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The Impact of Social Support, Family Function, Work-Family Conflict, and Marital Satisfaction on the Quality of Life of Working Women in Indonesia

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Abstract. *Working women face a reduced quality of life due to the multiple responsibilities. To address this issue, this study aims to investigate the impact of various factors, including social support, family work conflict, family function, and marital satisfaction, on the quality of life of working women. This research was conducted in Bogor, West Java, Indonesia, using a quantitative approach through questionnaire-based interviews with a sample of 300 working women, selected through judgmental sampling, with 150 participants each from the formal and social sectors. The data were analyzed using Structural Equation Modeling (SEM). The results showed that social support, family function, and marital satisfaction significantly impact working women's quality of life. Furthermore, husbands and extended families could provide social support to mothers, such as helping with childcare and household activities. Wives must conduct balancing strategies to reduce family-work conflicts, such as avoiding bringing work home. Family functions can be optimized by flexibly sharing roles and tasks; for proper marital satisfaction, couples should maintain good communication and mutual understanding.*

Keywords: Quality of life, support, work-family conflict, working women

JEL Codes: I310

1. Introduction

Families' challenges and problems can affect their physical, psychological, emotional, and behavioral well-being, encompassing objective and subjective aspects (Crusellas, 2014). Families of working women face challenges and vulnerabilities in maintaining their quality of life. The ability of Asian women to possess specific skills in the workplace can provide certain organizational advantages. However, the submissive stereotype of Asian women means that these benefits do not extend to roles that require assertive or controlling behavior (Rosette et al., 2018). Women who choose to work play a dual role: working in the public and caring for domestic work. Life satisfaction factors come from work pressure, namely, work and non-work conflicts, role pressure, and work pressure. Female workers then experience stressors at work. Finally, the aspects of role stressors, work demands, role overload, locus of control, and stress level are the most critical life satisfaction factors (Azzara et al., 2022; Sabri et al., 2021; Pramesti et al., 2021; Vatharkar & Aggarwal-Gupta, 2020). Role overload is the source of pressure on female workers (Pramesti et al., 2021; Vatharkar & Aggarwal-Gupta, 2020). The balance of roles that Indonesian women have, namely, as workers and mothers, has high resilience while being economically independent and empowered in household decision-making (Ang & Lai, 2023). In addition, according to research by Sulphey and Faisal (2020), the work-life balance of female Indian employees is better than that of expatriates. According to prior research, the quality of family life is influenced by various factors, such as social support, family functioning, work-family conflict, and marital satisfaction. Social support, defined as comfort and emotional support received

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from others, positively impacts the quality of family life (Peralta et al., 2018; Rahmawati et al., 2013; Ramadhanti et al., 2022). On the other hand, work-family conflict, which refers to the imbalance of participation in both work and family domains, has been shown to affect the quality of family life negatively (Ahmadyan et al., 2016; Liu et al., 2015). Working mothers experience stress due to the demands of work and the household (Dewi et al., 2022), and mental demands have the most significant contribution to the mother's burden (Rahmawati et al., 2022).

Balancing women's roles in both public and domestic sectors has been identified as a means of improving family life (Seydan & Hesami, 2016). Double burden happens due to various roles (Puspitawati et al., 2012). Furthermore, research has shown a direct effect of role overload on time-based work-family conflict and strain (Dodanwala et al., 2022). Female employees tend to determine their work through affective experiences related to work-life balance. Married female employees' positive experiences can increase work performance, whereas negative experiences can decrease work performance (Anita et al., 2020).

Quality of life in a family is also influenced by various functions, which positively impacts the reduction of depression (Lu et al., 2017). Conversely, dysfunctional families have a low quality of life and exhibit suboptimal relationships, communication, organization, and problem-solving abilities (Azazy et al., 2018). Additionally, marital satisfaction influences family quality, as noted by Hamza et al. (2021), and confirmed by Masood et al. (2017).

