

## How are Emotional and Physical Demands Associated with Job Dissatisfaction? Moderated by Marital Status

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### Abstract

Although there has been extensive research on job satisfaction, the theoretical possibilities may be limited. In general, most of the research focuses only on job-demand factors. However, this study focuses on the emotional and physical demands on job satisfaction. Using the 5th wave of IFLS data, this study aims to determine the effect of marital status upon the relationship between emotional and physical demands on employee satisfaction in Indonesia. The results of research from 19,395 Indonesian employees show that marital status is a mediator in the relationship between emotional and physical demands on job satisfaction. The findings suggest that marital status underpins negative outcomes of emotional and physical demands on job satisfaction in Indonesia. Additionally, the present study found that gender differences affect job satisfaction. Traditional role values and gender concepts are discussed.

**Keywords:** emotional demand; physical demands; marital status

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### Introduction

Nowadays, understanding the causes of worker dissatisfaction is important. In recent years, Job satisfaction is an important element in organizational progress. There is evidence says that having workers who feel satisfied and confident with their work yield better achievement and reducing negative energy that may occur in the company (Lambert, Qureshi, Frank, Klahm, & Smith, 2018). Yet, companies that take into account the importance and contributions of employee satisfaction, spend less on employees health costs (Viñas-Bardolet, Torrent-Sellens, & Guillen-Royo, 2018).

Job satisfaction is defined as an emotional response to the results of the work compared to expected expectations (Lambert et al., 2018). Workers who have high job satisfaction would have better personal growth compared to workers who feel unsatisfied (Yeh, 2015). Furthermore, workers who have high job satisfaction will also have good social relations in the office, giving rise

to security and comfort when performing the work assigned (Viñas-Bardolet et al., 2018; Yeh, 2015).

However, in recent years even contemporary, worker satisfaction has experienced a noticeable downtrend. For instance, Pilipiec, Groot, & Pavlova (2020) found that after 2013, when there was a recession in the Netherlands, job satisfaction experienced a downward trend. Equally, Dobrow Riza, Ganzach, & Liu (2018) found that people became less satisfied with increasing tenure yet as people aged. Workers who are dissatisfied with their work will tend to make nebulous mistakes, idle away for hours, get tired, make unnecessary jobs, get lots of permission and leave work (Arvan, Pindek, Andel, & Spector, 2019; Bamfo, Dogbe, & Mingle, 2018; Scanlan & Still, 2019).

To date, many theories have been used to explain the causes of workers being discouraged and dissatisfied. By far, one of the most popular is the job demand and job resources model (JD-R model) (Bakker, A. B., Demerouti, E., & Verbeke, 2004). The latter model can highlight the strengths and weaknesses of different individuals, workgroups, departments, and organizations at large (Bakker & Demerouti, 2007). Work demands consist of as components that are paid by workers by which include physical, psychological, social aspects to complete their work. (Bakker & Demerouti, 2007). Whereas Job resources are defined as predictors of dedication and organizational commitment, which, in turn, are related to motivation-driven processes (Bakker & Demerouti, 2007).

Although the JD-R model has two perspectives in highlighting individual attitudes toward a particular job, the fact is that only job demands might have a strong effect on reducing job satisfaction (Scanlan & Still, 2019; Yeh, 2015). But many previous studies did not emphasize this reality rather than explaining job demands in general (Dreison, White, Bauer, Salyers, & McGuire, 2018; Scanlan & Still, 2019; Vignoli, Guglielmi, Bonfiglioli, & Violante, 2016). We conceptualize that job demand can be divided into two forms, that is emotional job demand as well as physical demand. As the former, emotional job demands take meanings as kind of emotions that workers have to pay during their job processes (Tuxford & Bradley, 2015). During the work process, often high emotional demands resulting in work stress and predictable flawed output. This said that the job requires high emotional job demand. As for psychological demands are concerned, defined as

demands that every worker must fulfill following the essential functions of the job description for job goals (Scott et al., 2014).

