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## Factors Influencing Work-Family Conflict Among Dual-Career Couples: A Research Framework

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### Abstract

The purpose of this conceptual paper is to examine the factors influencing work-family conflict among dual-career couples. This study based on an extensive review of past research on work-family conflict among dual-career couples. Total 150 items sourced from the literature both from quantitative and qualitative were used in the analysis, of which about 10 percent was from Asia and the rest from Western countries from 1985 to 2020. However, 60 per cent of them were use in this analysis. The paper offers a number of propositions that explains the proposed model of work-family conflict. Future researches are recommended to test and validate the framework to provide empirical evidence. Upon model validation, the paper can offer practical interventions for human resource development (HRD) practitioners to help dual-career couples in managing work-family conflict issue. The paper proposes the relationship between organization social support, time-management, types of dual-career couples and work-family conflict among dual-career couples. Besides that, this paper also theorizes work-family conflict among dual-career couples by integrating the theory of conservation of resource and gender role theory. The research contributes to literature in work-family and HRD.

**Keywords-** Work-Family Conflict, Organizational Social Support, Time-Management, Type Of Dual-Career Couples.

### Introduction

This fast growing industrial sector in Malaysia due to dynamic technological development has changed its labor force characteristics. In Malaysia, female labor participation rate rose to 39.0 per cent in 2019, that shows an increase of 26,200 compared to 2018 (Department of Statistics Malaysia, 2019). This is due to the economic stability that requires women to go to work to support the family income. As a consequent, the traditional family trend whereby man as sole breadwinner and woman as housekeeper has change promptly. The increase in the number of different roles played by individuals at workplace and at home has raised a question on how well a dual-earner couple maintaining their work-life balance from work-family conflict perspective.

Work-family conflict is a type of conflict between two domains followed by a negative spillover from work-to-family domain as well as family-to-work domain (Byrne & Barling, 2017; Greenhaus & Beutell, 1985). Work and family domain are the dominant situation whereby satisfying the two domains requires much time and energy. Conflict between work and family roles is unavoidable since both directs in contrasting directions, contradicting with one another due to the dissimilar preferences each role needs. Dual career couples have different dynamics in their work and family lives compared to traditional couples. This is because traditional couples only focus on one responsibility, either one become a breadwinner and / or another is a homemaker. On the other hand, dual-career couples share the responsibilities, both have their career and at the same time a family relationship. However, there is a negative side for dual-career couples as their career can decrease the time devote for personal life. This shows that, dual-career couples experience high pressure to equalize their professional and individual demands resulting in work-family conflict.

The increase of women in workforce participation has directly contributed to the increasing figure of dual-career couples. These reveal as working men and women face difficulties in balancing their work and family roles happen worldwide. Research also supported that since the figure of dual-career couples increases, tensions between work and family domains are also increase (Jamadin, Mohammad, Syarkawi & Noordin, 2015), leading to role ambiguity between couples. This conflict may affect dual-career couples with issues of divorce, domestic abuse, child abandonment, psychological distress, underperformance at work and health problems among dual-career couples.

### **Knowledge Gap**

Today, in Malaysia and virtually all over the world, work-family conflict has reached a critical point among dual-career couples' employees. It is necessary to look into studies based on dual-career couple, at individual, job and family levels, as it needs better insights in understanding the source of conflict arising from work and family relationship (Berlato & Correa, 2017).

Previous studies on work-family conflict among dual-career couples mostly look into the association between family organization support (e.g., Presti, Molino, Emanuel, Landolfi & Ghislieri, 2020), coping strategies (e.g., Owolabi & Ajibose, 2019), work demand (e.g., Carlson, Thompson, & Kacmar, 2019), role overload, number of child (e.g., Himali, 2017), gender (e.g., Makela, Lamsa, Heikkinen & Tanskanen, 2017), work challenges, coping strategies (e.g., Rahman, Mustaffa, Rhouse & Wahid, 2016), workplace characteristic (e.g., Kundu, Phogat, Datta & Gahlawat, 2016) and work family conflict, however, rarely found studies that integrate all of individuals, types of couple, and organizational factors into a study. Such study is necessary to shed a light to better understand about the phenomenon. Specifically, not many studies focusing on the influence of organizational social support, time-management and types of dual-career couples on work-family conflict. Therefore, this paper will review the possible effect of these three variables on work-family conflict based on past studies.