Several prior studies have established the impact of various factors on the quality of life, including status and disease (Aguero et al., 2015), women's education, number of illness complaints, income, family function (Lu et al., 2017; Zhang et al., 2021), and economic pressure (Kumalasari et al., 2018). Studies on quality of life have been conducted in different groups, such as older people (Zhang et al., 2021), farming families (Prayitno et al., 2022), fishing families (Kumalasari et al., 2018), families with disabled children (McStay et al., 2014; Pisula & Dorsmann, 2017), and partners undergoing addiction treatment (Nooripour et al., 2013).

This research differs from previous studies in its subject matter, focusing on families in which both husbands and wives are employed. It examines how social support, family-work conflict, family function, marital satisfaction, and quality of life impact families differently. A formal worker is someone with a main job status assisted by permanent or paid employees with a legal contract and who receives decent wages/salaries and benefits, such as facilities, insurance, and benefits. On the other hand, social workers are employed in government or private institutions and possess professional competencies, professions, and care (Aspary et al., 2021). Thus, this study aimed to investigate the factors affecting the quality of life of working women.

This study adopts two theories: structural-functional theory and gender theory. An approach known as structural-functional theory focuses on structure—the way roles are arranged, how institutions are shaped, and how institutions are articulated overall in a society—and aims to explain these structures in terms of their functions or how they contribute to the stability and longevity of societies (Garner, 2019). The structural-functional approach is a sociological theory applied to family institutions. This approach recognizes many diversities in social life. This diversity is part of society’s structure, which in turn creates diversity in function according to one's position in the structure of a system. The culture, norms, and values that underlie the community system influence this structure and function. The structural-functional approach emphasizes the balance of social systems in society and that of a stable system in a family. In the family context, the application of structural-functional theory can be seen in the structures and rules that have been implemented. The family structure can make the family institution a unitary system (Allen & Henderson, 2022).

Gender theory discusses the problems women and men face in their social lives. Gender relations are relationships between men and women related to the division of roles in various types and family structures. Moser (2005) divides gender roles into three roles, commonly called Triple Role Models, namely: (1)

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reproductive (domestic) roles, consisting of childbirth/raising responsibilities and domestic tasks performed by women, which are necessary to ensure the maintenance and reproduction of the labor force; (2) productive (public) roles, work performed by women and men that produces money or goods; and (3) societal roles, consisting of activities performed by men and especially women at the community level, as an extension of reproductive roles. Based on these issues and theories, this study addresses the impact of social support, family work conflict, family function, and marital satisfaction on the quality of life of working women.

2. Research Methods

2.1 Design and Sample

This study adopted a quantitative approach at Bogor, West Java, Indonesia, from April to June 2022. In-depth interviews were conducted using open-ended questions to gather data. The population under investigation consisted of families in Bogor, where women were employed. The respondents were female workers in Bogor's formal and social sectors who had children and were married. The sample was selected using judgemental sampling, involving 300 working women as respondents.

2.2 Measurement

The variables studied included (1) family characteristics, (2) social support, (3) family functions, (4) work-family conflict, (5) marital satisfaction, and (6) quality of life. The respondents' characteristics included age, length of marriage, education, occupation, income, and family size. The social support consisted of eight questions. The questionnaire was measured using the Guttman scale (0-1), where 0 represents "no," and 1 represents "yes." The reliability of the social support was 0.652.

The family function instrument was adopted from the National Family Planning Coordinating Agency (BKKBN) (2013) and consisted of 20 questions answered using a Likert scale of 1 to 4, with "1=very inappropriate", "2=not suitable", "3=suitable", and "4=very suitable". The reliability of the family function was 0.926. The work-family conflict was measured using the Netemeyer et al. (1996) instrument, which consisted of eight questions and was answered using a Likert scale of 1 to 4, where 1 represents "never," 2 represents "ever," 3 represents "often." Four always represents "always." The reliability of the work-family conflict variable was 0.855.

