

The Relationship Between Family Support and Work-Family Balance among Surabaya Health Facility Security Center Employees During the COVID-19 Pandemic

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ABSTRACT

Introduction: Surabaya Health Facility Security Center employees experienced anxiety during the Covid-19 pandemic. Anxiety is closely related to Work-Family Balance. The balance of roles between work and family is inseparable from family support. This study intended to analyze the relationship between family support and work-family balance. **Method:** This study used quantitative research with a cross-sectional design. The population consisted of employees at BPFK Surabaya. The sample included 74 pre-selected employees via simple random sampling. The variables in this study were family support (support from family members and family support for work) and Work-Family Balance (family work conflict (FWC), work family conflict (WFC), work family facilitation (WFF), and family work facilitation (FWF)). The data processing was performed using the Smart Partial Least Square test. **Result:** The study results indicate that there is a high value for family support of 62 (83.8%) and a high value for family support for work at 45 (60,8%). WFC was found to be low at 43 (58.1%), FWC was also low at 43 (58.1%), WFF was given as high at 52 (70.3%), and FWF was high at 54 (73%) respondents. The results indicate that there is a significant positive relationship between family support and WFB (p value = 0.008 <0.05). Family support for work has a significant positive relationship with WFB (p value = 0.027 <0.05). **Conclusion:** Family support (family support and family support for work) has a relationship with Work-Family Balance.

Keywords: COVID 19, family support, work family balance, surabaya health facility security center employee

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Surabaya Health Facility Security Center (known as BPFK as abbreviated in Bahasa).

Human resources are the driving force of BPFK Surabaya. They are employees whose main task and function is the testing and calibrating of medical devices even during the COVID-19 pandemic (Permenkes 2020, 2020). In their social life, these employees are part of the community element, including that of their family. In the social environment outside of the family, such as communal socialization, the field of education and work, family support plays an important role, since each family has its own particular habits and behaviors which sometimes creates conflicts when making a decision. Family support is an action or behavior, including information, which aims to help people achieve their goals or overcome their problems in certain

INTRODUCTION

The Coronavirus Virus Disease 2019 (COVID-19) pandemic was triggered after the novel coronavirus 2019 outbreak. The emergency public health status established by the government through social restrictions and self-isolation/quarantine, as well as limiting the movement of people, has affected the mental health of the population (Gao *et al.*, 2020). The pandemic has had an impact both on society and on institutions as a whole. One of the institutions that has had to adapt to the pandemic is

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situations. It also shows that they are loved and cared for, as well as valued and respected which is part of their communication network and the reciprocal obligations of a relationship. This is due to either marriage or blood (Gragnano, Simbula and Miglioretti, 2020; Leung, Mukerjee and Thurik, 2020).

Stress and conflict in the domains of both work and family experienced by employees can cause a high demand for both time and energy (Macik-Frey *et al.*, 2012). Improving the employee's performance and wellbeing directly and indirectly buffers the impact of an exhausting work and family environment. There are several forms of social support that have a positive impact on individuals. The sources of social support can come from their work, family, supervisors, co-workers, and family members (Jolly, Kong and Kim, 2021).

Work-life balance is often equated with Work-Family Balance since family is a part of an individual's life. Many organizations mention 'work-life balance' for workers who are not parents or married yet, and for workers who need a balance between their work and activities outside of their job, such as sports, travel, and their studies. Meanwhile, Work-Family Balance is a term used for workers who are parents or who are married who want a balance between their work and their family (Joseph and Sebastian, 2019).

There are several features making up Work-Family Balance, specifically (1) time balance, such as how working and carrying out their family roles take up the same amount of time, (2) involvement balance, which is the same psychological level being present in their work and family roles, and the last is (3), the balance of satisfaction, where there is the same satisfaction level between their work and family roles (Gragnano, Simbula and Miglioretti, 2020). Talip *et al.* (2020) proposed that the benefits of individual achievements in the Work-Family Balance indicate that it is not impossible to improve the individual's life quality since their involvement in several roles can protect them from the negative effects of one role, allowing them to be able to respond when dealing with what the role demands. Znidarsic and Bernik (2021) argue that the ability of workers to achieve a Work-Family Balance can be the cause of positive behavior and loyalty. The benefits of achieving Work-Family Balance for workers includes increasing their welfare, reducing their level of work stress, and reducing the risk of burnout (Ninaus, Diehl and Terlutter, 2021).