The following section of this paper explains the following subtopics: definitions of work-family conflict, relevant theories of work-family conflict, methodology undertaken in this analysis and factors of work-family conflict. The article sum up with the implication to HRD and a conclusion in which a framework developed outlining the relationship between factors of work-family conflict (organizational social support, time-management and type of dual-career couples). Objectives of Study

- To determine the level of organization social support, time-management, types of dual-career couple and work-family conflict among dual-career couples.
- To determine the relationship between organization social support, time-management, types of dual-career couple and work-family conflict among dual-career couples.
- To determine the most dominant antecedents influencing towards work-family conflict among dual-career couples.

### **Work-Family Conflict Defined**

Kahn, Walfe, Quinn, Snoek, and Rosenthal (1964) initially proposed that work-family conflict refers to the incompatibility demands from two domains which are work and family, that followed by role conflict and pressure to an individual. Contradicting time factor and fulfillment of work are among the causes of conflict experienced by an individual. Eventually, role conflicts expected to happen when individual finds it difficult in completing the family responsibility. Thus, it assumed that the role conflict between work role and family role contradicted in work-family conflict context. Kahn et al. (1964) define work-family conflict as the pressure from the work role and family role, being unable to fit the demands of both roles. For example, individual's involvement in family domain will make it hard to fulfill the demand from work domain or the involvement in work domain will make it hard to fulfill the demand from family domain.

Frone, Russell, and Cooper (1992) states that work-family conflict can be separated into two scenarios in which work interferes in family domain or family interferes in work domain and this is called as bi-directional concept. Work-family conflict occurs when an individual's job-related factors interrupts with the fulfillment of family-related responsibilities. On the other hand, family-work conflict occurs when an individual's family-related factors interrupt with the fulfillment of work-related responsibilities. There are there types of conflict that have been identified namely time-based, strain-based, and behavior-based within the bi-directional concept of work-family conflict (Greenhaus & Beutell, 1985)

Time-based conflict usually takes place when various role are carried out concurrently and the allocation of time for each role is important as it will be limited for the fulfillment of demand from another domain if too much of time given to one domain. Greenhaus, Allen, and Spector (2018) define time-based conflict as the time requirement allocated for one role limits the amount of time that can be dedicated to the other role, restricting one's completion of task in the latter role. Time-based conflict mainly describes two main aspects. The first aspect is when fulfillment of demand from two-role domain is difficult due to the time pressure. The aspect is when time pressure in one role could advance impact in the completion of demand in another role (Greenhaus & Beutell, 1985). For example, increased number of hours worked per week among dual-career couples will reduced the time allocated for family domain, resulting in work-family conflict.

Strain-based conflict occurs due to tension of the role. Greenhaus, Allen, and Spector (2018) define strain-based conflict as tension occurring in one role is passed on to the other role, which

results in strain symptoms (e.g., anxiety, irritability) minimizing efficiency in the second role. Pressure from work may influence the occurrence of tension and pressure for example low supervisor support, depression, worries and tiredness will result in strain in family domain among dual-career couples. Strain-based conflict happens when the tension (or stressors) from one role affect the efficiency to carry out the other role. Thus, pressure rise from either work domain or family domain will influence the occurrence of work-family conflict.

Behavior-based conflict stems when a behavior that is required in one role (e.g., an authoritarian interaction style) is not suitable to be expressed to the other role which result in reducing one's effectiveness in the role (Greenhaus, Allen, & Spector, 2018). For example, a family member may need warm and emotional interaction from an employee and conflict occurs when the employee is unable to satisfy the expectations of the different roles. Behavior required in one domain affects behavior in the other domain, result in the transferred behavior restricts role completion in the other role. Behavior pattern such as dominant, controlling, straight and factual thinking of a male worker may not compatible with the behavior need from his children. Thus, this study includes all three subtypes of conflict in measuring work-family conflict among dual-career couples.