A marital satisfaction questionnaire consisting of 11 questions was compiled by Fowers and Olson (1993) using the ENRICH method. Responses were rated on a Likert scale from 1 to 4, with "1=strongly disagree", "2=disagree", "3=agree", and "4=strongly agree". The reliability of the marital satisfaction variable is 0.908. The quality of life questionnaire used the WHO-QOL (2004), which consisted of 11 questions answered using a four-point Likert scale of 1 to 4, with "1=strongly disagree", "2=disagree", "3=agree", and "4=strongly agree". The reliability of the quality of life variable was measured using Cronbach's alpha and was found to be 0.920.

2.3 Data Collection and Analysis

Primary data were collected through in-depth interviews and questionnaires administered to eligible subjects who met the criteria of being women, working in formal and social sectors, having children, and being married. Five percent of the respondents were selected for in-depth interviews.

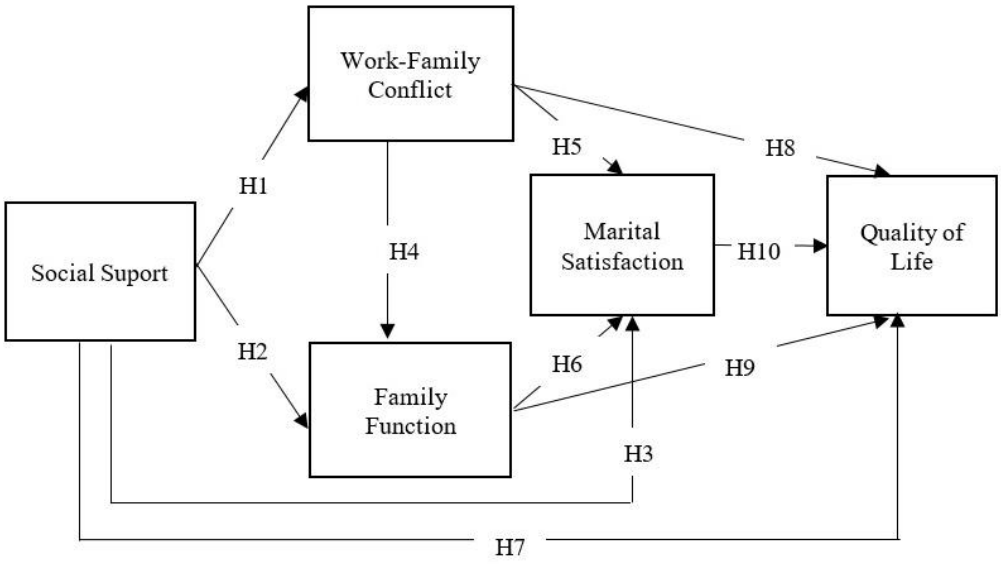
Data analysis was conducted using Structural Equation Modeling-Linear Structure Relations (SEM-LISREL). Meanwhile, descriptive analysis was used to identify family characteristics, social support, family function, work-family conflict, marital satisfaction, and quality of life. The total score for each variable was transformed into an index score to equalize the units and compare the data categorization for each variable. Scores under 60, 60–70, and 80, respectively, were categorized as low, moderate, and high. The index is calculated using the following formula:

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Index=((achieved score-lowest score)/(highest score-lowest score)) x 100%

The statistical test was carried out using (1) descriptive analysis of mean, minimum, and maximum scores and percentages, (2) independent t-test to analyze the differences, and (3) SEM-LISREL to analyze the effect. LISREL is software that supports analysis based on existing concepts or theories. However, the purpose is to confirm the theory using a research analysis unit, which requires many data-processing assumptions (Mikulić & Ryan, 2018). Figure 1 presents the framework of the relationship between the quality of life of working women.

