Career Woman: The Dual Roles Conflict Management in The Gender Perspective

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Abstract

Human rights are essential and should not be limited only for reasons that refer to gender and social status, such as the right to a career and self-actualization.Facts on the ground show that women also have the same competence as men in the aspects of public and professional roles. This study aims to analyze the aspects of women's rights and freedoms in carrying out their roles as career women, especially for women who are married and have dual roles. This study examines aspects of social roles and management of role conflicts that are experienced by women with the status of career women. Aspects of social roles are studied based on various theories of social development, studies of women's rights based on the concept of human rights and gender equality. The data in this study were sourced from the results of observations, interviews, and literature studies. The analysis technique used was an interactive model. The results of this study indicate that career women with dual roles have

appropriate conflict management techniques, so that their roles have the same priority. This was also supported by the concept of gender equality which is starting to be accepted in society so that women can live a life with the dual roles they have, as well as the guarantee of human rights as human beings who have complete freedom.

A. Introduction

Cultural shifts that occur due to changing eras make the paradigm of social roles in society often develop and change. This is experienced by all levels of society without exception, thus making most people have a dual roles in living their social life, especially for women (Samsidar, 2020). If we look back at the facts on the ground, now more and more women have professions that were previously rare or not even practiced by women. In fact, it is not uncommon for women to occupy strategic positions in various fields, such as social, economic, and education (Doso, 2021). This tends to contradict the patriarchal paradigm which holds that women have a nature only limited to male companions with the task of taking care of the household (Wahyudi, 2018). The fact that many women have careers in social life cannot be separated from the influence of increasingly advanced human civilization, as well as the existence of education that continues to develop and fight for human rights (Arifin *et al.*, 2020) where this really helps women in carrying out the social roles they want (Anwar & Christanti, 2021).

However, apart from the rights obtained by women in choosing their social roles and working at the social level, women also have obligations that must be carried out with full responsibility, namely as housewives. This creates more

complicated problems for women who carry out social roles as career women (Ariany *et al.*, 2022). In this context, women with dual roles will have several obstacles in carrying out their daily lives, where the source of these obstacles comes from internal factors in the form of physical fatigue and emotional fatigue, as well as external factors such as community views, ability to manage time between work and family, as well as environmental demands. Suchas expectations of nature and the role of women in social life (Ramadhani, 2016). Thus, the dual roles played by women as career women and housewives will at the same time bring a polemic that causes intrapersonal conflicts because of the expectations and paradigms created by the social environment in people's lives (Nurudin & Muyassarah, 2017).

Apart from the fact of the intrapersonal conflicts experienced by women, there some factors cause women to choose the decision to live a life with dual roles in society. These factors can be in the form of educational needs, economic demands, a desire to develop self-potential, a passion to work according to their interests and talents, as well as self-existence as a human being who has potential with the principle of equality (Hidayati, 2016). In this case, all of these reasons lead to the fact that women have to face dual roles, namely the same burden as working in the domestic field (household work) and the public sector (a career and fulfilling the economic needs) at the same time, thus creating problems and increasingly a complex pressure (Amellia& Romadhani, 2021).

With these facts, there is a big challenge faced by women who choose to live a social life with dual roles. As a human being, women also have dreams, future life plans, and the desire to develop their potential for various reasons. Thus, women must have the right strategy in dealing with challenges related to paradigms and social stigma regarding the dual roles they carry out (Sudibyo & Satris, 2022).

The concept of gender equality then developed and increasingly spread to all corners of the world to provide guarantees for women to be able to actualize themselves (Suwastini, 2019). In this context, equality in question is equal rights between men and women as human beings, both rights in terms of education, social, political, to social roles in society that refer to the desired profession or job. This provides an opportunity for women to remain emancipated according to their potential and passion, especially in carrying out their roles as career women and housewives without any stigma about these dual roles (Hidayah & Hariyadi, 2019).Based on several studies that have been described, it is known that career women with dual roles have good skills in conflict management, which is related to professionalism (Katz et al., 2020). Thus, this study focuses on career women's strategies for effective role conflict management through a gender perspective.Furthermore, the results of this study can be used to complement previous analyzes and as a reference for the literature on the focus of conflict management and career women with dual roles.