Based on the previous findings, emotional and physical demands are the major cause of the high preference for burnout, health-job conditions, and turnover in workers. Lee & Eissenstat (2018) by using a longitudinal research design to measuring four different times in six-month intervals found that psychological job demands and work-to-family conflict, as well as control over working hours/schedule, decision-making authority, and role clarity had significant effects on burnout. Additionally, research Annink, den Dulk, & Steijn (2016) using the Europa Social Survey dataset where seventeen European countries were involved, showed that job demand not only affects job satisfaction but also mediates work-family conflict.

Learning how job demands, job satisfaction, and their impacts on family conflict found related and also needed. Some recent research shows that job demands such as stress, working hours, overtime are important factors in the emergence of family problems such as Children's Problem Behaviors, higher psychological distress, and suicidal ideation (Akram, Bibi, Ashfaq Ahmed, & Kausar, 2020; Wang, Ma, & Guo, 2020; Yucel & Latshaw, 2020; Zhao et al., 2020). Interestingly, some other studies also suggested that the family can have a positive impact on job demands and have an impact on job satisfaction, but one condition is required as family support for work is to be high (Akram et al., 2020; Zhao et al., 2020). Regardless of whether the family context has an impact on working conditions, we believe it is important to involve family factors in explaining the impact of job demands on job satisfaction.

Although most researchers agree that work-family conditions are a reciprocal relationship, the impact of job demand and worker satisfaction are different across genders (Livingston & Judge, 2008). According to the findings, the concept of gender and traditional values play an indispensable role within the family's mechanisms (Cinamon & Rich, 2002; Hagqvist, Gâdin, & Nordenmark, 2017; Livingston & Judge, 2008). This argument is grounded by different studies that traditionally and inherently found that women spend more time at home for many reasons as infesting children. However, on the other hand, men will likely spend more time working and achieving work performance and skills as well. From the baseline of previous studies, it can be concluded that women who officially work show higher levels of conflict. Obligations to the family can be the main

cornerstone that impedes the optimal growth of work commitments so that high job demands can drastically affect the family conditions.

From this preceding explanation, it further strengthens that marital status moderates the relationship of emotional demands and physical demand and job satisfaction, and to then the knowledge of the researchers, seems that this dynamic has never been proven by previous research. Therefore, this study focuses on the impact of job demands, especially emotional and physical demands on worker satisfaction within Indonesian workers. Moreover, to disclosure the dynamics in this process, the researcher added marital status to moderate the relationship between emotional demand and physical demand on job satisfaction. As previously explained, family conditions play an important role in welfare satisfaction. It is, therefore, studies using marital status as a moderating variable are not common and found interesting.

In addressing, this present research, two theoretical contributions are deemed useful to draw the key features of the study. First of all, is to provide in-depth information. With that, the research does not focus on job demand indeed but focuses on emotional demand and psychological demands. This limitation of variables exploration was in connection with empirical evidence that job demand, especially emotional demand and psychological demands, has the greatest effect on workers' health, satisfaction, and well-being (Kesselring et al., 2001; Tuxford & Bradley, 2015). Secondly, this study added a variable of marital status as a moderator on the relationship between job demand and job satisfaction. The researcher's assumption ascertained that the work-family environment has a reciprocal relationship.

## **Method**

### *Participants*

Data were taken from the fifth wave of the Indonesian Family Life Survey (IFLS-5). IFLS is a survey that includes a variety of data including employment and socio demographic data (Strauss, Witoelar, & Sikoki, 2016). To maximize population representation, IFLS was conducted in thirteen (13) of the 27 provinces in Indonesia representing 83% of the population (Strauss et al., 2016). The sample was restricted to individuals who reported being employed. After screening a sample of 19,395 workers consisting of 10 different types of work was obtained.