Fig 1: Research Framework



Based on the above framework, the hypotheses in this research are:
H1: Social support significantly affects work-family conflict
H2: Social support significantly affects family functioning
H3: Social support significantly affects marital satisfaction
H4: Work-family conflict significantly affects family functioning
H5: Work-family conflict significantly affects marital satisfaction
H6: Family function significantly affects marital satisfaction
H7: Social support significantly affects the quality of life
H8: Work-family conflict significantly affects the quality of life
H9: Family function significantly affects the quality of life
H10: Marital satisfaction significantly affects the quality of life

3. Results

3.1 Characteristics of Subject

The age of women working in formal and social sectors is classified as middle adulthood, ranging from 41 to 60 years. The duration of marriage for the workers' women ranged from less than ten years to over 20 years, with more than half of the respondents in both sectors having been married for over 20 years and having a family size of fewer than five members. Most women had one to three children. A higher percentage of women in both sectors had a bachelor's degree as the highest level of education. The total

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family income of women working in the formal and social sectors mainly falls within the range of IDR 1,000,000 ($ 67) to IDR 20,000,000 ($ 1,333), with the majority earning between IDR 1,000,000 ($ 67) and IDR 5,000,000 ($ 333) and IDR 10,000,000 ($ 666) to 20,000,000 ($ 1,333).

3.2 Descriptive Analysis and Independent t-test based on a group of working women

According to the findings presented in Table 1, a substantial proportion of employed women (85.7%) reported high levels of social support from their surroundings. This support was indicated by caring for individuals in their families, willing friends to offer assistance during difficult times, and supportive neighbors who assisted in addressing problems. The T-test revealed a difference (significant) (p=0.002) between the social support of women working in the formal and social sectors. However, families with women working in the formal sector had higher levels of social support. Work in the formal sector pays better and is more secure, although fewer women than men have formal jobs (Mehra, 2021). Consequently, women working in the formal sector are given more support and respect.

Table 1: Descriptive analysis and independent t-test based on a group of working women

Variable/Category	FW (%)	SW (%)	Range		Average±SD		T-test (p-value)
			FW	SW	FW	SW	
Social Support	n=150	n=150	37.5-100	12.5-100	94.8±10.2	90.0±10.5	0.002**
Low	0.7	5.3					
Moderate	8.7	14.0					
High	90.7	80.7					
Work-Family Conflict	n=150	n=150	0.0-70.8	0.0-87.5	21.6±14.4	18.9±17.1	0.142
Low	98.7	97.3					
Moderate	1.3	2.0					
High	0.0	0.7					
Family Function	n=150	n=150	51.6-100	43.3-100	75.9±11.6	71.3±10.5	**0.000****
Low	2.7	8.0					
Moderate	58.0	71.3					
High	39.3	20.7					
Marital Satisfaction	n=150	n=150	36.4-100	27.2-100	72.9±13.4	69.7±11.1	**0.021***
Low	8.0	8.7					
Moderate	67.3	74.0					
High	24.7	17.3					
Quality of Life	n=150	n=150	51.5-100	33.9-100	81.4±13.9	73.6±12.2	**0.000****
Low	4.0	8.0					
Moderate	40.7	64.7					
High	55.3	27.3					

* significant at p<0.05; ** significant at p<0.01

Work-Family Conflict. The results indicate low levels of family-work conflict between the two groups (Table 1). This is attributed to the fact that many working mothers do not experience a workload overburden. Specifically, they do not perceive that their family responsibilities negatively impact their work activities or cause them to fall behind in completing work tasks. The results of this study are not in line with the research of Zawawi et al. (2020), who show that family conflict is negatively correlated with employee performance. The results of an independent sample t-test revealed no significant differences in work-family

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conflicts between the two groups. As such, it can be concluded that women in both the formal and social sectors have comparable levels of work-family conflict, with slight variations when work demands necessitate adjustments to their activity plans.

