

Work-Family Conflicts Among Married Professional Women in The Construction Industry

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Abstract: Work-family conflict (WFC) has become a popular issue in modern life. Most of the individuals experience interpersonal and intrapersonal conflicts and try to balance these conflicts between work and family. The women entering the workplace is a serious problem that causes work-family conflict and this has affected work and family relationships. The objectives of this research are to identify the factors of work-family conflict among married professional women in the construction industry and to study the way to reduce work-family conflict among married professional women in the construction industry. Scope of this research is focused on work-family conflict among married professional women in the construction industry of Johor. The quantitative method was used in this research where a questionnaire survey was distributed to marriage professional women who are working in the construction industry Johor area, Malaysia. There were 371 married professional women in Johor were the respondents for this research and after the data collection there were 238 (64.15%) questionnaires were received back for this research. The data were analysed using SPSS software for analysed on descriptive statistic to obtain the result. After obtaining the data, the first objective is achieved by determining the factor of excessive of workload, job stress and work from home (WFH) is the factor that causing work-family conflict among married professional women in the construction industry. The second objective is achieved by determining the way of support from family members is the way to reduce work-family conflict among married professional women in the construction industry. In conclusion, this study is beneficial to the marriage professional women and construction companies more understanding about the factors that cause work-family

conflicts and emphasize ways in reduce work-family conflict in the construction industry.

Keywords: Construction Industry, Married Professional Women, Work-Family Conflict

1. Introduction

Women are rarely encouraged to go out to work in a patriarchal society. Women need to stay at home and the responsibility of caring for their families, children and housework has become their first choice of family. In past few years, women have become more and more successful due to women's access to education and employment has increased, which has also caused tremendous changes in women's employment (Devarani, 2017). In the construction industry, the rate of women employment has increased in recent years. Women professionals in the construction industry experience working hours that are excessive and are required to accomplish tasks to meet project goals, which leads to work-family conflicts (WFC) (Chen *et al.*, 2020). The potential factors of work-family conflicts (WFC) among female employees have attracted more attention. In this research, the "work-family conflict" will be applied to demonstrate the conflict between work and family where the bi-directional conflicts are not segregate.

Work-family conflict (WFC) may be a prevalent issue in modern living in numerous nations (Akkas *et al.*, 2015). Work-family conflict (WFC) is a conflict between a person's work and family life. Work-family conflicts occur when the pressures within the work domain and family domain are incompatible with each other. Individuals experience interpersonal and intrapersonal conflicts and try to balance these conflicts between work and family (Kelly *et al.*, 2011; Weer & Greenhaus, 2014; Ali & Farooqi, 2014). According to Mahpul & Abdullah (2011), stated that work-family conflict is highest in the southern region (37.3%) and lowest in the eastern region (27.1%) in Peninsular Malaysia. Research has investigated that the work and family domain is the foremost factor that causes work-family conflict (King, 2013). Furthermore, married professional women can reduce their work-family conflict through several effective way which is social support and family-friendly policies in the construction industry.

The conflict between work and family is caused by limited time and effort. Women fulfil multiple societal roles including daughters, mothers, wives, domestic handlers, and subordinate or leadership roles in the workplace. As more women enter the workplace and work, they will spend less time with their family and manage housework. According to Department of Statistics Malaysia (2020), the participation rate of female labour force in 2019 is 55.6 percent, rising 0.4 percent compared to 55.2 percent in 2018. The statistics show that the number of women entering the workplace is gradually increasing. This is mainly due to the increasing participation of women in the workforce, which has caused conflicts between work and family to be very common today (Mahpul & Abdullah, 2011).

Furthermore, the education level and graduation rate of women have increased, cause more women enter the workforce, and the number of full-time dual-earner couples has increased. In Malaysia, approximately 70 percent of mothers work full-time with children under the age of 12. This makes difficult for married female employees to fulfil the family demand (Yunos & Talib, 2009). Therefore, full-time dual-earner couples cause work-family conflict (Allen & Finkelstein, 2014).