### Measures

*Job Satisfaction.* Although previous studies used a multidimensional scale to measure job satisfaction (Burhan, 2019), we followed previous studies from Viñas-Bardolet et al., (2018) which used unidimensional questions in measuring job satisfaction. The question used to measure and collect job satisfaction information is "How satisfied are you with your current job?" with four answer choices ranging from satisfied to dissatisfied ( $\alpha = 0.69$ ) (Wanous, Reichers, & Hudy, 1997).

*Emotional Demands.* According to Tuxford & Bradley (2015), emotional job demand is defined as the emotion that a worker has to pay for his / her job process. The researcher conceptualized and operationalized that emotional demand is a measure of stress level which is a central dimension of fatigue syndrome and can lead to turnover. Based on the aforementioned explanation, we use IFLS questions, namely "I feel a great deal of stress because of my job " with four answer choices ranging from strongly disagree to strongly agree ( $\alpha = 0.89$ ) (Rehman, Khan, & Akhter, 2010).

*Physical Demands.* it is defined as the demands that must be met by every worker by the essential function of the job description and for job purposes (Scott et al., 2014). Instruments used to Psychical Demands consists of 4 questions with five answer choices according to the theory developed by Bakker & Leiter (2010) and Scott et al., (2014) contained in the IFLS. Some of which are; "my job requires a lot of physical effort"; "my job requires lifting heavy burden"; and " my job requires bending, kneeling, squatting" ( $\alpha = 0.95$ ) (Morgeson & Humphrey, 2006).

### Procedure

This study used the fifth wave of the Indonesian Family Life Survey (IFLS-5). IFLS has met ethical standards and approvals, where all participants obtained informed consent (Strauss et al., 2016). The survey was conducted in 13 of the 27 provinces in Indonesia representing 83% of the population. However, the data that can be analyzed are 19,395 workers consisting of 10 different types of work was obtained.

### Data Analyses

The data were analyzed through three stages. To begin with, the research described the level of job satisfaction, emotional demands, and psychical demand. This section explains more fully different conditions between types of work. Secondly, multiple linear regression analysis was chosen to

check the effect of emotional and physical demands on job satisfaction in Indonesia (Model 1). Eventually, moderated multiple linear regression was used and analyzed to see the effect of marital status on the relationship between emotional and physical demands on job satisfaction in Indonesia (Model 2). To this end, the research also used the ANOVA test to view if there were any gulf differences between male and female workers (Model 3). Data were also computerized and analyzed using the R Studio tool.

## Result

The objective of the research is to investigate the effect of marital status on the relationship between emotional demand and physical demands on worker satisfaction in Indonesia. However, before this, this study first presents the descriptive statistics about conditions between types of work.

Table I  
*Descriptive of the work type*

Field of Work	N	Job Satisfaction (%)		Emotional Demand		physical demands	
		low	high	low	high	low	high
Agriculture	6137	17.87	82.13	94.43	5.57	38.34	61.67
Mining	228	19.3	80.71	87.28	12.72	37.72	62.28
Manufacture	2837	15.75	84.25	87.34	12.66	40.76	59.24
Electricity	104	12.5	87.5	87.5	12.5	48.08	51.93
Building	1148	19.34	80.66	89.89	10.1	28.48	71.52
Trading	5946	15.76	84.24	91.31	8.69	51.58	48.42
Transportation	530	24.53	75.47	83.96	16.04	40.57	59.43
Finance	735	16.32	83.67	80.81	19.19	52.65	47.35
Social Institution	4928	16.48	83.53	88.59	11.41	50.31	49.69
Other Activities	339	17.86	82.15	90.18	9.82	52.38	47.61

Based on the descriptive results (see Table I), it shows that the type of job that has a high level of job satisfaction is the one found in the electrical sector (87.5%), while a job that has a low level of job satisfaction was found in the domain of transportation with (24.53%). The table also shows that the job with a high level of emotional demand is finance (19.19%). On the other side, a job with a low level of emotional demand is Agriculture (94.43%). Also, the work sector with high physical demands is building (71.52%), while the work on low physical demands.