Work-Family Balance also boosts job satisfaction, organizational commitment, productivity, high organizational citizenship behavior, and decreases turnover intention (Znidarsic and Bernik, 2021). A satisfactory Work-Family Balance is also related to outcomes outside of work, such as life, family, marriage, free time, and family affairs (Gragnano, Simbula and Miglioretti, 2020).

The balance of roles between work and family cannot be separated from family support. The involvement of an individual in their family will provide positive benefits when they are carrying out roles outside the family area, including society and work. This also has a positive impact on organizational performance. Family support is part of social support. In general, social support involves 4 (four) types of support, which are emotional support, instrumental support, information support, and appreciation support.

Emotional support can be defined as support in the form of empathy, showing concern or care, and listening. Instrumental support is support in the form real and tangible assistance, such as giving money as a loan or providing work, while information support is positive advice that raises enthusiasm and confidence or the provision of constructive suggestions and feedback. Finally, appreciation support implies expressions of respect (appreciation) to someone, giving them the encouragement to move forward, supporting an individual's feelings and ideas through affirmation, and giving that person a positive comparison with other people, for example, people who are less capable or worse-off (increasing their self-esteem) (Cai, Huang and Yuan, 2021).

Other social support needed in the family and at work includes organizational support such as a leader's support who involves their employees when making policies, support from their colleagues, and support from the policies where the working hours greatly affect the Work-Family Balance (Znidarsic and Bernik, 2021).

BPFK employees, when carrying out their main duties and functions as part of the testing and calibrating medical devices in healthcare facilities covering the eight provinces of East Java, Bali, North Kalimantan, South Kalimantan, East Kalimantan, Central Kalimantan, West Nusa Tenggara, and East Nusa Tenggara, have experience many anxiety problems when carrying out their duties during the pandemic. This anxiety is closely related to Work-Family Balance. The balance of roles in work cannot be separated from family support. This study set out

to determine the Work-Family Balance and family support relationship of BPFK Surabaya employees during the Covid-19 pandemic.

METHOD

This study is quantitative research with a cross-sectional design. The study was conducted at BPFK Surabaya between April - May 2021. The subjects in this study consisted of employees at BPFK Surabaya, totaling as many as 74 out of 84 total employees determined using the simple random sampling technique. The number of respondents was obtained using the Lemeshow formula as follows:

$$n = \frac{z^2 \cdot p(1-p)N}{D^2(N-1) + z^2 \cdot p(1-p)}$$

Where:

n = sample

N = Population

p = proportion for a particular trait that is expected to occur in the population. In certain unknown proportions, the amount of p used is 50% (0.5)

Z = standard deviation with a confidence level of 95%

D = Desired level of confidence / precision (0.05)

Score $1 - \alpha / 2 = 0,975$

The variables used in this study were family support and Work-Family Balance during the Covid-19 pandemic. The independent variable in this study was Work-Family Balance, while the dependent variable was family support and family support for work.

Both primary and secondary data were the sources of data used in this study. The primary data was collected from the questionnaires filled out by the respondents and the secondary data was drawn from various literature studies. The family support data was obtained by the respondents filling out questionnaires. The family support questionnaires used were the Comprehensive Evaluation of Social Support (CESS) questionnaires by Scott L Boyar, Nathanael S Campbell, Donald C Mosley Jr., and Charles M (Boyar *et al.*, 2014). Carson's questionnaire involved 15 question items consisting of 8 questions about family member support and 7

questions about job support. The Comprehensive Evaluation of Social Support (CESS) instrument was examined using a validity and reliability test for Family Member Support which obtained a value of $\alpha = 0.940$ or > 0.60 . The validity and reliability test for Family Support for Work obtained a value of $\alpha = 0.906$ or > 0.60 , therefore the questionnaires used were declared to be reliable and consistent. The measurement scale of this instrument used a Likert scale with 4 points, on a scale of strongly agree, agree, disagree and strongly disagree with assessment categories of low = 9-20, medium = 21-33, and high = 34-45 respectively.