Family Function. The results indicated a moderate implementation of family functions in both women's working groups, as demonstrated in Table 1. Implementing sociocultural functions, such as love, protection, reproduction, educational socialization, economics, and environmental development, is quite successful. The tests revealed a significant difference (p=0.000) between the family functions of women working in the formal and informal sectors. Families where women work in the formal sector also have higher social support and adequate income to meet their needs. According to Azizah and Salam's (2021) research, mothers who work in the formal sector usually receive higher salaries, education and more support, thus increasing their family's resilience.

Marital Satisfaction. Table 1 shows the moderate marital satisfaction for both groups of working women. This finding is evident in their mutual understanding with their partner, who is pleased with the division of responsibilities in marriage. Couples understand each other's feelings and emotions and are satisfied with resolving conflicts. There was a significant difference (p=0.021) in marital satisfaction between the two groups of working women. Women working in the formal sector have a higher level of happiness with the nature and character of their partners. These results are in line with the research of Chen et al. (2022) in China, which states that informal workers, especially women, have less happiness than formal workers because of individual income, social respect, and unemployment expectations.

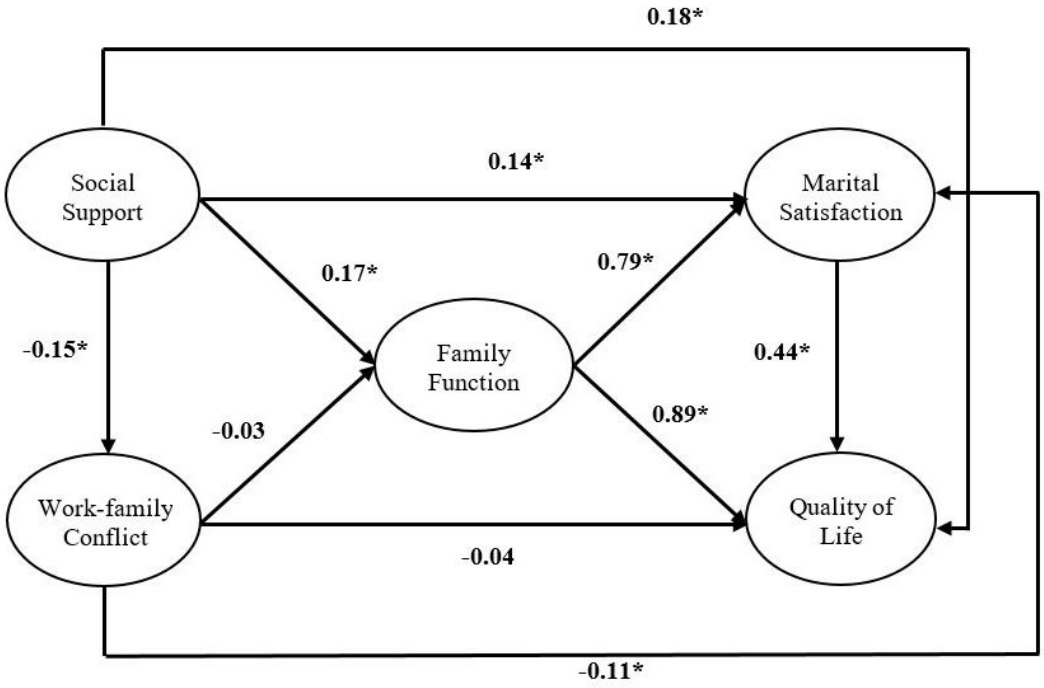
Quality of Life. The results showed that over half (52.7%) of both groups of working women had a moderate quality of life, as demonstrated in Table 1. This finding was indicated by satisfaction with family togetherness, enjoyment of life, gratitude for their circumstances, and satisfaction with support from relatives. Women working in the formal sector have a higher quality of life in terms of savings. Women who work in the informal economy frequently have weaker educational and professional backgrounds, which feeds a vicious cycle of low income and, consequently, poorer quality of life (UNDP, 2022). Formal workers have superior living standards because of their higher earnings and levels of education (Azizah & Salam, 2021).