Tabel 2  
Multiple Regression Analysis

Variable	Model 1 Coeff.(s.e)	Model 2 Coeff.(s.e)	Model 3 Coeff.(s.e)	
			Male	Female
Intercept	30.09(0.033)***	3.056(4.00)***	30.100(0.07)***	31.80(0.07)***
Age	0.001(0.006)	1.112(6.05)'	0.001(0.00)	0.0008(0.00)
Marital status (married)	0.042(0.015)**	-1.951(3.30)		
Education	0.017(0.004)***	1.706(4.73)***	0.026(0.01)***	-0.04(0.01)***
Income	0.000(0.000)	6.699(4.01)	0.000(0.00)	0.000(0.00)***
Emotional Demand	-0.075(0.007)***	-1.036(1.50)	-0.070(0.01)***	-0.102(0.01)***
Physical Demands				
Physical effort	-0.010(0.005)	-1.002(5.76)	-0.008(0.01)	-0.020(0.01)
Heavy loads	-0.010(0.006)	-1.118(6.43)	-0.013(0.01)	-0.005(0.01)
Requires stooping	-0.013(0.006)*	-1.405(6.15)*	-0.012(0.01)	-0.015(0.01)
Emotional Demand x Marital status		3.625(1.69)*		

Note: \* P<0.05, \*\*p<0.01, \*\*\* p<0.001

Based on table 2, using linear regression analysis shows that emotional demand ( $\beta = -0.075$ ,  $p < .00$ ) and Physical Demands, especially Requires stooping ( $\beta = -0.013$ ,  $p < .05$ ) is negatively significant on job satisfaction, while marital status shows ( $\beta = 0.042$ ,  $p < .01$ ), education level with ( $\beta = 0.017$ ,  $p < .00$ ) showed a positive significant effect on job satisfaction. This shows that the higher the level of emotional and physical demands, the lower the job satisfaction. Conversely, the lower is the emotional and physical demands, the higher is the job satisfaction. Likewise, the analysis also shows that workers who are married and with higher education are reported to be more satisfied with their jobs than those who are not.

Furthermore, multiple variable regression moderator analysis was used to investigate the effect of marital status on the relationship between emotional demand and physical demand on job satisfaction (model 2). The results show that marital status moderates the relationship between emotional demand and physical demand toward job satisfaction ( $\beta = 0.36$ ,  $p < .05$ ).

Finally, to answer whether there are differences in emotional demand dynamics and physical demands on job satisfaction through marital status, the researcher divided the data into two categories such as male and female. Multiple linear regression analysis was chosen to prove whether

there were differences in a direction in the two groups. Although the results of the analysis show emotional demand and physical demand have a negative significant effect on job satisfaction in the two groups, there are differences in the effect of education level and income on worker satisfaction. For male workers, the level of education has a positive effect on job satisfaction ( $\beta = 0.026, p < .00$ ). Conversely, for female workers, the level of education has a negative effect on job satisfaction ( $\beta = -0.04, p < .00$ ). Interestingly, the results of the analysis also show that income has a significant positive effect on job satisfaction in the female worker group ( $\beta = 0.000, p < .00$ ), while men do not show the same conditions ( $\beta = 0.000, p > .05$ ).

## Discussion

This study used five waves of ILFS data. The main objective was to determine whether marital status moderates the relationship between emotional and physical demands on job satisfaction. To this end, the importance of marital status on the impact of emotional and physical demands was analyzed through moderator multiple regression analysis. The main conclusions are as follows.