This study uses a descriptive qualitative method with a gender perspective. In this case, the aspects explored include the dual roles of women, role conflict, and conflict management in a career. The research location is in the Central Aceh region. Key informants were female employees within the Education Office with the following criteria: age between thirty and forty years; are married and have children; have worked in the field of education for at least five years. Data collection techniques used were observation, interviews, and literature study. The analysis technique used was an interactive model.

Referring to the description above, this article is written based on the results of research that has been carried out with the aim of discussing human rights, especially women's rights to choose their social roles as career women and strategies to resolve the conflict management they experience.

B. Discussion

1. Gender Bias on the Status of Career Women: Paradigms and Social Stigma

The social roles contained in the community have indirectly become a system that regulates human life. In this context, social role refers to the representation of a person's rights, obligations, duties, and responsibilities in society according to their social status (Apriliani *et al.*, 2020). The emergence of social roles attached to individuals is caused by factors of social demands and expectations of these individuals. This is closely related to the status of the individual who is a member of the community and his contribution to the running of the existing social level system (Sastrawati, 2020). Talking about this, there are factors that form the basis for the development of social roles in society, namely the changing era caused by modernization and globalization, where which greatly affects the complexity of patterns of social behavior and prevailing values (Noer, 2021).

The status of the social role adopted by the social environment is based on the duties and responsibilities of individuals who are part of certain community groups with orientation to their contribution and participation to their community (Ruli, 2020). In this context, social role refers to the profession and behavior undertaken by individuals according to their gender, where in this case social level and situations greatly affect the functions and social roles of the community. In its realization, social roles are often grouped by gender according to their function, purpose, and process. In this case, social roles with gender masculinity tend to be carried out by men in an organized manner, while social roles with gender femininity will be performed by women (Dalimoenthe, 2020).

The emergence of social roles that are dual and carried out by one gender makes a new paradigm that develops in the midst of social life. This is considered a role irregularity and should

not be normalized because basically every social role has been determined based on gender, especially in a patriarchal culture (Stellarosa & Silaban, 2019). This triggers the occurrence of acts of social discrimination against role actors who require them to carry out two roles at once, where in this case the party who most often receives the unfair treatment is women (Hardiyanti *et al.*, 2019).

Talking about dual roles, women who are labeled by a social environment with femininity will tend to be considered as individuals who oppose nature when they carry out social roles that are not in accordance with feminine gender (Hasan, 2019). The social mindset about women who have to be gentle and can be managed by men is a conservative paradigm that still remains today. So when women choose to work for reasons of independence and self-actualization needs, they are considered to ignore their main social role as domestic workers (Tuwu, 2018). The dual roles they play as housewives and career women create stigma and gender bias. This causes women who have careers to experience social discrimination, thus making them feel depressed (Rahmawati *et al.*, 2018). Social discrimination in the form of gender bias can occur due to many factors, some of which come from social, political, economic, and cultural aspects, causing marginalization to exploitation experienced by women (Sabariman, 2019).

2. Role Conflict: Career and Family as Equal Priorities

The emergence of the term role conflict in society is the impact of a shift in values about the social role-played by the community in certain social groups and levels. Referring to the word conflict, tends to have the connotation of conflict between one situation and another because of differences in orientation. In this context, role conflict occurs because of the internal contra experienced by a person when experiencing a situation that is

different from his wishes. Role conflict can also arise because of a desire to develop potential in situations that are not conducive, it will create pressure for individuals who cannot actualize themselves to the fullest stage (Puspita, 2018).

In this regard, the social role possessed by individuals is a reflection of the expectations of the social environment for their existence. In this case, role conflict refers to a situation where there is an imbalance between expectations and the reality of the social role-played by individuals in their social lives which are influenced by needs and situations (Yasa, 2017). Role conflict can occur because individuals experience two or more pressures simultaneously, which is caused by several roles that they live in at once. The conflict that often occurs is the choice to be consistent in carrying out the roles you have, because some roles sometimes have conflicting goals and expectations (Alfian *et al.*, 2018).