3.3 Structural Model Fit

The structural model fit test is summarized in Figure 2, and a significance test of 0.05 or 95% confidence level was applied in this study. A significance value greater than 0.05 indicates an insignificant relationship or latent variables that do not affect each other.

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Fig 2: SEM Measurement Model



3.4 Direct Effect, Indirect Effect, and Total Effect

In the SEM proposed in this research, hypothesis 1 to hypothesis 10 was conducted using path coefficients and t-values. The criterion set is that the path coefficient is less than 0.05, and the t-value equals or exceeds 1.96. Therefore, it can be concluded that the difference was statistically significant. Table 2 shows the results of SEM hypothesis testing.

Table 2: The decomposition effects for latent variables of quality of life of working women

No	Latent Variables	Direct effect	Indirect effect	Total effect
1	**Quality of Life**			
	Social Support	0.18*	0.15*	0.33*
	Family Function	0.89*	0.000	0.89*
	Work-Family Conflict	-0.04	0.000	-0.04
	Marital Satisfaction	0.44*	0.000	0.44*
2	**Family Function**			
	Social Support	0.17*	0.000*	0.17*
	Work-Family Conflict	-0.03	0.000	-0.03
3	**Work-Family Conflict**			
	Social Support	-0.15*	0.000	-0.15*
4	**Marital Satisfaction**			
	Social Support	0.14*	0.15*	0.29*
	Family Function	0.79*	0.000	0.79*
	Work-family Conflict	-0.11*	0.000	-0.11*

*****significant at t-value >1.96

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4. Discussion

4.1 Relationship between Social Support Work-Family Conflict, Family Function, and Marital Satisfaction

The results show that social support significantly and negatively affects conflict. The results of previous research support Hypothesis 1, where good social support reduces existing work-family conflicts and excessive work demands and conflict. This finding aligns with Pluut et al. (2018), who found that support from a partner can reduce emotional exhaustion in conflict. Work-family conflict has a relationship with the social support received. Family support affects work-family conflict in working mothers. Work-family conflict is a role conflict that results in an imbalance of participation in one of the work and family domains that arises due to conflicting role pressures between the two domains so that one role is more difficult due to other roles being carried out (Armstrong et al., 2015). Work-family conflict occurs when participation in work and family roles is not balanced. Conflict between work and family is reciprocal (Nohe et al., 2015).

Family support provided by husbands, children, and extended families received by working mothers will reduce work-family conflict when family support from husbands, children, and extended families makes working mothers perceive the relationship between husbands and wives (Soeharto et al., 2021). According to Krishnan et al. (2020), organizational social support influences work-family conflict. Women are often required to fulfill two roles: the role of a worker and the role of a mother to take care of the household. A balancing strategy between work and family is necessary to fulfill the demands of family work roles.

The data show that social support has a significant positive effect on the implementation of family functions. The results of previous research support Hypothesis 2, which states that social support positively affects family functioning. The social support received is directly proportional to the family function. Furthermore, it can affect family functioning, as low income is influenced by poor social support (Wang et al., 2016). Supportive social support relationships, family functioning, and positive coping styles can be important for reducing stress and improving mental well-being (Shao et al., 2020). Social support and family functioning are positively correlated positively (Huang et al., 2021).

In addition, social support significantly affects marital satisfaction in the families of wives who work in the social sector. This finding supports Hypothesis 3, where families and co-workers who provide social support influence the perceived high quality of marriage. Meanwhile, marriage quality improves when the husband and wife receive positive social support because it can reduce stressors. Social support is needed in married life and benefits families because it can give them a sense of calm and confidence. Accepting social support can make the wife feel satisfied, causing an increase in the quality of marriage (Yazdani et al., 2016). Social support significantly affected the marital status. Social support was positively correlated with marital satisfaction. Mental health problems are one of the consequences of a bad marriage and can also contribute to it (Abid et al., 2022).

