ABSTRACT

This study aims to describe dual role conflict in female workers who are far from their families. The problems in this study include the dual role challenges of female workers who are far from the family and how to solve the dual role conflict among female workers who are far from their families. The purpose of this study is to find out the dual role challenges and solutions on how to reduce the dual role conflict of female workers who are far from their families.

This research is a qualitative type of research with a phenomenological approach. Data collection was done by an in-depth interview method. The informants of this study were 7 female employees of the Directorate General of Taxes for the West Sumatra region.

The findings in this study cover three things: (1) The reasons why women choose to work which include educational background; financial need; and passion, (2) The challenges of the dual role of female workers who are far from their families, which include organizational policies such as job transfer patterns, travel restrictions, leave and permit regulations; and reduced time with family, (3) Strategies to reduce dual role conflict which includes technology utilization; social support from family, co-workers, supervisors, organizational policies; and prioritize roles.

Keywords: dual roles, family, female workers, work-family conflict

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