### **Theorizing Work-Family Conflict**

Phenomenon of work-family conflict among dual-career couples reviewed in this study was explained by two theories, viz., Conservation of Resource Theory and Gender Role Theory. Both of this theory is essential in describing the relationship of the independent variables (organizational social support, time-management and type of dual-career couples) with work-family conflict (Table 1). Detail description of the two theories in association to work-family conflict discussed in the sections that follows.

#### **a. Conservation of Resource Theory**

Hobfoll's (1989) Conservation of Resource Theory (COR) adapted from a stress-based theory that explains the determination that urge individual to preserve their existing resources and to seek new resources. This theory will explain the relationships between Organization social support and time-management with work-family conflict. Work-family conflict categorized as a stress factor in COR. Due to the pressure to manage between work and family demand, couples might experience a threat to the reduction of time and energy (types of resources in COR). COR theory built on the idea of (1) individual attempts to acquire and preserve existing sources or conditions; and (2) when pressure takes place, the individual is threatened by loss of resources, because the resources they put in does not result in resource attained (Hobfoll, 1989). COR theory always prioritizes on the preservation of resources such as strong marital relationship, financial assets, and tangible help from two of the life domains with work and family task (Hobfoll, 1989). When an individual performs a role well, they also gain resources (e.g., career advancement, salary increment, self-confidence). Nevertheless, compares to resource gain, resource loss affects a person's life to a greater extent (Hobfoll, 2001).

Organization social support in COR theory is known as a crucial social resource that has two purposes that is self-defining and instrumental in preserving the available resource and gaining new resource. Organizational social support benefits individual with many positive results that could guide individuals to achieve their ambitions. This "resource" is essential in coping with increasing conflict in work and family domain. According to COR theory, if an individual experiences stress in one domain, he/she will put in more resource to that domain in order to reduce stress. While resources,



such as time and energy are limited, tension from a domain will eventually results in loss of existing resources for the other domain and causing an increase of life distress (Hobfoll, 2001). Therefore, an employee is urged to maintain their resources and try to obtain more resources; the loss or gain of resources lean on possessing other excess resources (Oge, Cetin & Top, 2018)

Based on COR theory, three coping mechanisms of work-family conflict has been identified. One method related to the cross-domain resource investment to avoid resource loss. Resources are explaining as objects, states, situation, and other characteristics that individual appreciate the most. The value of resource differs for every person and conditions. When individual face difficult situation at work (i.e. poor performance) or family (e.g., ill child), they feel that more time should be spent in the problem. Therefore, stress from one role may affect different role or time is limited for the other role (Halbesleben, Harvey, & Bolino, 2009). The second mechanism happens an individual spend more time in one domain (i.e. work) or encounter severe, small losses with no resource gain, thus a person experience personal loss (Hobfoll, 2001). The third mechanism explains an individual tend protect future resource loss by proactive coping, known as “efforts taken to protect potential stress or alter its form before it happens. In this mechanism, an individual tries to attain, maintain and invest new resources as preparation of possibility of future loss. The tendency to involve in proactive coping depends to the primary level of resources. An individual has to ensure they have enough resource in order to invest and gain new resources such as new skills, eventually preserving them from upcoming resource loss (Hobfoll, 2011). Thus, one of the effective ways to use limited and valuable time is the implementation of time-management.

#### **b. Gender Role Theory**

Gender Roles Theory (GRT) developed by Eagly & Wood (1999) based on individuals' socially identified gender. This theory will explain the relationship between type of dual-career couples and work-family conflict. GRT explains that person practice cultural beliefs regarding their gender because of society pressures that was practiced before (Kidder, 2002). An individual usually applies such belief to identify themselves and others, lead the person towards more common collective identities. This categorization plays a significant role in an individual life. Furthermore, GRT proposed that female is perceived as prone towards maintaining relationship and loving. Therefore, generally they were discouraged to carry out roles defined as masculine or manly. Meanwhile, male is proposed breadwinner. However, due to the increase female employees entering the workforce after World War II, women began to combine motherhood with professional life and these have developed to the formation of new scenario known as dual-career couples. Acknowledging that different gender has different behavior in their roles and coping strategies, for example ways couples act in work and family domain. Thus, it can be seen in the past studies as researcher organize and sort dual-career families by typologies or identifiable subgroups. For example, Hall and Hall (1980) identified four dual-career types' accommodators, adversaries, allies and acrobats. Accommodators couples refer to of the spouse involve highly in career domain and low involvement in the home domain. Adversaries couples classified as spouses who have high involvement in the career domain and shows less involvement family domain or do not show any support to each other. Allies couples generally show more participation in either one of the domain career or family. Acrobats explain that couples generally shows high involved in their respective roles.