Working women in the workplace had experienced depression and stress day by day. In Malaysia, 48 percent of women feel their stress levels are rising, while 53 percent of women report that they are stressed by work (Kutty, 2017). According to The Star Online (2011), Malaysian women are ranked 16th among the world's most stressed women. Women are under greater pressure than men because women need to manage both the family and work. Due to the large number of women in the workplace, they may bring their depression and stress to home, can affect the family relationship, and cause conflict between work and family (Adhikari 2012; Berger, 2018). Therefore, the research objective are including

to identify the factors of work-family conflict among married professional women in the construction industry and to study the way to reduce work-family conflict among married professional women in the construction industry.

The research scope of this research is focused on the marriage female perspective for work-family conflict in the construction industry. The target respondents are married professional women who are working in the construction industry Johor area, Malaysia. The married professional women in the construction industry include architects, engineers, project managers, quantity surveyors and among others. The research area will be at Johor, Malaysia. Johor is selected as the study area which is Johor is the second highest state with 4,588 divorce cases of married couples due to work-family conflicts that lead to permanent separation (Haroon, 2020). In Malaysia, the statistics and number of construction projects in the private sector accounted for 74.3% (5,091 projects), while the government sector accounted for 25.7% (1,764 projects) in 2017. The construction projects need to work all the time which causes work-family conflicts and contributes to the construction industry has 36.5% of divorce rate (Lily, 2015).

This research aimed to provide valuable and accurate information and data to the marriage professional women as a reference to overcome work-family conflict. Besides, this research is also beneficial to construction companies. Construction companies can use the factors identified in this research to understand the issues of work-family conflict and emphasize ways of family-friendly policies and social support to help working women achieve work-family balance. Next, this research is also important for graduates and undergraduate students as a reference. They may be able to utilise the outcomes of this research to continue for further research.

2. Literature Review

2.1 Overview of Construction Industry

The construction industry has always been considered with high working pressure on various construction professionals (Leung *et al.*, 2010). Construction professionals are under great work pressure such as tight project deadlines, long working hours, and project delays (Bowen *et al.*, 2013). The construction industry is a workplace with a high conflict (Jeffery, 2012). The common sources of conflicts in construction projects are variation, extension of time, availability of information, and administration and management (Jaffar *et al.*, 2011). Professional construction employees who need to relocate are in high demand. Construction employees frequently need to relocate due to project-based nature. Relocate (2017) revealed that the relocation of work lead to the couple's participation in a long-distance relationship, which may lead to low marital satisfaction.

2.2 Married Professional Women in the Construction Industry

According to UKEssays (2018), many construction professionals are usually involved in construction projects to achieve project goals. Construction professionals include architects, contractors, engineers, quantity surveyors and among others. Professional women who work in the construction industry perform in executive, technical, and professional jobs (Salahuddin, 2015). Professional women have a lower participation rate in the construction industry compared to men (Jaafar *et al.*, 2015). According to the Ministry of Education Malaysia (2020), when compared to male students (70,887), the number of female students studying in the field of construction (56,548) is almost decreased by about 20% in 2019. Married professional women enter the construction industry due to cultural shifts, gender equalities and diversity policies have been initiated. The increase of women participation in the construction sector poses a challenge to the work-family conflict (Norberg & Johansson, 2021; Lim, 2019).

2.3 Overview of Work-Family Conflict

Work-Family-Conflicts (WFC) are incompatible with role pressure from the work and family domains, making participation in one role more difficult (Weer & Greenhaus, 2014). Work-family conflicts (WFC) are conceptually bi-directional in the sense that where one can influence the other. Most researchers discovered two different kinds of work-family conflict which is work-family conflict and family-work conflict (Panatik *et al.*, 2012). Devi and Kiran (2014) identified three types of work-family conflict which are time-based conflict, strain-based conflict, and behavior-based conflict.

(a) Time-Based Conflict

Time-based conflict occurs when the amount of time spend on work and family are incompatible (Devi and Kiran, 2014). Long working hours and inflexible scheduling are predictors of time-based conflict arise from work demands. The employees who work overtime have less time for families (Khan and Khan, 2014). In comparison, time-based conflict can be found in family obligations such as household and dependent care responsibilities which would restrict time for work. Employees experience pressure and strain-based conflict on roles due to the time demands of work and family (Berger, 2018).