First, after dealing with all data harvested, the research found out that jobs in the transportation sector have a low level of satisfaction compared to other existing jobs in Indonesia. This may be due to the low level of management in Indonesia. For instance, improper application of deposit and payroll systems, human resources (HR) that are not following the required expertise, and also lack of support from related parties (Widayanti, Soeparno, & Karunia, 2014). In the same vein, several experts explained that the payroll system is a major factor in encouraging worker satisfaction in the transportation sector (Z. Gu & Siu, 2009; Morris et al., 2020). Furthermore, this study also found that although finance jobs have a low physical demand level, the level of emotional demand for these jobs is high. The results of this study are following previous research which states that banking is a high emotional job (Rehman et al., 2010).

Secondly, the results of this study confirm previous research that emotional demand and psychological demand have a significant negative correlation with job satisfaction. This result is consistent with previous research which shows that the higher the job demand, for example, emotional demand and psychological demand, the more dissatisfied workers are. This study extends the empirical evidence to Indonesian employees and shows that job demand, especially emotional

demand and physical demand, is a predictor of job satisfaction. When employees are under pressure on their jobs, they may become even more dissatisfied. Then the question is how to solve this condition?

Interestingly, through this study, we found out the extraordinary range of marital status to job demands and job satisfaction. In this study, we prove that marital status has a positive effect on emotional and psychological demand on job satisfaction. This means that marital status may play a role in reducing the adverse effects of emotional and psychological demand among workers in Indonesia. In other words, employees who are married (married) are more prosperous than employees who are not married, even though they have the same pressure at work. This moderating effect is in line with previous research that states that family conditions, where in this study, marital status has an impact on high job satisfaction compared to those who are not married (Y. Gu & Wang, 2019; Olatunji & Mokuolu, 2014; Saner & Eyüpoğlu, 2013; Wang et al., 2020). Marriage is emphasized as the main source of social support. Good social support can reduce the effect of work pressure on the partner. However, this condition must be controlled because it can also be a source of interpersonal stress (Beach, Martin, Blum, & Roman, 1993; Y. Gu & Wang, 2019; Yucel & Latshaw, 2020).

Eventually, in this study found that male workers with higher education have job satisfaction. In contrast, female workers with higher education reported less satisfaction. As previously explained, this condition cannot be separated from cultural elements, for example, the concept of gender and traditional values. Traditionally, in Indonesian culture, men are identified as breadwinners for the family so that having higher education increases the opportunity to make a large living for the family. on the other hand, although the story about Kartini supports and promotes the idea of gender equality (Kartini & Taylor, 1974), there are still many people who still hold the idea that women are responsible for the family. This implies that some women who play the role of “householders” and “breadwinners” at the same time have the vulnerability to leave one of their responsibilities (usually family), so that it may result in decreased job satisfaction. In line, Wang et al., (2020) found that women workers who have high career reports fail to do homework. This condition results in role conflicts that have an impact on decreasing job satisfaction.

## Conclusion

In the descriptive analysis, this study found that jobs in the transportation sector have a low level of satisfaction compared to other jobs in Indonesia. This may be due to poor management and high job demands. Furthermore, the results of this study also confirm previous research that emotional demands and psychological demands have a significant negative relationship with job satisfaction.

On the other way, this study found other factors outside the work environment, namely marital status, which is found fundamental in buffering the effect of emotional and psychological demands on job satisfaction. Moreover, there are some other trends found in this study. Although emotional demands and psychological demands manifested a negative impact on job satisfaction in general, gender may explain the differences in worker satisfaction as well. It was found in this study that female workers who had high education, in other words had a good career, reported lower levels of job satisfaction than female workers without high education. On the other hand, high education had a positive impact on high job satisfaction in male workers. This means, the better educated they were, the more male workers tended to be satisfied with job. This difference is probably due to traditional values and gender concepts. The traditional values and gender concepts in Indonesia discredit those women, considering that even though they are employed; they still have to take care of the house. Interestingly, this condition not only occurs in Indonesia but also in developed Asian countries such as China (Wang et al., 2020).

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