The data for Work-Family Balance was obtained from the questionnaire data on Work to Family Conflict and Family to Work Conflict using the questionnaire for the Work Family Conflict Scale by Carlson, Kacmar, and Williams (2000), while Work Family facilitation and Family to Work facilitation used the Work Family Enrichment Scale by Carlson *et al.* (2006). The questionnaire for Work to Family Conflict had as many as 9 question items which obtained a value of $\alpha = 0.957 > 0.60$. Family to Work Conflict had as many as 9 question items which obtained a value of $\alpha = 0.967 > 0.60$, Work to Family Facilitation had as many as 9 question items which obtained a value of $\alpha = 0.956 > 0.60$, and 9 questions were found for the Family to Work facilitation which obtained a value of $\alpha = 0.966 > 0.60$. The questionnaires used were therefore declared to be reliable and consistent. The measurement scale for this instrument was a Likert scale with 4 points, specifically strongly agree, agree, disagree, and strongly disagree with assessment categories of low = 9-20, medium = 21-33, and high = 34-45 respectively. The results of this study were then analyzed using the Smart Partial Least Square test.

In another research study measuring the work family balance level of the respondents, the Work-Family Balance scale developed by Dawn S Carlson, Joseph G Grzywacz, and Suzanne Zivnuska was used (Carlson, Grzywacz and Zivnuska, 2009). The scale is a unidimensional 6-item 5-point agreement rating via a Likert scale (1=strongly disagree to 5 = strongly agree). For the purpose of this research, the study used a 7-point Likert scale (1=strongly disagree to 7= strongly agree) (Joseph and Sebastian, 2019). This study conducted an ethical test according to the requirements of the Faculty of Dentistry in Universitas Airlangga, ethical number 236/HRECC. FODM/V/2021.

Table 1. Descriptive research variables for the BPFK Surabaya employees in April 2021

		Family Support			
		Freq.	Percent	Valid Percent	Cumulative Percent
Valid	Low	3	4.1	4.1	4.1
	Currently	9	12.2	12.2	16.2
	High	62	83.8	83.8	100.0
		Family Support For Work			
		Freq.	Percent	Valid Percent	Cumulative Percent
Valid	Low	5	6.8	6.8	6.8
	Currently	24	32.4	32.4	39.2
	High	45	60.8	60.8	100.0
		Work Family Conflict			
		Freq.	Percent	Valid Percent	Cumulative Percent
Valid	Low	43	58.1	58.1	58.1
	Currently	19	25.7	25.7	83.8
	High	12	16.2	16.2	100.0
		Family Work Conflict			
		Freq.	Percent	Valid Percent	Cumulative Percent
Valid	Low	43	58.1	58.1	58.1
	Currently	20	27.0	27.0	85.1
	High	11	14.9	14.9	100.0
		Work Family Facilitation			
		Freq.	Percent	Valid Percent	Cumulative Percent
Valid	Low	6	8.1	8.1	8.1
	Currently	16	21.6	21.6	29.7
	High	52	70.3	70.3	100.0
		Family Work Facilitation			
		Freq.	Percent	Valid Percent	Cumulative Percent
Valid	Low	8	10.8	10.8	10.8
	Currently	12	16.2	16.2	27.0
	High	54	73.0	73.0	100.0

RESULTS

This research was conducted at BPFK Surabaya, while the respondents in this study were employees at BPFK totaling as many as 74 respondents. The study results related to the descriptive research variables can be seen in Table 1.

Based on Table 1's research variable descriptions, the independent variable of family support consisting of the variable of family member support was included in the high category for 62 people (83.8%) and family support for work was categorized as high by 45 people (60.8%). Meanwhile, the dependent variable of Work-Family Balance consisting of Work Family Conflict, Family Work Conflict, Work Family Facilitation, and Family Work Facilitation showed that Family Work Conflict was categorized as low by 45 people (60.8%), while

those who put Family Work Conflict in the low category totaled 43 people (58.1%). Work Family Facilitation was in the high category for 52 people (70.3%), and Family Work Facilitation was in the high category with a frequency of 54 people (73%).