(b) Strain-Based Conflict

Strain-based conflict arises when the pressure of work and family are incompatible (Devi and Kiran, 2014). The strain-based conflict also arises from family demands. For example, the pressure demand in the family domain that prevents construction employee are unable to fully participate in their job and completing duties on time (Zheng and Wu, 2018). Conversely, strain-based conflict at work can interfere with family life. For instance, construction professionals must deal with a range of stressful situations such as juggling different duties and responding rapidly to various emergencies during the implementations of construction projects. This causes employee to become mentally exhausted and makes it difficult to interact substantively with family members (Xia *et al.*, 2018).

(c) Behavior-Based Conflict

Behavior-based work-family conflict refers to the behavioral interference in performing both work and family roles (Devi and Kiran, 2014). Behavior-based conflict does not have to involve conflicting demands. Behavior-based conflicts may also occur in the lives of employees. The attitudes of employees at work are incompatible with their behavior in fulfilling family responsibilities. For example, authoritative behavior can help an individual thrive in a managerial capacity, but when used with a spouse or partner, the same behavior may also cause difficulties at home (Crain *et al.*, 2014; Khan & Khan, 2014).

2.4 Work-Family Conflict among Married Professional Women

Due to large increase number of female employments, women still bear most of the work and family responsibilities related to care, it is expected that mothers will experience work-family conflicts (Stier *et al.*, 2012). Zakaria & Ismail (2017) stated that approximately 40% to 78% of married women employed experience work-family conflict at some point in their marriage. Delle & Arkoful (2014) reported that women in management and professional roles report more work-family conflict compared with non-management and non-professional jobs. According to the Ministry of Women, Family and Community Development (KPWKM) (2019), the number of divorced rates for women 189,400 (3.1%) is higher than men 111,000 (1.2%) in 2019. Married women in the labour force who are divorced, permanently separated or widowed are caused by work-family conflict (Borst, 2015).

2.5 Factor of Work-Family Conflicts

The work demand and family demand are the foremost factors of work-family conflict (King, 2013). The causes that arise from work demand are long working hours, excessive workload, schedule

inflexibility, and job stress. The causes arise from family demand are household responsibility, financial stress, dependent care responsibility and presence of children.

(a) Work Demands

Many researchers reported that consistent long working hours create the conflict between work and family (Adkins & Premeaux, 2012). Lingard *et al.* (2012) indicated that the construction workers in Australia face significant levels of work-family conflict for those employees who work directly on site work on average 63 hours a week compared with 56 hours for employees who mainly work in on-site offices. Moreover, excessive workloads increase stress, which in turn can lead to work-family conflict among married employees. Abd Razak *et al.* (2010) reported that excessive workload is the primary cause of work-family conflict in Malaysia. Dugan *et al.* (2012) discovered that employees with heavy workload are bound to negatively disrupt family domains. The demand from work causes married women spend less time with their families. In addition, inflexible work schedules will increase the occurrence of work-family conflict (Golden & Kim, 2017). A study conducted on working women reported that inflexible work schedules and unfinished work cause women to have poor relationships with their spouses (Muazzam *et al.*, 2017). Job stress seems is the main trigger of work family conflict. According to Chang *et al.* (2017), married women receive more stress from work, unable to devote enough attention and time to their families, resulting in work-family conflict.

(b) Family Demands

The time spend on housework and family care is one of the most important conflicts in the family realm, especially among married working women with children. The study of Indexmundi (2019) showed that the percentage of women who spend their time in the household for a day was higher than the men in Malaysia which were 19.10% and 5.97%. Housework inequality between men and women is related to the intensified work-family conflict between both men and women (Cerrato & Cifre, 2018). Low-income family have financial stress and are positively associated with work-family conflicts (Nomaguchi, 2012). Fetro & Nomaguchi (2018) found out that the medical expenses increase unexpectedly, financial stress may cause significant pressure on the family when spouses with inadequate physical and mental health and behavioral disorders related to work-family conflict. Stewart (2013) found that married women reported high levels of work family conflict with dependent care responsibilities. Pines *et al.* (2011) stated that women of the married sandwich generation are more prone to work-family conflicts as elderly and childcare responsibilities become more time-consuming, resulting in less time and effort to work in the workplace. Presence of children is the source of work-family conflicts in the lives of professional women, especially for women who need to work in the office for a long time or commute for a long time to keep working (Bai *et al.*, 2021). Compared with mothers who have youngest children over the age of three, mothers with children under the age of three experience more work-family conflicts.