Social demands in society make individuals have to undergo social roles according to the situation they face, thus creating a situation where individuals have to undergo several roles at once. This makes individuals experience internal conflicts in adjusting and choosing the rights and obligations of the several roles that they live. This intrapersonal role conflict arises because of the role pressure on the individual related to the role in the family and the role of the profession, so this creates a dual roles conflict caused by the unequal roles held in both aspects (Ismiati & Zusmawati, 2020). This causes the expected expectations to not be realized optimally and causes inequality in one of the roles. In this context, the facts on the ground show that women are more likely to experience dual roles conflicts. This is due to the paradigm and stigma that has developed in society regarding the nature and social roles of women which have been determined from generation to generation based on patriarchal understanding that gives rise to gender bias.

Furthermore, it can be seen that women who already have a family and have a main profession outside the family

environment at the same time, will tend to experience continuous dual roles conflict. Professional work demands must be met to produce effective performance, while family demands are equally important where women must have maximum time to take care of the household. In this case, the dual roles conflict experienced will trigger stress, feelings of guilt, anxiety, physical fatigue, to frustration which can lead to depression (Iswari & Pradhanawati, 2018).

In the case of dual roles conflict experienced by women, there are underlying factors such as: (1) there is a need for time for one role that overlaps with time for another role; (2) the emergence of stress caused by one role so that it affects other roles; (3) physical and mental fatigue caused by one role makes it difficult to carry out another role; and (4) there is a difference in effectiveness between roles, so that it will be difficult to convert one role to another (Burhanuddin *et al.*, 2018).

Like other social problems, dual roles conflict also has dimensions that cause conflicts to become increasingly complex. In this case, the dimensions of dual roles conflict are divided into two, namely: (1) *Work-Family Interface* (WFI), is a conflict that arises because of work problems that are carried into the family so that it interferes with role responsibilities towards the family; (2) *Family-Work Interface* (FWI), is a conflict caused by family problems that are brought into the world of work so that responsibilities in work roles are not resolved properly (Beutell & O'Hare, 2018).

The dual roles conflict originating from the dimensions of the conflict between WFI and FWI brings a new conflict that is more complex in nature. In this context, the types of conflicts that may arise in the lives of individuals undergoing dual roles include: (1) *Time-Based Conflict*, namely conflicts that occur because of the time that is divided to carry out two different roles; (2) *Strain-Based Conflict*, is a conflict that occurs because of the dominance of one role experienced by an individual, so that

it will make it difficult to carry out other roles to the fullest; (3) *Behavior-Based Conflict*, i.e. conflicts that arise due to differences in expectations and the reality of the roles undertaken (Lapierre *et al.*, 2018).

The development of the times and the advancement of human civilization globally have had a tremendous impact on behavioral patterns and social values that continue to move dynamically in society. More specifically, in Indonesia there is the concept of emancipation which is a turning point for women to be able to actualize themselves to the fullest without discrimination (Hamdjati & Haluty, 2018). Thus, women at this time can choose their social roles as career women in various fields. Simultaneously in the social paradigm, career women are considered to have dual roles because they have to prioritize two things at once, namely family and professional activities for advancement in the field they are engaged in (Sari & Anton, 2020).

Talking about careers and professions, a career woman certainly has strong principles and commitments. They must have high professionalism, great responsibility, and a stable feeling in carrying out their roles so that there are no gaps between the roles they have (Mayangsari & Amalia, 2018). Women who choose to become career women tend to have big ambitions and strong principles, where in this case women will do work with totality, so that orientation in utilizing their potential can bring progress in the profession, as well as higher social level. On the other hand, career women who are accustomed to living a social life with dual roles often experience a dilemma in choosing one role of family and professional (Pusparani *et al.*, 2020).So that practically this can lead to certain strategies in resolving the dual roles conflict experienced. Thus, they can get around the social paradigm without sacrificing any of the roles. By the strong principles, the independence that becomes an identity, as well as high integrity and responsibility, a career woman tends

to be able to solve various forms of problems more effectively and efficiently, where this also makes it more resilient in living a social life.

