

Relationship of Psychological Capital and Happiness in Early Adult Women That Have Multiple Roles Conflict

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Abstract— Based on a survey of women who carry out multiple roles as mothers, wives, and employees are found to be the least happy. Job- family conflict can affect job satisfaction, satisfaction with marriage, life satisfaction and happiness. Psychology capital has been shown to increase subjective well-being which can increase happiness. This study uses quantitative research methods with correlation techniques. The measuring instrument used is Subjective Happiness which has been adapted into Indonesian by researchers to measure happiness, PsyCap Questionnaire to measure psychological capital. The results in this study indicate that psychological capital has a significant positive relationship with happiness ($\text{sig} = 0.00 < 0.05$, $r = 0.46$ **). When viewed per dimension, the four dimensions of psychology capital all have a significant positive relationship with happiness and the dimension that has the greatest relationship strength starts from hope ($r = 0.565$ **), self-efficacy ($r = 0.404$ **), resiliency ($r =$ **) and optimism ($r = 0.384$ **). A positive significant relationship indicates that the higher the quality of psychology capital possessed by participants, the higher the level of happiness of participants.

Keywords: *psychological capital, happiness, multiple role conflict*

I. INTRODUCTION

In young adult women who are married and working usually experience multiple role conflicts. This is because early adult women are required to be productive both at work and must also be responsible for household tasks, such as cleaning the house, teaching children, cooking and serving their husbands. Early adult women who are married and work can be vulnerable to stress due to the multiple role conflicts experienced by these women. According to Setyaningsih [1], the multiple role sometimes makes women potentially increase stress to suffer depression due to life stress. In addition, based on the results of a survey of mothers in large cities, it was found that almost half of all women (49%) surveyed said stress had increased over the past five years compared to four out of ten (39%) men.

Women with multiple role, according to Anoraga [2], interpreted as women who have a role as female workers physically and psychologically both in the government sector, private sector and with the aim of bringing progress in their careers, while also acting as mothers and wives responsible for managing their households .

Spector [3] states that multiple role conflict is one form of role conflict where demands for work and family experience a conflict. Greenhaus and Beutell [4], define multiple role conflict as a form of conflict between roles where the pressures of work and family are mutually incompatible. A person will spend more time to be used to fulfill an important role, so that there is less time to fulfill the other roles. This can cause someone to experience a role conflict. Based on the opinions above it can be concluded that multiple role conflict is one form of conflict between roles caused by work and family mutually incompatible with each other caused by expectations of two different roles. Many women who play a dual role feel guilty for refusing household duties because they are too tired after returning from work, for example just by playing with their children before going to bed.

One of the supporters of household survival is the role of the wife who is in charge of serving her husband, caring for children, and doing household chores. When a wife feels unable to do a good job, it will affect her household harmony. This condition certainly can affect stress levels so that it affects the well-being which has an impact on the happiness of early adult women with multiple roles. Therefore, there are mothers who come to work by being the main breadwinner and also responsible for domestic affairs and children, which will make it easier for mothers with multiple roles to feel tired and less happy. Women with multiple roles will assume greater duties and responsibilities than women who only act as housewives. Therefore, women with multiple roles may be less able to find happiness.

In the study of Lee and Ling [5] stated that work-family conflict can affect happiness, job satisfaction, satisfaction with marriage and life satisfaction. Research from Anastasia [6] states that the conflict over the role of women as housewives disrupts the role of workers so that it has an influence on their life satisfaction. These results are in line with the results of research conducted by Kadir [7], that if there are more work-family conflicts, life satisfaction will decrease. Rachman [8], states that the phenomenon that occurs shows that there is disharmony in family life, often conflict between husband and wife which ends in divorce. According to Rochiman, this problem began because both husband and wife did not understand their respective obligations and rights. Jones [9], said that many factors cause women to work,

including to improve living standards; change in divorce; social security and tax regulations; changes in gender attitudes; availability of savings to buy household appliances; and reduce the income gap between husband and wife. Some women only want extra income. This causes many women to work in conditions that are all dilemmatic, that is, on the one hand women are required to succeed in their fields of work, on the other hand they are also required to play a maximum role in the family.

Based on a survey conducted by insurance companies in the United Kingdom [8] by involving 3,000 customers to find satisfaction and happiness in a woman's life, it is known that 87.2% percent of respondents who feel most happy are housewives. While women who carry out multiple roles as mothers, wives, and employees are the least happy.