The process was continued with Partial Least Square (Smart PLS) testing. The following details the steps used in smart PLS, including the outer used to conduct the model testing and the inner used to determine the hypothesis.

Outer (Model Test)

Note:
 FS: Family Support
 FSW: Family Support for Work
 FWC: Family Work Conflict

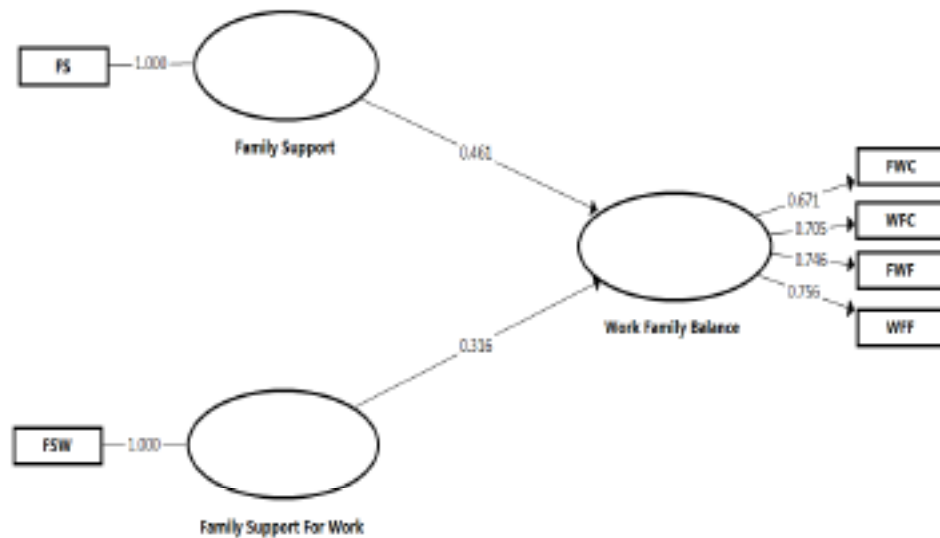


Figure 1. Outer (Model Test)

Table 2. Convergent Validity

	F a m i l y Support	F a m i l y Support For Work	Work Family Balance
FS	1.000		
FSW		1.000	
FWC			0.671
FWF			0.746
WFC			0.705
WFF			0.756

WFC: Work Family Conflict
 FWF: Family Work Facilitation
 WFF: Work Family Facilitation

Convergent Validity (Outer Loading)

The first step in the outer model was to determine the convergent validity. Convergent validity was measured by looking at the value of each outer loading. An indicator declared that convergent validity was found if it had an outer loading value >0.5.

Discriminant Validity (Cross Loading)

The second step in the outer model was to determine the discriminant validity. Cross loading values were used. An indicator was declared to have discriminant validity if the value of the cross loading indicator of the indicator variable was the largest compared to the other variables.

Table 3. Discriminant Validity

	F a m i l y Support	F a m i l y Support For Work	Work Family Balance
FS	1.000	0.405	0.589
FSW	0.405	1.000	0.503
FWC	0.486	0.165	0.671
FWF	0.416	0.563	0.746
WFC	0.402	0.205	0.705
WFF	0.405	0.428	0.756

Composite Reliability

Composite reliability was used in the outer model as the last evaluation. Composite reliability tested the value of the indicator’s reliability for a particular variable. The variable was declared to be valid if the composite reliability value was >0.7.

Inner (Hypothesis)

To ensure that the hypothesis was accepted or rejected according to the Smart PLS test in this study, T Statistics were applied. A variable was stated to have a relationship if the significance value of the T statistics was more than 1.96 or T Statistics >1.96.