2.6 Ways in Reduces Work-Family Conflict

This study had implemented two main ways, namely, social support and family-friendly policies. Social support is classified into work-related social support and family-related social support. In a work environment, work-related social support can come from supervisor and co-workers. Family-related social support can come from spouses and other family members. This research implemented family-friendly policies to reduce work-family conflict with flexible work schedule, job sharing, provide childcare support, and provide parental leaves.

(a) Social Support

According to the research of Hamid and Amin (2014), they discovered that support from supervisor can effectively minimize work-family conflicts allowing employees to participate in family activities more efficiently. Supervisors may also provide emotional support, including encouraging,

understanding, and paying attention addressing concerns of work-family conflict and care for the well-being of employees and their families. Instrumental support from supervisor includes providing help by sending emails or delivering work materials when employees must work from home to take care of sick children. Furthermore, people at work will feel pleased and happy with their abilities to eliminate conflict between work and family with the support of coworkers (Hamid & Amin, 2014). In physiology, a co-worker may give emotional support by discussing perspectives and suggestions to better manage work and personal life. Instrumental support by co-worker such as job sharing with colleagues due to family problems (Wong *et al.*, 2017). Abd Razak *et al.* (2010) found that spouse support is very important in reducing work-family conflict caused by work stress and involvement. Spouse emotional support includes emotional affirmation, advice, emphasized listening and understanding, and honest concern about the happiness of the partner. Spousal instrumental support is helping a partner with childcare responsibility. Rupert *et al.* (2012) found out that support from family members will prevent work-family conflict among married women. Family members give emotional support includes listening and providing advice or suggestions for struggling with work and family, which can make employees feel better when they are dissatisfied with work and family. On the other hand, instrumental family member support can assist in taking on additional household responsibilities if the job requirements are demanding and the family members are willing to straighten up the house when needed.

(b) Family-Friendly Policies

Some researchers found that flexible work arrangements can be used to reduce work-family conflict. Flexible work arrangements can help women employees gain more control and effectively allocate their time, energy, and attention between work and family (Allen *et al.*, 2013). Lee *et al.* (2016) found that workers have flexible work arrangements with a lower degree of conflict between work and family. In addition, In Iran, there are 86 percent of female entrepreneurs agree that job sharing will decrease work-family conflict (Gholipour *et al.*, 2010). Job sharing was mostly done by women to dedicate some time to the family demands to reduce conflicts between work and family. Another family-friendly policy is company provided on-site childcare centers support lowered work-family conflict among working women with young children. The childcare centers ease for working women visits their child during the working days and provides a nursing room for mothers who need breastfeeding, so convenience may play an important role in childcare support (Chang *et al.*, 2017; Payne *et al.*, 2012). Furthermore, women can receive childcare support from family members. The childcare support from family members such as grandparents makes childcare services more flexible, ultimately reducing work-family conflict (Luppi & Arpino, 2016). Employers provide paid parental leave is an important policy that may help to reduce work-family conflict among mothers with young children. Parental leave can help to alleviate work-family problems by allowing parents to transition out of parenthood without having to manage their jobs as employees (Bianchi & Milkie, 2010).

3. Research Methodology

3.1 Research Design

The research design is a framework for conducting research and answering research questions (McCombes, 2019). This study applied a quantitative method to collect data from the target sample group through questionnaires. The purpose of this study is to test the established concept of work-family conflict in the construction sector. This method is used to examine and identify 'what' is the factors for married professional women in work-family conflict and 'what' is the ways in reducing work-family conflict among married professional women. Thus, this research presents the numerical data from questionnaires and data collected were analysed quantitatively and interpreted by using Statistical

Package for the Social Science (SPSS) and the Microsoft Word will be used to convert the data into graphs, chart, and tables form.