### Theoretical Framework

The Conservation of Resource Theory of Hobfoll's (2001) was used as the theoretical framework in this study (see Fig. 1).

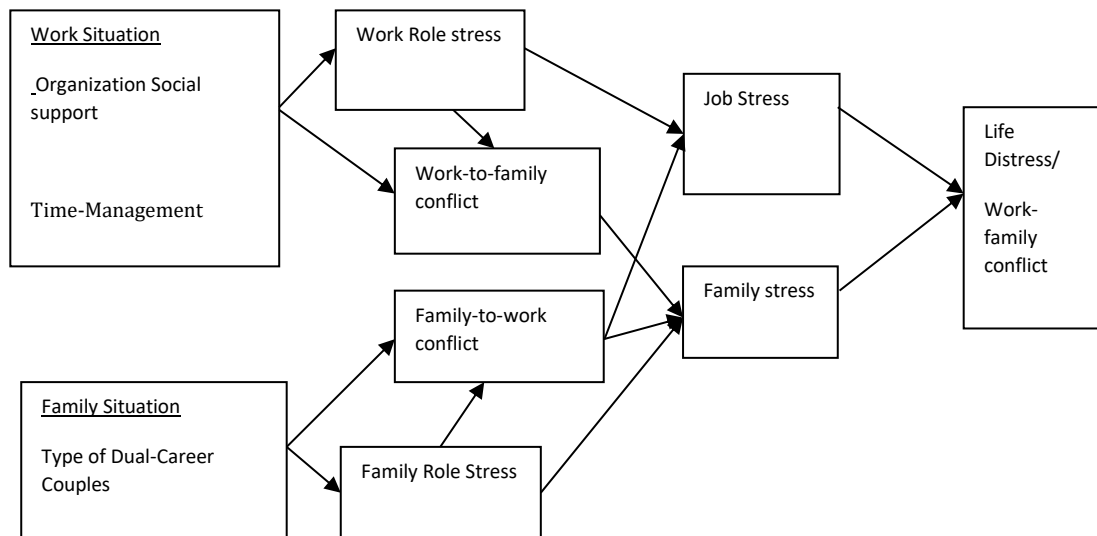


Fig. 1. Theoretical Framework

### Method

This paper based on extensive reviews of previous research on work-family conflict, involving local and worldwide studies obtainable through online databases namely Education Resources Information Center (Eric), Scopus, Science direct, Jstor and Mandeley. The method of extracting the accurate literature began with the choosing the right keywords as suggested by Cronin, Ryan and Coughlan (2008). Few keywords discovered for example work-family conflict, organization social support, time-management, type of dual-career couples, dual-career couples to search the literature researching on work-family conflict among dual-career couples. Various electronic databases used to explore for supporting data and resources that encompasses journal articles, books and institutional report by multidimensional organizations. Total 150 items were obtained from the past studies both from quantitative and qualitative were used in the analysis, of which about 10 percent was from Asia and the rest from Western countries from 1985 to 2020. From the 150 articles gathered, approximately 102 articles were on dual-career couples and the remaining was on working individuals in which 143 articles was empirically tested including both the government and private sector organizations. Approximately about 145 articles were from journals and the remaining was from books and institutional reports. From the 150 articles, 50 articles was from organizational social support and work-family conflict among dual-career couples, 25 articles was from time-management and work-family conflict among dual career couples, 15 articles was from types of dual-career couples and work-family conflict among dual-career couples and the remaining articles was from work-family conflict among dual-career couples. However, 60 per cent of the articles were use in this analysis because these articles show the correlation between the selected variables with work-family conflict among dual-career couples.