Note:
 FS: Family Support
 FSW: Family Support for Work
 FWC: Family Work Conflict
 WFC: Work Family Conflict

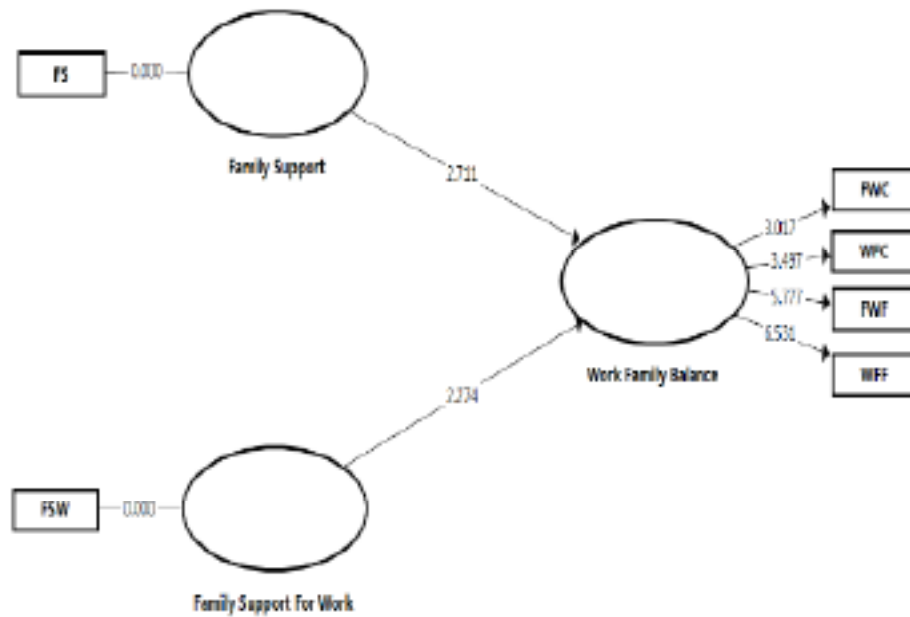


Figure 2. Results of the Hypothesis Testing using Smart PLS

Table 4. Composite Validity

	Cronbach's Alpha	Composite Reliability	Average Variance Extracted (AVE)
Family Support	1.000	1.000	1.000
Family Support For Work	1.000	1.000	1.000
Work Family Balance	0.697	0.811	0.519
WFF	0.405	0.428	0.756

Table 5. Hypothesis Test Analysis

Relationship Between Variables	Original Sample	T Statistics	Remarks
Family Members Support → Work Family Balance	0.461	2.542	Significant
Family Support for Work → Work Family Balance	0.316	2.364	Significant

Table 6. Coefficient of Determination

Relationship Between Variables	Original Sample	T Statistics
Family support for work and family members support → Work Family Balance	0.461	2.542

FWF: family Work Facilitation
WFF: Work Family Facilitation

Using the image of Smart Partial Least Square results, further details will be described in Table 5. It can be observed that the hypothesis test results show that the support of family members is significantly related to Work-Family Balance since the T Statistics result is 2.542 (T Statistics >1.96). The Original sample value is 0.461. The positive value indicates that the more that the family support for work increases, the more that the Work-Family Balance will also increase. Family support for work is positively related to the family work facilitation received because the T Statistics result is 2.364 (T Statistics > 1.96). The Original sample value is 0.316. A positive value indicates that the higher the family support for work, the more that the Work-Family Balance will also increase.

Furthermore, to find out how clear the independent variable is at explaining the dependent variable, the coefficient of determination / R-Square was used. The R-Square values are provided in Table 6.

Based on Table 6, it can be seen that the variables of family support for work and the support of family members are the most associated with family work facilitation with a large relationship value of 43.1%. This study did not examine the remaining 56.9% influenced by other variables.

DISCUSSION

Work and family used to be thought of as two inseparable domains of human life. (Aldrich and Cliff, 2003). Not much was known about the work and family relationships of BPFK Surabaya employees. From the work of the previous decade, there has been a lot of evidence put forward indicating that the family has a great influence on an individual's role at work. This study had the purpose of adding to the workplace literature by examining family support related to the two types of role. Referring to COR theory, we posit that instrumental and emotional support from family members will emerge as resources, and be positively related to the BPFK employees' Work-Family Balance. Furthermore, we implementing a gain spiral to help us hypothesize that Work-Family Balance is associated with family support indirectly (Aldrich and Cliff, 2003).