3.2 Population and Sample

According to the data given by Department of Statistic Malaysia (DOSM), the total employment of the construction industry in Johor is 141,900. While the amount for female employment in the construction industry Johor which is 7.9%. In this research, the population of female employment in the construction industry in Johor is 11,210 according to the data provided by Ceicdata (2021). According to the Krejcie and Morgan table, the sample size for population 11,210 is 371 respondents in this research. The respondent included architects, engineers, project manager, quantity surveyors and among others.

Table 1: Table for determining sample size for a finite population (Kenpro, 2012)

<i>N</i>	<i>S</i>	<i>N</i>	<i>S</i>	<i>N</i>	<i>S</i>
10	10	220	140	1200	291
15	14	230	144	1300	297
20	19	240	148	1400	302
25	24	250	152	1500	306
30	28	260	155	1600	310
35	32	270	159	1700	313
40	36	280	162	1800	317
45	40	290	165	1900	320
50	44	300	169	2000	322
55	48	320	175	2200	327
60	52	340	181	2400	331
65	56	360	186	2600	335
70	59	380	191	2800	338
75	63	400	196	3000	341
80	66	420	201	3500	346
85	70	440	205	4000	351
90	73	460	210	4500	354
95	76	480	214	5000	357
100	80	500	217	6000	361
110	86	550	226	7000	364
120	92	600	234	8000	367
130	97	650	242	9000	368
140	103	700	248	10000	370
150	108	750	254	15000	375
160	113	800	260	20000	377
170	118	850	265	30000	379
180	123	900	269	40000	380
190	127	950	274	50000	381
200	132	1000	278	75000	382
210	136	1100	285	100000	384

Note.—*N* is population size. *S* is sample size.

Source: Krejcie & Morgan, 1970

3.3 Data Collection

(a) Types of Data Source

Data collection methods are classified into two types which are primary data and secondary data. Primary data is the data collected from first-hand experience (Kabir, 2016). The primary data for this research was collected through questionnaire surveys. The reason for using questionnaire surveys is to obtain the raw data from the respondents. The questionnaire was distributed to the target respondents via online or email. Secondary data is information gathered from a source that has previously been published in some form (Kabir, 2016). Secondary data for this study was gathered from online journals, publications, news, reference books, published reports, and conference papers.

(b) Questionnaires

Questionnaire is a sort of research instrument that consists of a series of standardised questions and clear instructions designed to collect statistically meaningful information (Pahwa, 2019). In this research, this study was carried out by using Google Form through questionnaire and the questionnaire consisted of four sections. Part A is to collect the respondent’s demographic. Part B in this questionnaire aimed to examine the factors of work-family conflict of the respondents. Part C focuses on the ways in reducing work-family conflict of the respondents. Likert scale is used as a measurement of this research which is represented by 1=Strongly disagree, 2=Disagree, 3=Neutral, 4=Agree and 5=Strongly Agree.

3.4 Pilot Study

In this research, a total of five sets of questionnaires were distributed to the public for the pilot test. These five sets of questionnaires will be excluded from the analysis. Feedback from pilot test such as indistinct instructions, ambiguous sentences, and grammatical problems will be corrected to enhance the questionnaire design. The questionnaires were distributed to the target respondents after verification. After the pilot study was done by 5 public who involved in construction industry revealed that the results of reliability test done with an alpha value of 0.911, which is more than the specific value of 0.600. The results of reliability test as shown in Table 2.

Table 2: Reliability test

Number of respondents	Alpha Cronbach's Value
5	0.911

3.5 Data Analysis

Data analysis is the process of collecting, modelling, and analysing data to derive insights that support decisions (Calzon, 2021). In this research, the data collected was analyzed by using Statistical Package for Social Science (SPSS). The analysis used in this study is through descriptive analysis Likert Scale. Data obtained has been displayed in the form of tables, charts and graphs interpretation and ease of reading and comprehension by using Microsoft Word.

(a) Descriptive analysis

The results of this study were analyzed and summarized by using descriptive analysis. According to Roldos (2021), descriptive statistics is the most basic and widely used type of data analysis, involving the use of existing data calculations such as mean, median, percentage to describe and summarize.