By entering the era of globalization and facing the challenges of revolution 4.0, it is necessary to improve the quality of superior human resources, so that a strong, intelligent, skilled, creative, and innovative workforce is needed in various social sectors (Mansyur & Hidayat, 2020). In general, opportunities for women and men to work in all sectors can be said to be balanced when viewed from the capabilities they have. In fact, it is not uncommon for women to be in a superior position than men in several sectors. Thus, this opens up more opportunities for women to have careers according to their potential without any gender bias. So it can be said that the existence of equality between men and women in various fields without discrimination is the basis for the development of a country (Zuhriyah, 2018).

The social role-playedby women as career women give great hope on an economic and social level. However, apart from these facts, certain reasons cause women to choose to become career women, such as: (1) Economic or financial factors; this is due to circumstances that force women to work outside the home as career women to meet household economic needs; (2) Socio-relational factors; this is a factor that comes from internal women who have high socio-relational needs, where this is related to identity and social level; (3) self-actualization factor; which is related to women's desires and needs to express themselves, work, develop their competencies, as well as helping others to participate in developing through their knowledge and experience, to find or produce works and obtain awards or achievements (Handayani, 2020).

In addition to these main factors, there are other motivations such as applying knowledge, the need to live independently, planning a secure future, psychological factors and internal conditions in the family, as well as to fulfill their passions which

are valid reasons for women to choose to become career women (Islamiah, 2020). In addition, women with social roles as career women are accustomed to living independently and can fulfill their needs without having to depend on others. Precisely with a social role as a career woman can help family finances become better and organized (Shinta & Lestari, 2019).

3. Conflict Management: A Strategic Plan in the Perspective of Gender

Conflict is a different perception in seeing certain situations and conditions, where this causes reflection in the form of applicable actions and can lead to conflict (Hasanah, 2020). Furthermore, it can be said that conflict is a situation in which there are two conflicting things that give rise to a conflict of cognition, emotion, and purpose that results in antagonistic interactions, where this can occur in individuals, between individuals, or between individuals and the social environment (Johar & Sulfinadia, 2020). In this case, conflict can be identified as a social event that contains contradictions. Based on several definitions of conflict that have been described, it can be obtained constructs from the concept of conflict which refers to disputes, contradictions, and differences of opinion that can disrupt the system of social interaction between certain parties (Nasrudin *et al*., 2021).

Talking about conflict, several factors trigger the emergence of conflict, namely: (1) there are issues that are critical and become the common concern of parties with different interests; (2) there is an incompatibility of expectations/ interests related to the object of attention of the disputing parties; (3) the existence of competition and psychosocial tension between parties with different interests; (4) the existence of identity gaps and social levels; (5) very crucial economic situation and condition; (6) There are motives that influence differences in personal principles and beliefs; and (7)

ineffective and conducive communication patterns (Ramadhan & Masykur, 2020).

Meanwhile, Stephen P. Robbins groups the two most common types of conflict in social circles, namely functional conflicts that support or enhance positive situations, as well as dysfunctional conflicts that tend to be contradictory and have negative effects. However, the boundary between functional conflict and dysfunctional conflict tends to be relative to the subject of the conflict (Aftori & Saguni, 2021).

In this regard, Sudarmanto *et* al. (2021) argued that there are more specific types of conflict that are often experienced by each individual, namely as follows:

1) Intrapersonal conflict; an emotional disorder that occurs in a person due to demands to complete a job or fulfill an expectation, while their personal experiences, interests, goals, and values are unable to fulfill these demands and create a burden on them. This conflict can also occur when his personal experiences, interests, goals, and values conflict with each other. Intrapersonal conflict reflects the difference between what is said, what is wanted, and what is done to make that wish come true. This conflict also hinders daily life, can even lead to a person experiencing depression.

2) Interpersonal conflict; the conflict between one individual and another that can be caused by many factors, especially psychological factors such as the desire to be respected and treated as a human being, the desire to be in control, the desire to have self-esteem, and the desire to be consistent.

In living social life, conflicts often lead to divisions and damage to interactions between disputing parties, where this can be sourced from a conflict resolution process that is not constructive and unsatisfactory for all parties (Muslim, 2020).