We contend that it is necessary to understand that creating a balanced situation can emerge when there is family support and family support for work-related resources such as social support (i.e., the accomplishment and negotiation of role-related expectations). Moreover, it is also necessary to have a greater understanding of how balance plays a role in the correlation between social support from both the work and family domains and satisfaction in each of those domains as well. To put it another way, does Work-Family Balance mediate support and satisfaction at work and are the support of the family and WFB correlated with each other? This research studied how balance plays a role in supporting the satisfaction relationship. In particular, we tried to get a greater understanding of how both work-related and non-work-related sources of support enhance Work-Family Balance and how they contribute to satisfaction in both work and non-work domains (Ferguson *et al.*, 2012).

The results indicate that family support is significantly related to Work-Family Balance. A positive value indicates that as family support increases, the Work-Family Balance will also increase. Family is among the closest circles to an individual. A strong family is fundamental to creating peace. A more peaceful and comfortable family will make the individual feel calm and there will be less problems at work caused by their family.

Family support for work is related to Work-Family Balance. A positive value indicates that as the family support for work increases, the family

work facilitation will also increase. Family support for work is needed for the work-family facilities to function.

Research that supports these results includes the research published in the Eathy journal in January called 'The Relationship between husband's social support and Work Family Balance on female teachers at SMA Negeri Purworejo' which stated that a husband's support provides an effective contribution of 42.4% to the balance of family work, while the remaining 56.7% is influenced by other factors (Novenia and Ratnaningsih, 2017). Likewise, other research conducted states that there was found to be a relationship that was significant in the negative direction between Work-Family Balance and family social support for married female employees at Bank Mandiri Jakarta Imam Bonjol. The result obtained had an r_{xy} value of -0.421 (Islami and Susilarini, 2021). Another study was conducted during the COVID-19 pandemic to identify the profiles of parental social support and Work-Family Balance (WFB) and to examine the correlation with marital conflict and parenting stress. The setting was the workplaces closed by the government of Singapore, as well as the schools closed from April to May 2020 (Chung *et al.*, 2020).

Drawing on the Conservation Of Resources theory, we argue that BPFK's employees mostly view family support as a resource that preserves their sense of Work-Family Balance. For example, family members may be the cause of the emergence of Work-Family Balance by understanding the accomplishments and contributions of the employees in both the work and family domains (Leung, Mukerjee and Thurik, 2020). In particular, the encouragement and understanding expressed by the family members may promote the Work-Family Balance of employees by helping them to manage the work-family interface by enhancing their positive experiences. Moreover, family support may create a sense of trust, closeness, and intimacy, which also may be the cause of the emergence of a positive self-image (for instance, perceived role accomplishment) in the BPFK Surabaya employees.

Taking care of any children and older people or doing the household chores can be a form of support shown to and by the family members. We contend that most of the employees perceived family support as a resource that promotes other resource preservation. The energy and time that would otherwise be lost would be limited by the family support provided. Employees may be asked

to complete certain tasks which leads to a sense of role accomplishment in the work and family domains. Work-Family Balance can improve life quality because first, multiple roles involve the protection of individuals from the effect of negative experiences in any one role. Work-Family Balance believes that when enacting select roles, only low levels of stress will be experienced by balanced individuals apparently due to role of participation in activities that are important to them. Distinct from their imbalanced counterparts, individuals who are balanced do not experience role overload; they have a greater sense of ease when doing their roles and experience less depression (Greenhaus, Collins and Shaw, 2003).

In the end, family support may affect organizations, especially the employees, in positive ways. Higher quality relationships may emerge from social support; they also affect positive affective reactions, increase the individuals' performance, and enable them to buffer stressful demands and negative effects (Jolly, Kong and Kim, 2021).

CONCLUSION

Based on the study results, the conclusion can that be drawn from this research is that family support and family support for work have a significant positive relationship with Work-Family Balance. Our findings show that family support plays a clear role in the WFB of BPKF Surabaya employees.

Based on these conclusions, we suggest reducing the level of work-life conflict and increasing the family support by BPFK Surabaya. This becomes important when looking to build a competitive advantage and to ensure the continuance of a productive workforce. Managers and leaders can assist their employees in increasing the effectiveness of the interactions between their work and family life by creating a family-friendly workplace.

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