Table 3: Assessment level based on mean score (Moidunny, 2009)

Mean Score	Assessment
1.00 – 1.80	Very Low
1.81 – 2.60	Low
2.61 – 3.20	Medium
3.21 – 4.20	High
4.21 – 5.00	Very High

(b) Likert Scale Analysis

Respondents are required to rate using Likert scale as a measurement of agreeableness, strongly disagree which is represent by number 1, disagree is number 2, neutral number 3, 4 and 5 which are represented agree and strongly agree as shown in Table 4.

Table 4: Five Likert scale measurement (McLeod, 2019)

Score Value	1	2	3	4	5
Likert Scale	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

4. Results and Discussion

The data analysis was divided into several sections based on the questionnaire form. The first part (A) is discussed the descriptive analysis of respondents' demographic. The second part (B) is discussed about the factors of work-family conflict among married professional women in the construction industry. While for part (C) is discussed the ways to reduce work-family conflict among married professional women in the construction industry.

4.1 Part A: Respondent's Demographic

There are 238 respondents who are formed by the married professional women in Johor. The total response rate has a percentage of 64.15% which is acceptable according to Fincham (2008) stated that the normal response rate for questionnaires is within 60% (Fincham, 2008). This section was being classified into 10 questions which are the age group, race, nature of company, profession, working experience, overtime (OT) hours worked per week on average, days worked per week, dependent child or children, number of child or children, and take care others elder family members of respondents.

Table 5: Respondent's Demographic

Variable	Categories of Variables	Frequency	Percentage
Age group	20-29 years	45	18.91
	30-39 years	118	49.58
	40-49 years	52	21.85
	50 years and above	23	9.66
	Total	238	100.00
Race	Malay	105	44.12
	Chinese	108	45.38
	Indian	25	10.50
	Total	238	100.00
Nature of company	Developer	131	55.04
	Consultant	53	22.27
	Contractor	54	22.69
	Total	238	100.00
Profession	Architect	37	15.55
	Engineer	32	13.45
	Quantity Surveyor	118	49.58
	Project Manager	51	21.43
	Total	238	100.00
Working Experience	Less than 1 year	15	6.30
	1-5 years	27	11.34
	6-10 years	64	26.89
	11-15 years	90	37.82
	More than 15 years	42	17.65
	Total	238	100.00
Overtime (OT) hours worked per week on average	0 hours	8	3.36
	1-4 hours	38	15.97

	5-9 hours	67	28.15
	10-20 hours	94	39.50
	More than 20 hours	31	13.03
	Total	238	100.00
Days worked per week	Five days per week	54	22.69
	Five and half days per week	124	52.10
	Six days per week	59	24.79
	Seven days per week	1	0.42
	Total	238	100.00
Dependent child or children	Yes	203	85.29
	No	35	14.71
	Total	238	100.00
Number of child or children	1	75	31.51
	2	95	39.92
	3	23	9.66
	4	7	2.94
	5	2	0.84
	6	1	0.42
	Total	238	100.00
Take care others elder family members	Yes	187	78.57
	No	51	21.43
	Total	238	100.00

Based on the result of the questionnaire form, most of the respondents are age between 30-39 years old with a percentage of 49.58%. For the race, the majority respondents are Chinese consists of 108 respondents which is 45.38%. Respondent who answered the questionnaire for this research is respondents from developer company and it indicates 55.04% which represent 131 respondents. Among 238 respondents, 118 of the respondents are Quantity Surveyor which represent 49.58%. For working experience, most of the respondents have 11-15 years working experience which are 90 respondents, and it indicates 37.82%. Among 238 respondents, there are 94 respondent who worked overtime 10-20 hours which represent 39.50%. There are 124 respondents (52.10%) who worked five and half days per week. Based on the data obtained, 85.29% which represent 203 of the married respondents have dependent child or children. Whereas the remaining 14.71% which represent 35 of the married respondents without dependent child or children. For the number of child or children, 39.92% which represent 95 of the married respondents had two children. In addition, 78.57% of the married respondents need to take care with their elder family members such as parents or grandparents. Whereas there are 21.43% of married respondents are no need to take care others family members.

4.2 Part B: To identify the factors of work-family conflict among married professional women in the construction industry (Objective 1).

Part B questions pay more attention to the factors of work-family conflict among married professional women in the construction industry. In this section, the researcher has posed 12 questions which had a Likert scale option. Summary Factors of work-family conflict among married professional women in the construction industry as shown in Table 6.