Regions	Sources	Number of Items
Western (USA and UK)	Journal of American Science, Journal of Applied psychology, Journal of Managerial Psychology, Journal of Vocational Behaviour, International Journal of Training and Development, Journal of Social Work, Journal of Organizational Behaviour, International Journal of Cross Culture Management, Journal of Family Issues	135
Asia (Malaysia, China and India)	Pertanika Journal of Social Sciences & Humanities, The International Journal of Human Resource management, South Asian Journal of Business Studies, Human relations, Journal of European Industrial Training.	15

The variables covered from the 150 articles were time-management, organizational social support, family organization support, coping strategies, types of dual-career couples, work demand, role overload, number of child, gender, work challenges, coping and workplace characteristic. Most of these studies were conducted among employees in manufacturing field, banking sector, medical staffs and educational field from various countries such as Iran, USA, UK, Brazil, Turkey, India, China and Malaysia. Moreover, the theories used in these articles are Boundary Theory, Gender Role Theory, Spillover Theory, Social Exchange Theory and Conservation of Resource Theory.

### Findings

The finding of this study is a framework developed based on hypotheses generation according to past studies. This framework supported by COR and GRT. The framework of this study shows that work-family factors (organization social support, time-management and types of dual-career couples) influence work-family conflict directly. The framework of this study is shown in Fig. 2.