4.2 Relationship between Work-Family Conflict and Family Functioning, and Marital Satisfaction

The analysis shows that Hypothesis 4 is accepted. However, this does not align with previous research showing that work-family conflict can impact family functioning. Parents report that work-family conflict will make husbands, wives, and children experience mental health problems, poor marital satisfaction, and parenting problems (Dinh et al., 2017). In addition, work-family conflicts experienced by individuals cause problems in balancing their functions and roles in work and tasks. This is due to limited time; hence, they cannot fulfill their duties and responsibilities, and the implementation of family duties and functions is not optimal (Gu et al., 2022). Vahedi et al. (2019) suggested that work-family conflict experienced by parents may influence them and their partner's functioning in inter-parental conflict and parenting irritability.

Dual-earner families encourage wives to have dual responsibilities and roles, working in both public and domestic sectors. The increase in dual-earner families aligns with the decline in traditional families, where the main breadwinner is the husband's responsibility. Women spend most of their time working to

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earn a living and care for their families because of the great responsibilities that must be carried out. The high work demands often interfere with the availability of work at home and the lack of time to gather with the family. The role responsibilities of working women encourage the division of time between work and family. Incompatibility and imbalance in meeting the demands of work and family roles will lead to problems and conflicts between work and family, called family-work conflicts.

The analysis showed that Hypothesis 5 was accepted. Prasisti and Rozana's (2022) research shows a negative relationship between work-family conflict and marital satisfaction among elementary school teachers in Bandung City. In addition, work-to-family is significantly negatively correlated with marital satisfaction among husbands and wives (San & Juhari, 2021).

4.3 Relationship between Family Function and Marital Satisfaction

The results showed that family function positively affects marital satisfaction, as shown in Hypothesis 6. Qian et al. (2020) showed that family function affects marital satisfaction and children's emotional regulation. According to Du et al. (2022), a mother's marital satisfaction is positively related to her child's perceived family functioning, indicating that the happier the mother is about her marriage, the better her child's perceived family functioning.

4.4 Relationship between Social Support, Work-Family Conflict, Family Function, Marital Satisfaction, and Quality of Life

Resilience to stress can be increased through positive, high-quality social support, crucial for preserving physical and mental health (Tindle et al., 2022). The results showed that most women engaged in formal and social work received high support from the surrounding environment. High social support is also supported by findings from in-depth interviews, which show, *"My family is very supportive of me, both my husband's and my extended relatives. My relationship with my neighbors is very good. Once a month, there is a gathering. My relationship with my friends at work is very good. We usually help each other with problems in the office. If I am sick or there is an event, they come or send something to me". (HM, 25 yo)*

The analysis also shows that social support has a significant positive effect on the quality of life for women who work socially, but has no effect on those working formally, as seen in Hypothesis 7. Support from a family can improve the quality of life (Lei & Kantor, 2022) and is important for sharing and solving various problems. Families who provide emotional support, such as attention, trust, and affection, improve their quality of life (Mousavi et al., 2017; Toygar et al., 2020; Utami et al., 2020). Social support improves quality of life and reduces anxiety and depression (Rahayu & Pandin, 2021). Family support improves quality of life, whereas family pressure can reduce it (Gallardo-Peralta, 2018; Schlebusch et al., 2017). Factors contributing to the quality of life include family support, friend support, professional support, and religiosity (Boehm & Carter, 2019).

Conflict results in an imbalance of participation in one of the work and family domains, arising from conflicting role pressures. Therefore, one role becomes more difficult due to the other (Liu et al., 2015), and the results of in-depth interviews also show low work-family conflict: *"Work does not interfere with household activities because there is a time limit. Household activities do not interfere with work. I work from Monday to Friday, and Saturday and Sunday are cleaning time, walking, watching movies, or eating with family". (RN, 26 yo)*

The analysis also showed that Hypothesis 8 was valid. Stress experienced by working mothers is also one of the strongest predictors of worsening quality of life (Norizan et al., 2023). Work-family conflict negatively affects work and family life (Kirac et al., 2018). There is a significant negative effect of work-family conflict on quality of life during the pandemic, meaning that an increase in work-family conflict during the COVID-19 pandemic can reduce the quality of life of working mothers' families. Work-family conflict has increased during the pandemic, causing it to significantly adversely affect the quality of life only during the pandemic (Ramadhanti et al., 2022).