Table 6: Summary factors of work-family conflict among married professional women in the construction industry.

Factor	Mean	Ranking	Agreement Level
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a)	Long working hours	3.89	7	High
b)	Excessive of workload	4.13	1	High
c)	Schedule inflexibility	3.91	6	High
d)	Job stress	4.13	1	High
e)	Compulsory or unexpected overtime	3.96	4	High
f)	Interpersonal conflict	3.10	11	Medium
g)	Household responsibilities	3.51	8	High
h)	Financial stress	3.96	4	High
i)	Dependent care responsibilities	3.50	9	High
j)	Presence of children	3.48	10	High
k)	Work from home (WFH)	4.13	1	High
l)	Unsupportive of family members	2.62	12	Medium

From Table 6 can notice that excessive of workload, job stress, work from home (WFH) is ranked as the highest factor that causing work-family conflict among married professional women in the construction industry. Following by compulsory or unexpected overtime and financial stress ranked as 4, schedule inflexibility (6), long working hours (7), household responsibilities (8), dependent care responsibilities (9), presence of children (10), interpersonal conflict (11) and the last one is the unsupportive of family members (12).

4.3 Part C: To study the ways to reduce work-family conflict among married professional women in the construction industry (Objective 2).

Part C questions pay more attention to the ways to reduce work-family conflict among married professional women in the construction industry. In this section, the researcher has posed 9 questions which had a Likert scale option. Summary of ways to reduce work-family conflict among married professional women in the construction industry as shown in Table 7.

Table 7: Summary of ways to reduce work-family conflict among married professional women in the construction industry

	Way	Mean	Ranking	Agreement Level
a)	Support from supervisor	3.85	5	High
b)	Support from co-worker	3.88	4	High
c)	Support from spouse	4.27	2	Very High
d)	Support from family members	4.28	1	Very High
e)	flexible work schedule	2.82	7	Medium
f)	Job sharing	3.57	6	High
g)	Provides childcare centre	2.55	9	Low
h)	Provides parental leave	4.12	3	High
i)	Provides entertainment facilities	2.80	8	Medium

From Table 7 can notice that support from family members is ranked as the highest way that to reduce work-family conflict among married professional women in the construction industry. Following by support from spouse ranked as 2, provides parental leave (3), support from co-worker (4), support from supervisor (5), job sharing (6), flexible work schedule (7), provides entertainment facilities (8), and the last one is the lowest provides childcare centre (9).

4.4 Discussion on findings

(a) *Research objective to identify the factors of work-family conflict among married professional women in the construction industry.*

The first objective is achieved by determining the factor of excessive of workload, job stress and work from home (WFH) is the factor that causing work-family conflict among married professional women in the construction industry.

Based on the finding of this research, the results demonstrated that excessive of workload is the most factors faced by married professional women in the construction industry. This result is in line with the findings of Lu and Kao (2013), pointed out that work-family conflict was positively correlated with excessive workload. Excessive of workloads increase stress, which in turn lead to work-family conflict among married employees.

Job stress also is the most factors faced by married professional women in the construction industry. This statement is supported by the study which is represented by Chang *et al.* (2017), show that married women receive more stress from work, unable to devote enough attention and time to their families, resulting in work-family conflict.

Work from home (WFH) also is the most factors faced by married professional women in the construction industry. In the study of Demir-Ozturk *et al.* (2020), supported that married female employees have undertaken more daily housework and parenting responsibilities during the period of work from home. This has been an increase in reports of work-family conflict (WFC) among married women during the period of work from home.

(b) Research objective to study the ways to reduce work-family conflict among married professional women in the construction industry

The second objective is achieved by determining the way of support from family members is the way to reduce work-family conflict among married professional women in the construction industry. This statement is supported by the study which is represented by Rupert *et al.* (2012), show that support from family members will prevent work-family conflict among married women. High level of emotional support and instrumental support from family members will lower family intervention in their work.

5. Conclusion

In conclusion, all two objectives that have been stated in the early of this study have been achieved. Hence, married professional women can refer the related factors and ways to reduce work-family conflict in construction industry. Moreover, construction companies can consider the findings in this research to assist married employee in reducing work-family conflict.

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