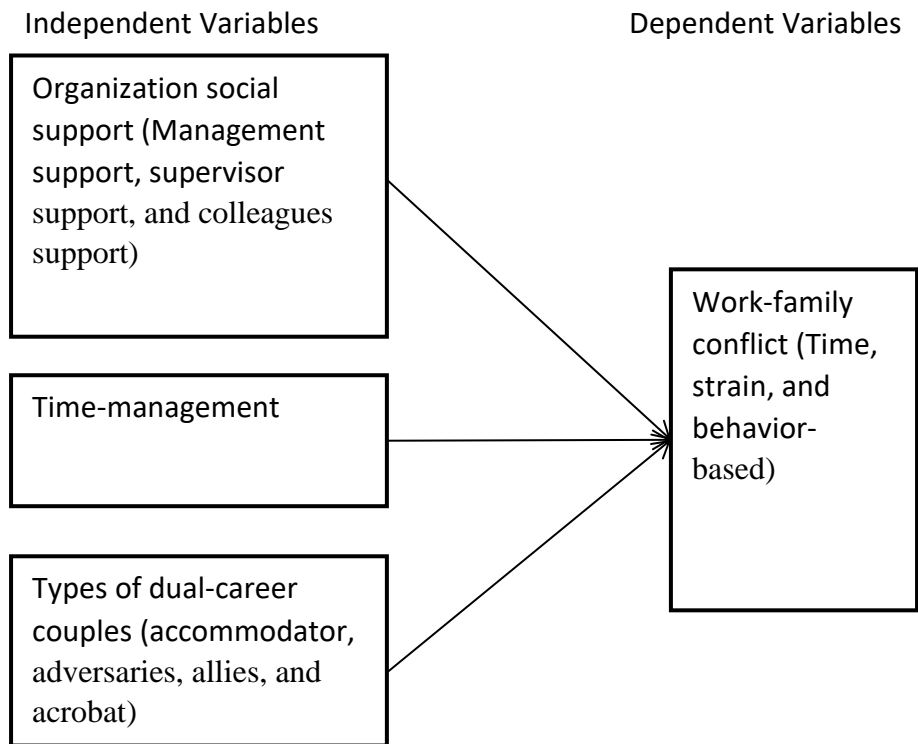


Fig. 2. Research Framework

## Factors of Work-Family Conflict

### a. Organization Social Support

Organization social support, in general explains that dual-career couples receive support from their organization related to work and family issues. The availability of social support in the workplace can assist workers in reducing the professional and individual demands (Boyar, Campbell, Mosley & Carson, 2014). Organization social support involves support system for example like management, supervisor and colleague. Management support referred to worker's beliefs that organization values their effort to the organization (Lynch, Eisenberger & Armeli, 1999). Supervisor support refers to workers perception on the degree to which their supervisors appreciate their hard work for the organization and look after on workers well-being (Kottke & Sharafinski, 1988). Supervisors referred to as a gatekeeper because they elucidate and administer organizational policies and rules. Supervisors engage closer to the employees because they daily involve in routine work with employees. On the other hand, co-workers support referred to a person who has strong influence towards employees, thus co-worker is known as a person that has strong and close interaction with employees in the organization (Azhar & Noor, 2018). Co-workers support can be defined as the extent of co- helpfulness and their reliability to help another employee. Furthermore, Bogo, Paterson, Tufford, and King, (2011) strongly proposed that colleague assistance is significant for employees as this enables them to deal with difficult situation in the workplace environment.

Based on review by Kossek, Pichler, Bodner, and Hammer (2011) found that there is a strong, inversed, and significant relationship between organizational social support (management support, supervisor support and co-worker) and work-family conflict. The result is empirically confirmed by Hamid and Amin (2014) shows that organization social support is an essential element for achieving

reducing work and family conflict. These findings shared consistent result with other study by Hao, Wang, Liu, Wu and Wu (2016), that shows an inverse and significant association between organization social support and work-family conflict among Chinese employees. Based on evidence presented above and supported by COR, this study proposed that:

*P1. There is a significant and negative relationship between organization social support and work-family conflict among dual-career couples.*

#### **b. Time-Management**

From the previous studies, researcher has no universal agreement on the explanation on time management, however many researchers referred to Lakein (1973), who proposed that time management is a process of identifying needs, finding ways to achieve these needs, planning and putting the priority on task to accomplish these goals. According to Claessens, Wendelien Van Eerde and Roe (2007) time management explains as to a person's behaviour to accomplish a specific goal with the use of strong time management skills. Time-management in this study refers to the preferable amount of time allocated to complete a task arranged according to an individual priority.

Based on review by Eason, Adams and Jex (1999) showed that time-management has relationship with work interfere with family and family interferes with work. The results is empirically confirmed by Goudarzi, Sheikhi, and Kheir, (2012) study which showed that time-management was negatively influence on work-family conflict among Iran employees. These findings shared consistent result with other study by Beyramijam, Shahrestanaki, Khankeh, Aminizadeh, Dehghani, and Hossein (2020), that shows an inverse and significant correlation between time-management and work-family conflict experienced by employees. Green and Skinner (2005) explain that individual requires straightening their capability to organize time successfully to accomplish a sufficient balance of work and family. For instance, an individual can organize their time well may encounter less work-family conflict compared to individual that did not organize their time well. Based on evidence presented above and supported by COR, this study proposed that:

*P2. There is a significant and negative relationship between time-management and work-family conflict among dual-career couples.*

#### **c. Type of Dual-Career Couples**

Dual-career, normally, are distinguish by their continuing career involvement and their desire for personal progress together (Berlato & Correa, 2017). In another word, father and mother assume jointly the role of protagonists for profession and housekeeping, i.e., functions previously distributed and practiced according to gender are reconfigured, shaping a new scenario as dual-career couples (Berlato, 2015). Different researcher has presented different typologies to explain dual-career type. Rapoport (1976) developed the first dynamic of dual career couples analyzed dual career couples by separating their components (his career, her career, her family roles, and his family roles) and determine basic styles in the orientations of couple's members towards their careers and relationships. According to Rapoport and Rapoport (1976), there are four types of dual-career couples, which are (familist, careerist, conventional and coordinated). The familist type referred as the characteristic of couples having completely involved in their family sphere, in other words, these couples have a profession, but importance given to their home. The careerist type is when both partners focus mainly in their careers. The conventional-type couples refers to the traditional family in which the women carries the role as homemaker (activities related to family) and the male carries

the role as breadwinner (work related activities). Finally, coordinated type of couples, represents a career-centered husband, willing to assist in the family sphere, and a family-centered woman, with guidance for career.

