

# The Role Of Husband Support As A Determining Factor In The Totality Of Work Of Female Employees At PT Iss Surabaya Branch

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**Abstract.** Working women often face challenges in carrying out the dual roles of wives and employees. These challenges can affect the level of totality of work shown in the form of passion, dedication, and involvement in the work. This study aims to analyze the role of husband support as a determining factor for the totality of work of female employees. This study uses a qualitative approach. The results of the study showed that husband's support in the form of emotions, awards, instrumentals, and information had a positive impact on enthusiasm, dedication, and work involvement. The support also helps create a balance of roles, reduce stress, and improve satisfaction and performance. This study concludes that male support is an important factor that can strengthen the totality of women's work in facing the demands of dual roles.

**Keywords:** Husband Support, Totality of Work, Dual Role, Female Employees, Work and Family Balance

## 1 INTRODUCTION

The role of women in the world of work is increasing in line with economic demands and family needs. This condition poses its own challenges for married women because they have to carry out dual roles, namely as workers and housewives. These double demands often cause pressure, both physically and psychologically, thus affecting the totality of women in the workplace. In this context, the support of the husband is one of the important factors that has the potential to affect women's enthusiasm, dedication, and involvement in the world of work.

Previous research has shown that social support from partners has a positive contribution to women's job satisfaction and performance. However, most studies have placed more emphasis on the general aspect of job satisfaction, while the specific relationship between husband support and work totality is still rarely studied, particularly among female employees in the service sector. This gap is important to research because the totality of work is not only concerned with individual productivity, but also with regard to the quality of the company's services.

PT ISS Surabaya Branch, as a service company with the majority of female employees, is a relevant context to examine the role of husband support. Women employees working in this sector are required to have perseverance, dedication, and full involvement in carrying out their duties, so that the support of the immediate environment, especially their husbands, can be decisive for their success. Therefore, this study focuses on the role of husband support as a determining factor in the totality of work of female employees at PT ISS Surabaya Branch, with the aim of providing a deeper understanding of how partner support contributes to women's work morale and involvement in the world of work.

## 2 METHOD

This study uses a qualitative approach with phenomenological methods, which aims to understand the subjective experiences of female employees in undergoing dual roles and the influence of their husband's support on the totality of their work. The phenomenological approach was chosen because it is able to explore the deep meaning of individual experiences based on their own point of view. The research subjects consisted of married female employees aged 30–45 years who worked at PT ISS Surabaya Branch with a minimum working period of 1 year (for structural parts at least 3 years). In addition, this study also involved the subject's husband as a supporting informant and an expert informant who has competence in the field of human resource management. The informant selection technique was carried out by purposive sampling according to these criteria.

Data collection was carried out through in-depth interviews with interview guidelines that have been compiled based on indicators of husband's social support (James S. House, 1981) and work totality (Schaufeli et al., 2006). To maintain the validity of the data, this study uses the source triangulation technique, which is comparing information from employees, husbands, and expert informants.

The data obtained was analyzed by data reduction methods, data presentation, and conclusion drawing as proposed by Miles and Huberman. This stage allows researchers to find relevant patterns, themes, and relationships so that

the results of the study can provide a more comprehensive understanding of the role of husband support for the totality of the work of female employees at PT ISS Surabaya Branch.

### **3 RESULTS AND DISCUSSION**

Based on in-depth interviews with female employees, husbands, and expert informants, it was obtained that the husband's support plays an important role in increasing the totality of work of female employees at PT ISS Surabaya Branch. The most dominant form of support is emotional support, such as providing motivation, attention, and understanding of the wife's condition when facing the workload. This makes employees feel calmer, motivated, and have a higher morale at work.

In addition, instrumental support, such as helping with household chores or accompanying children, was also found, which significantly eased the double burden of wives. This support provides space for female employees to be more focused and committed to their work. In terms of award support, husbands often give appreciation for their wives' work achievements, which has a positive impact on their confidence and dedication. Meanwhile, information support in the form of discussions and exchange of ideas also helps female employees in facing challenges in the workplace.

Overall, the husband's support has been proven to strengthen the three dimensions of work totality according to Schaufeli et al. (2006), namely vigor (enthusiasm), dedication (dedication), and absorption (full involvement). Employees who have the support of their husbands feel more energetic, motivated, and able to concentrate fully on completing tasks

The findings of this study confirm House's (1981) theory of social support, which emphasizes the importance of emotional support, rewards, instrumentals, and information in improving individual well-being. In the context of this study, the husband's support not only serves as a source of psychological strength, but also as an external factor that encourages women's full involvement in the workplace.

These results are also in line with Locke's (1976) view that job satisfaction can be influenced by adequate social support. When female employees feel supported by their husbands, they are more satisfied in taking on dual roles, which ultimately results in an increase in work totality. This is also in line with previous research which shows that a balance of household and work roles can only be achieved with support from a partner.

From an organizational perspective, husband support plays an external role as an external factor that complements the company's internal factors in improving employee performance. Companies can benefit from this condition because employees who have the full support of their families tend to show higher dedication, stable productivity, and loyalty to the company.

However, this study also found that not all forms of support can be effective without good communication between husband and wife. Some employees stated that obstacles arise when husbands do not understand the pressure of their wives' work, so the support provided is not in accordance with their needs. This condition shows the importance of open communication in the household as a prerequisite for support to really have a positive impact on the totality of work.

Thus, this study confirms that the role of husband support is a significant determining factor in shaping the totality of female employees' work. This support not only affects the psychological aspect, but also has a real impact on work performance and employee contributions to service companies such as PT ISS Surabaya Branch.

### **4 CONCLUSIONS AND SUGGESTIONS**

#### **Conclusion**

This study shows that husband support has a significant role in increasing the totality of work of female employees at PT ISS Surabaya Branch. Emotional support, rewards, instrumentals, and information are proven to strengthen employees' passion, dedication, and full engagement in the work. This support not only helps employees overcome the challenges of dual roles, but also encourages job satisfaction and more optimal contributions to the company.

These findings confirm that the role of the family, especially the husband, is an external factor that can determine the performance of female employees. Therefore, the husband's support can be seen as one of the important supports in creating a balance between domestic and professional roles

## Suggestion

Based on the results of the research, there are several suggestions that can be given. First, for female employees, it is important to build open communication with their husbands so that the support provided is in accordance with real needs in dealing with the workload and household. Second, for husbands, awareness of the importance of support for their spouse needs to be increased, both through emotional motivation and involvement in domestic activities. Third, for companies, family support can be strengthened through family-friendly policies, such as flexible working hours or counseling programs, so that female employees can be more total in their work.

In addition, further research can expand the scope of the study by adding other variables, such as the role of children or support from colleagues, as well as conducting cross-sector comparisons to gain a more comprehensive understanding of the factors that affect the totality of women's work.

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