On the other hand, it is known that the occurrence of conflict can raise awareness in individuals about the importance of self-management and management of conflicts that occur to produce positive changes (Margaretha, 2019).

Furthermore, it can be said that conflict management is a process to regulate or handle disputes that occur between individuals and other individuals or their social environment (Siregar, 2020). In this case, Zimmerman divides the right five stages in conflict management which include: (1) in-depth conflict identification; (2) diagnosis of causes of conflict; (3) collect suggestions and determine solutions; (4) applying the chosen solution; and (5) evaluation of the success of the solution in overcoming the conflict (Saraswati, 2021).

In line with this, Ceasar (2020) argued that there are five management styles that can be applied in overcoming conflicts experienced by individuals. These five conflict management styles refer to the Win-Win Solution concept that was coined by Stephen R. Covey as follows:

1) Accommodation; This style is also known as a relentless strategy by praising (placating) the opposing party to resolve the conflict.

2) Avoid; This style is oriented towards avoiding conflict with the aim that a problem can be resolved over time without the need to involve conflict between related parties.

3) Collaboration; This style is carried out by working together to win through a process of exchanging information or ideas which aims to see as deeply as possible the differences that exist in order to obtain a solution that is agreed upon by all parties involved.

4) Compromise; this style can be said to be the 'middle way' among all types of conflict management styles. This is because this style has the principle that everyone has

something to offer and something to receive. In this style, negotiation skills are needed to reach an agreement, so that relationships and mutual interests are maintained.

5) Competition; This style is also known as the dominating style and the opposite of the accommodation style. This conflict management style emphasizes self-interest by using a 'win-lose' approach, as well as taking decisive action to resolve conflicts immediately.

4. Dual Roles Conflict and Role Management

The dual roles problems experienced by women with the status of career women often lead to intrapersonal conflicts that demand immediate resolution, so that it does not affect their interactions in the social environment (Rizqi & Santoso, 2022). As is well-known, dual role conflicts that occur in career women are caused by role dualism between roles in the household (domestic) and roles in work (public) simultaneously, where this creates psychological pressure for women(Anwar & Fauziah, 2019).

Furthermore, dual roles conflict management requires an achievement in role adjustment so that a balance of social interactions can be realized. In this context, the role adjustment refers to a situation in which individuals obtain a match between the expected roles with the real roles they perform in life, so that the individual obtains satisfaction with the roles they live in (Febriani, 2021).

Talking about conflict management related to social roles, there are three ways to achieve the adjustment of social roles as adults, namely: (1) Individuals have the ability to change themselves so that the roles they want match the ones they live in; (2) Individuals can change the social environment in which they are located so that the situation becomes as expected to carry out the desired social role; and (3) the existence of cooperation in the form of compromise between individuals and their social

environment to make decisions on the changes offered to produce the same decisions (Zuhaena & Harsuti, 2021).

The results of the research that have been carried out also show that career women with dual roles can share their social roles through appropriate role conflict management strategies. A teacher at the high school level admitted that in carrying out her social role as a career woman and a housewife, she often encounters time and role demands simultaneously between her work and domestic roles. However, she can overcome this by efficiently dividing her time. "*....I usually settle job demands in person when the deadline is set in advance, If possible, don't bring your office work home, so there is enough time for family.*" (Jumiem, personal interview, July 11, 2022). Furthermore, a female principal at the high school level said, "*....I share housework with my husband, for example when I'm on overseas service, then my husband takes over the responsibility of the house. When I come home, I still do the housework, but my husband also helps....*"(Rusmawarni, personal interview, July 21, 2022). This shows that women with dual roles can also make agreements with their husbands regarding the division of domestic roles when the demands of their professional roles require extra time and effort, so that her roles in the household and career are still fulfilled.