According to Suyasa [10] happiness itself is interpreted as a condition where individuals are in a well-being condition. Happiness is the feeling of being happy or satisfied with the conditions, there is an awareness not to regret / complain about things that have happened, to the reality that exists in oneself and others, even to be grateful for what they have (what I have had ...); awareness that life is meaningful, purposeful and hopeful; conditions when individuals can interpret this life with a variety of positive emotions, full of joy, full of love / love for others, which is manifested concretely through words or deeds; conditions when there is peace in the mind, in the sense that the individual is able to concentrate on the environment he is facing, so that he has the feeling of being able to (I can ...) live daily life; the condition when the mind is not (too) bound to momentary desires, or when the individual thinks that he is (I am ...) a free / autonomous person who is able to control his actions, words, and even thoughts.

To achieve happiness itself is not only due to the fulfillment of material needs and sexual needs, psychological [8], or the fulfillment of physical needs. But to achieve happiness is also needed factors from within the individual itself. It can support so that women with multiple roles who work can be happy through the psychology capital conditions that employees have while working. Psychology capital has been shown to increase subjective well-being and also reduce the level of burnout experienced by employees. According to Teo employee happiness is something that is important for the company because if employees are happy in the workplace, employee productivity will increase in the workplace. Therefore, for women who have a dual role, a way to increase their happiness when working in an office can be found in order to be more productive while working. In addition to being more productive in the office, early adult women with multiple roles can also be more productive and enthusiastic in carrying out their roles as housewives. Therefore, researchers are interested in examining whether psychological capital can increase happiness in women who have multiple roles.

II. LITERATURE REVIEW

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According to Luthans [11] psychological Capital is a condition of a person's positive development and is characterized by: (1) having self-confidence (self-efficacy) to deal with challenging tasks and providing sufficient effort to succeed in these tasks; (2) making positive attribution (optimism) about success in the present and the future; (3) not giving up easily in achieving the goals and if necessary diverting the path to achieve the goal (hope); and (4) when faced with problems and obstacles can be resilience, even more so, to achieve success. Psychological Capital has 4 dimensions, namely: Self-efficacy, Hope, Optimism, Resiliency. According to Osigweh psychological capital is an approach that is characterized by dimensions that can optimize the potential of an individual so that it can help organizational performance. These dimensions are self-efficacy, hope, optimism, and resiliency.

According to Seligman life happiness is a concept that refers to positive emotions felt by individuals and positive activities that are liked by the individual. Life happiness is characterized by more positive effects felt by individuals than negative affect. Veenhoven explains that happiness is a subjective concept that is often experienced by every individual from time to time as a picture of feelings or emotions. Happiness is the feeling of love, pleasure, joy that is felt by the individual and the source of the cause of happiness for each individual is different. In other words, only people who are related can say whether they are happy or unhappy with the life they live. According to Diener in Lyubomirsky, [12] one of the most important sources of happiness is the existence of personal relationships namely friendship, marriage, intimacy, and social support.

III. RESEARCH METHODS

The method in this study is to use quantitative research methods with correlation techniques involving one independent variable and one dependent variable. The characteristics of the subjects in this study were early adult women who were married and worked in the company. The number of respondents who were successfully obtained in this study from one company "x" in Jakarta consisted of 96 people. The measuring instrument used in this study consisted of two measuring instruments, namely: (a) Subjective Happiness measuring instruments from Lyubomirsky and Lepper [12] that had been adapted into Indonesian by researchers to measure happiness; (b) measuring instrument PsyCap Questionnaire from Luthan [11]. The number of items in the Subjective Happiness tool amounted to 4 items with a 1 to 4 Likert scale based on the results of field data collection, the reliability of the Subjective Happiness gauge was 0.683. Then the number of items in PsyCap measuring instruments amounted to 24 items which are divided into 4 components, namely self-efficacy, hope, resilience, and

optimism where each indicator has 6 items. This measuring instrument has a range of response options from 1 to 6, namely "Strongly Disagree" to "Strongly Agree" which has been translated into Indonesian. Self-efficacy reliability is 0.880, hope 0.880, resilience 0.668, optimism 0.748.

The data analysis phase in this study consisted of testing data normality and testing the correlation of research variables. Analysis of the normality of the data is done by one sample Kolmogorov-Smirnov and if the data is normally distributed then the correlation technique used is Pearson correlation, while if the data is not normally distributed then the correlation technique used is spearman correlation. In addition to the main data analysis, the researcher also analyzed additional data by conducting a descriptive analysis that showed a descriptive description of the variables under study.