Family functions complete basic, developmental, and critical tasks (Dai & Wang, 2015). As a result, the implementation of family functions in women working formally and in social work is moderate.

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However, family functions that are running well are also supported by the results of in-depth interviews: *"My husband and I share roles in domestic work. It feels tiring doing double activities, but I enjoy it, especially since my child is still small". (YN, 27 yo)*

The results also show that family function significantly and positively affects women's quality of life in the formal and social sectors, as seen in Hypothesis 9. Family functions that run well with high social support can improve the quality of family life (Kimura et al., 2019). Susanti et al. (2022) demonstrated that family function is related to quality of life in the health domain, namely, social relationships and the environment. The relationship between family function and quality of life is mainly found in physical and psychological health domains. Conversely, a decrease in implementation caused by pressure and stress can affect the quality of family life, resulting in decreased communication intensity, parental neglect of children, increased conflict, and low relationships between family members (Sangalang et al., 2017).

The results showed that more than half of the women in formal and social work had a moderate quality of family life, as seen in the following: *"Thank God the family is in good condition. Communication with the husband is smooth because we discuss things when something happens. I am happy with my family because any problem can be discussed together. What makes me happy is a healthy family, husband, and children". (YN, 27 yo).*

Furthermore, marital satisfaction significantly positively affects the quality of life of women working in formal and social sectors (Hypothesis 10). Quality of life is influenced by marital satisfaction (Aggarwal et al., 2017; Hamza et al., 2022; Mehrara et al., 2019; Bookwala, 2011). Ha and Ha's (2019) research showed that quality work significantly correlates with marital satisfaction.

5. Conclusions

Based on the results of this study, contributions to theory include strengthening structural-functional theory, where family functions can strengthen the quality of family life and marital satisfaction. The structural-functional approach emphasizes the balance of social systems in society and stable systems in a family. The results also reinforce the gender theory that one of the triple role models is the productive (public) role, which is the work done by women and men that produces money or goods. The negative effect of work-family conflict on marital satisfaction suggests that there is a functional, structural shift of working wives that results in marital disruption. It cannot be denied that families with working husbands and wives affect the structure and functions of each party.

However, this study has several limitations, including (1) the research location is only in Bogor, West Java, and (2) the respondents were only women with married status. Hence, all variables were measured based on perceived working women, and (3) at the in-depth interview stage, respondents were selected purposively, and the answers tended to be homogeneous in several respects. In future research, respondents for in-depth interviews can be selected by simple random sampling from those who have filled out the questionnaire to obtain more heterogeneous answers.

The results showed significant differences in social support, family function, marital satisfaction, and quality of life between women in the formal and informal sectors. Women employed in the formal sector were found to have higher levels of these factors than those employed in the informal sector. The hypothesis accepted by the family is that social support has a negative effect on work conflict. Social support had a positive effect on family functioning and marital satisfaction. Family function and work conflict positively and negatively affect marital satisfaction. Based on these results, husbands and extended families can provide social support to mothers, such as helping with childcare and household activities. Women can implement balance tactics, such as not bringing work home, to lessen family issues. At home, family functions can be optimized by flexibly sharing roles and tasks among members, and in improving marital satisfaction, couples should maintain good communication and mutual understanding. Future research should examine family typology based on life cycles and areas, such as urban and rural areas, lowland, and highland. A variable that can be further researched is the decision-making process of dual-earner families. Future research could also focus on husbands whose wives work.

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