Furthermore, career women are also often judged to be lacking in fulfilling their roles domestically because of their working hours that take from morning to evening or because they often fill overtime. This is conveyed by one of the research subjects, namely a woman with a profession as an administrative employee of the Education Office, who said that, "*....There are often misunderstandings because I work in the office field. Go in the morning and return in the afternoon. Sometimes I also have to work overtime. Because of that, I often hear words like 'women should stay at home, or work lightly, so that children and the house are not neglected'.....*" (Rahmayati, personal interview, August 5, 2020). Due to the frequent receiving of this kind of judgment, he tries to communicate

with his family and people who often say such things. This shows that women with dual roles can use appropriate communication and compromise techniques to reduce conflicts that occur due to the dual roles they carry out, so that the social roles they carry out remain balanced and under control.

Based on the results of research that has been obtained from the sample, it can be concluded that the management of dual roles conflict experienced by career women can be said that the conflict that occurs due to dual roles is a challenge for women to prove the potential that exists within themselves, as well as to increase motivation in the process of achieving self-actualization (Fauziahi, 2020). In this regard, there are conflict control techniques that can be applied due to the dual roles, namely by: (1) applying a cooperative attitude and prioritizing the principle of compromise; (2) Prioritizing communication and conveying information clearly, completely, and without delay; (3) sort out the top priorities logically; (4) adapting personal goals and principles to the social environment; and (5) as much as possible take decisive and drastic action in certain unavoidable or emergency situations (Rupita, 2020).

Before the movement that carried the theme of gender equality and the prosecution of rights liberation, women still held the status of private property which was considered as an object and an 'ownership' that was matched to men (Bangun, 2020). The emergence of the liberation movement for gender rights and equality based on the fact that women and men have the same rights and freedoms as human beings, and competence in their respective fields enables women to regain their rights as personal human beings. Thus, there is no longer discrimination and capitalism in the context of gender and the human rights that exist in it, especially in careers and work (Susiana, 2019).

Furthermore, the implementation of gender equality is closely related to the role of education based on equal rights as human beings. Like the social and political fields that feminists

struggle with, education is also vital in the context of gender equality (Effendi, 2019). This is because in essence women who are aware of their own value are women who have broad insight and qualified education, so that women can think rationally and are able to make the right choices in living their lives, including the choice to have dual roles and the ability to manage roles and the role conflicts they experience (Suarmini *et al*., 2018).

Thus, it can be concluded that the concept of gender equality which is oriented towards equal rights and responsibilities between men and women can practically be used as a strategy in resolving dual roles conflicts experienced by women who have careers, as well as being a way out for intrapersonal conflicts that arise from the demands of domestic roles and professional roles that require maximum time simultaneously (Amrulloh, 2018). At the same time, the implementation of gender equality in society is currently quite maximal. This is evident from the division of tasks and domestic roles within the family that are not only borne by women, the existence of freedom in making choices and opinions, as well as the fulfillment of equal rights in the fields of education and career (Wigati, 2019).

C. Conclusion

Human rights are something that is essential and not limited only to reasons that refer to gender and social status, especially human rights for women in various aspects, especially the right to a career and self-actualization. This is due to the facts on the ground which show that women also have the same competence as men in the aspects of public and professional roles. Women's decision to have a career has its own challenges, especially for women who are married and have children. The paradigm triggered by the existence of gender bias in the social environment leads to interpersonal conflicts for women with dual roles, so this forces them to find solutions to the role

conflicts they experience. In this case, the two roles they carry out, namely the role in the family personally, and the role in working professionally require priority at the same time. Based on this, women with dual roles have the option to overcome the dual roles conflicts they face through conflict management techniques that allow them to continue to live social lives without sacrificing one of the roles. The conflict management technique can be in the form of avoiding interaction with the parties who are the source of the conflict, collaborating with role partners, as well as compromise with the social environment to provide an understanding of their choices as career women with dual roles.

This is also supported by the concept of gender equality regarding equal rights and obligations between men and women. This refers to the status of roles and domestic work that was once considered a sector that could only be done by women, and now can be done by men. Likewise, with the professional work sector, women can work according to their competencies and interests. Thus, the dual roles conflict experienced by women can be resolved. On the other hand, gender equality has a positive side in the form of recognition of women as independent human beings who have the right to determine their own lives. This also provides benefits in the progress of human civilization because of good cooperation between men and women in a fair manner with an orientation towards responsibility, respect, and also the competencies possessed by each human being.

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