IV. RESULT

The results in this study indicate that psychological capital has a significant positive relationship with happiness ($\text{sig} = 0.00 < 0.05$, $r = 0.46^{**}$). When viewed per dimension, the four dimensions of psychology capital all have a significant positive relationship with happiness and the dimension that has the greatest relationship strength starts from hope ($r = 0.565^{**}$), self-efficacy ($r = 0.404^{**}$), resiliency ($r = 0.393^{**}$) and optimism ($r = 0.384^{**}$). A positive significant relationship indicates that the higher the quality of psychology capital possessed by participants, the higher the level of happiness of participants. The strength of the large correlation relationship shows how much the relationship will contribute to determining the level of happiness of participants, so in the psychology capital dimension that most contributes to determining happiness of participants is the hope dimension, although the other three dimensions can also contribute to the happiness level of participants.

V. DISCUSSION

According to Suyasa [10] happiness is interpreted as a condition where individuals are in a well-being condition. Happiness is the feeling of being happy or satisfied with the conditions, there is an awareness not to regret / complain about things that have happened, to the reality that exists in oneself and others, even to be grateful for what they have (what I have had ...); awareness that life is meaningful, purposeful and hopeful; conditions when individuals can interpret this life with a variety of positive emotions, full of joy, full of love / love for others, which is manifested concretely through words or deeds; conditions when there is peace in the mind, in the sense that the individual is able to concentrate on the environment he is facing, so that he has the feeling of being able to (I can ...) live daily life; the condition when the mind is not (too) bound to momentary desires, or when the individual thinks that he is (I am ...) a free / autonomous person who is able to control his actions, words, and even thoughts.

The results of data calculations in this study state that there is a significant relationship between psychological capital and happiness in early adult women who work and are married and have multiple roles. To achieve

happiness itself is not only due to the fulfillment of material needs and sexual needs, psychological [8], or the fulfillment of physical needs. But to achieve happiness is also needed factors from within the individual itself. There are four dimensions of psychological capital, namely self-efficacy, optimism, resilience and hope. This is in accordance with the research conducted by Suyasa [10] that in order to achieve happiness, a person must have a resilient personality. Happiness itself is not achieved only by socio-economic success or physical or physical satisfaction because it is only temporary. Happiness is achieved also through one's personality and how individuals develop themselves. Resilient personality, is a healthy personality trait, is as a center/source (the location you want to go) for individuals who want to achieve happiness.

However, to build resilience itself, we need hope and self-efficacy. As for psychological capital, the highest dimension in relation to happiness is hope, both self-efficacy, third resilience and fourth optimism. This is because hope or hope is able to create various strategies (pathways) when someone is faced with a stressor. Such as dual role conflict in married young women. Multiple role conflicts often contribute to life satisfaction because of the demands of the work of the wife or the work of the mother outside the home. Apart from that the factors that cause women to work, including to improve living standards; change in divorce; social security and tax regulations; changes in gender attitudes; availability of savings to buy household appliances; and reduce the income gap between husband and wife. Some women only want extra income. According to Jones [9], this causes many women to work in conditions that are all dilemmatic, that is, on the one hand women are required to succeed in their fields of work, on the other hand they are also required to play a maximum role in family. Dilemma conditions like this often cause early adult women with multiple role conflicts to be less happy due to stress faced.

But with hope that individuals can expect the best for their future and become confident in facing obstacles, persevere in overcoming them, and dare to face failure Hope also enhances important elements in healing related to neurobiology [13]. Hope can also improve physical and emotional conditions, improve achievement, and gain social support and satisfaction (Weis and Speridakos, 2011). Hope has two components, namely the ability or capacity of a person to plan the way to be desired even though they encounter obstacles and motivation to use this method (Snyder, 2002; [13]. Therefore, when individuals have hope, they will usually appear in individuals a higher self-efficacy, especially in women with multiple roles who often feel they are doing all their duties and responsibilities beyond their limits so that they become stressed and less happy. According to Bandura [14] said that self-efficacy is a person's belief in his belief to make a form of control over the person's own function and events in his environment. Whereas according to the results of the study Sitanjak [15] said that

self-efficacy has a strong connection with psychological well-being in individuals. Snyder operationalizes hope as a process when individuals: (1) set goals (2) develop specific strategies to achieve these goals and (3) build and maintain motivation to implement the strategies that have been prepared. These three components of hope refer to goals (goals), ways of thinking (pathways thinking) and motivational thoughts (agency thinking). With the three processes mentioned above, usually individuals begin to develop self-efficacy in themselves. Without hope, one has difficulty achieving self-efficacy. This is because hope directs the individual to the goals in his life. To achieve these goals individuals develop strategies and maintain motivation so that individuals can eventually build self-efficacy within themselves.

