a conflict. In addition to the dimensions described above, in this study there are also dimensions of family functioning in general, where there are 16 respondents (23.2%) and 2 respondents (2.9%) feel appropriate and very in accordance with the statement made. stated that in their family they avoided talking about their fears and worries (p32).

Based on the statement above, it can be concluded that the dimensions of the family in this study are very important to see the functioning of the family in working mothers who work as lecturers at the Universitas Muhammadiyah Yogyakarta. Working mothers need to pay attention to several things related to how to solve problems, how to communicate, division of roles, responses to emotions, involvement with each other, and the boundaries that exist in their families so that working mothers can fulfill their family functions properly.

4. The relationship between Work-Family Conflict (WFC) and the fulfillment of family functions in working mothers

The results showed that the majority of respondents in this study experienced Work-Family Conflict (WFC) in the moderate category with family functioning in the moderate category as well. Work-Family Conflict (WFC) in working mothers occurs when mothers find it difficult to achieve a balance between the demands of work roles and family roles which causes mothers to be more active in one role and find it difficult to fulfill other roles (Anggarwati & Thamrin, 2019). Meanwhile, according to Akbar and Kartika (2016), the functioning of the family can run when each family member is able to carry out their duties properly and continue to strive for the welfare of each family member both physically, psychologically, and socially.

Based on the results of the study, it can be concluded that there is a significant relationship between Work-Family Conflict (WFC) and the fulfillment of family functions in working mothers, which can be caused by the lack of balance between the roles they have at work and in the family so that they can trigger conflict and can affect family functioning in working mothers.

CONCLUSION

- 1. Based on the results of data analysis and discussion in this study, it can be concluded that:
- 2. 1. The majority of respondents in this study are aged 31-40 years, have a number of working hours > 7 hours a day, have a number of children between 3-5 children and have an income of > Rp. 6,000,000.00 per month. In addition, the majority of respondents' husbands in this study are private employees with income > Rp. 6,000,000.00 per month.
- 3. 2. Work-Family Conflict (WFC) for working mothers who work as lecturers at the Universitas Muhammadiyah Yogyakarta is in the moderate category.
- 4. 3. The fulfillment of family functions in working mothers who work as lecturers at the Universitas Muhammadiyah Yogyakarta is in the moderate category.
- 5. There is a significant relationship between Work-Family Conflict (WFC) and the fulfillment of family functions in working mothers who work as lecturers at the Universitas Muhammadiyah Yogyakarta.

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