Self-efficacy itself is also one aspect of knowledge about self or the most influential self knowledge on human life that affects individuals in determining the actions to be taken to achieve a goal including the estimation of various events faced. Self-efficacy is related to the condition of well-being individuals who can reduce stress levels and negative emotions in a person in the face of challenges. A study by related to self-efficacy and subjective well-being carried out to students as a result of increasing self-efficacy significantly improving subjective well-being. When an individual believes in his ability to do the task at hand, the individual will have a business and think positively when facing something, he will feel more positive feelings and will not worry and worry about failure. The high self-efficacy plays an important role in providing a condition of positive subjective well-being, regulating stress, and increasing self-esteem and leading to a better physical condition than a disease recovery, where this condition is a process of achieving resilience.

Sarafino [10] defines resilience as resilient power, namely the ability to rise from problems or as the ability to not dissolve in feeling depressed. Conner [10] also states resilience as an individual's ability to free themselves from unfavorable conditions. Whereas Grotberg [10] states that resilience is the ability of a person, a group or community to prevent, minimize, and overcome the effects of destructive difficulties. According to Krovertz [16], resilience is related to one's beliefs about their ability to overcome problems. Therefore, with hope and self-efficacy, it will increase resilience that directs individuals to abstinence in the face of challenges so that when individuals begin to be determined not to give up easily in the face of challenges and difficulties. Characteristics of individuals who are resilient where individuals who are resilient can be tolerant of negative feelings, and in accordance with resilience factors where resilience can increase when there are positive emotions [17];

With hope and self-efficacy, resilience is formed and when resilience exists in the individual, a final dimension of psychological capital emerges, namely optimism. With the optimism of individuals looking at a bad event as something temporary (permanence) and caused by external factors (personalization), as well as pervasiveness of bad

conditions due to part or all. Therefore optimism has a significant relationship with happiness. In early adult women who have multiple roles both as wives and employees often experience conflicts in carrying out their duties. Seligman says that in working, the mindset used by an individual will affect all areas of his life, including a positive mindset. According to Segerstrom optimism is a positive and realistic way of thinking about a problem. Positive thinking is trying to achieve the best of the worst. This condition certainly has an influence on early adult women when carrying out their work in the office. This is supported by research conducted by Nandini [18] which states that if an employee who has long worked and loses optimism can harm the company because positive or negative mental attitudes will always have an impact on the quality of one's relationship with others. Even though it is difficult, people who are optimistic at work can perform better than other employees who tend to be pessimistic to face a number of obstacles at the office. This means that performance in early adult women who are married and have careers and have multiple role conflicts can show better performance through psychotherapy in the face of pressure, stress and challenges because of the dual role of wife, parents and employees.

This is supported by Carver [18] saying that individuals who have feelings of optimism and hope for their future will feel happier and grateful for the life satisfaction they have compared to other individuals who do not. So, the higher the optimism that is inside, the higher the happiness they feel.

In the positive psychology approach, Seligman said that the factors that influence a person's level of happiness are gratitude, optimism, loving ability, family harmony, and life satisfaction. This statement is supported by the results of research conducted by Salimian and Hosainian [18] which shows that optimism and openness of mind to new experiences have enough power to make employees happy with their work. An employee with high optimism will have good productivity at work, and will feel happier.

Based on the things described above, these four dimensions on the psychological capital have a significant relationship to happiness. This positive feeling and condition of prosperity is certainly related to happiness. This is as expressed by Suyasa [10] that happiness is a condition where individuals are in a well-being condition. Happiness is feeling happy or satisfied, feeling meaningful, having a purpose in life and hope. Rachman [8], states that the phenomenon that occurs shows that there is disharmony in family life, often conflict between husband and wife which ends in divorce. One of the factors is because of a career woman. This is due to the large role and responsibility of early adult women who have a family but also have a career.

However, this situation can be facilitated by psychological capital which directs individuals to a well-being condition so that individuals can be happier even though individuals face many challenges and pressures

because of the dual role experienced by early adult women. Although happiness may be difficult to come by because of experiencing multiple role conflict, but based on the explanation of the four psychological capital (hope, self-efficacy, resilience and optimism) above, it has been described that the four are related to happiness in early adult women who are married and also work as employees in the company "x", where all respondents experienced multiple role conflicts. Even though they experience multiple role conflicts, the early adult women who are married and work as employees can still achieve happiness through psychological capital (hope, self-efficacy, resilience and optimism)

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