Hall and Hall (1980) also discover four types of dual-career couples (accommodated, adversaries, allies, and acrobats). The accommodated refers to one spouse participate more in career and little at home and the other has contrary priorities. The adversaries are classified as couples who generally involve more in their careers and do not show any participation in home activities or any support function to the spouse. The allies' couples are generally involving more with career or family, but not in all functions, (they join forces in a priority). Couples can have focus more on family and less focus on profession or vice versa. The last type, acrobats explains that couples normally shows deep involved in their roles. For these couples, the relationship with family is as significant as to their career.

Hunt and hunt (1982) identify three typology of dual-career (traditionalists, prioritizers and integrators). The traditionalists refer to a conventional home, with the role and gender divided: the women are more involved with the family domain and the male to the provider attribute. Prioritizer couples are couples who reject the notion of gender and the distribution of the roles. They have the ability to make a choice between work and family functions. Lastly, the integrators have the marital and parental roles as well as occupational roles. They work jointly in the same professional field and can be colleagues in the same area or owners of their own business.

For this study, Hall and Hall (1980) types of dual-career couples' combination was used because they extended their study from previous studies and explain that the four categories are not static. Couples often move from one category to another depending on their life and career stages, priorities and emotional and financial resources. Based on review by Hall and Hall (1980), showed that couples who under the accommodator category may experience less conflict because the partners compensate each other since one has high work involvement and low home involvement and the other has the opposite. Next for partners under adversary's category, which they face high work-family conflict because the identity of both partners is defined primarily by career. This category creates stress because partners are constantly competing over priorities: both value a well-ordered home but neither is willing to invest time and energy in home-related activities. On the other hand, couples under the allies category usually have a low level of work-family conflict because for these couples, their priorities are clearly defined and compatible. Both value career over home life or vice-versa and creates synergy as both the think and act alike. It is common to observe allied couples who are primarily home involved which minimizes negative work to family spillover (e.g., when work responsibilities take time and energy from family responsibilities). Finally, couples under acrobat experiences high level of conflict as both couples wants high involvement in challenging careers and high involvement in family life as well. Their identities are not restricted to one particular role, as they seek fulfillment in both roles. Conflict in these couples are interpersonal (as they juggled the overload of role and blame if things do not happen based on their expectations) and intrapersonal (each individual tries to do well in all roles). Therefore, this study proposed that:

*P3. There is a significant relationship between the type of dual-career couples and work-family conflict among dual-career couples.*

*P3a: There is a significant and negative relationship between accommodator dual-career couples and work-family conflict.*

*P3b: There is a significant and positive relationship between adversaries dual-career couples and work-family conflict.*

*P3c: There is a significant and negative relationship between allies dual-career couples and work-family conflict.*

*P3d: There is a significant and positive relationship between acrobat dual-career couples and work-family conflict.*

### **Implications to Human Resource Development (HRD)**

Work-family conflict happened to be a common type of incompatibility among dual-career couples. It cannot be avoided, but possible to be controlled. This study that based on review of past studies has been conducted with the purpose of identifying factors influencing work-family conflict. Based on the developed framework, organization needs to put more effort in addressing the antecedents to reduce work-family conflict among dual-career couples. Organizations may implement initiatives such as flexible working arrangement and work from home packages to married employees in their organization. They should consider flexi hours where the employees are able to adjust working time accordingly. Flexible work arrangement benefits employees as it helps employees to balance their work performance and personal life more affectively. By doing this, it helps dual-career couples to balance between work and family domain. Through the findings of this study, the government and organizations can create a family-friendly environment for dual career couples to overcome the challenges faced by them such as provide affordable and assessable childcare center. Therefore, dual career couples will be able to focus on work knowing their children is on safe hands. It also benefits the employers as this flexibility seen to improve employee engagement and commitment at work. As a result, organizations' productivity and performance will be improved gradually.

In addition, time-management also proves to be a predictor of conflict between work and family. Therefore, the government should organize time management training for employees who are poor in time management skills. This will help employees set their priorities to achieve their life goal.

### **Conclusion and Recommendations for Future Research**

This study concludes that organizational social support, time management and types of dual-career couple influences work-family conflict. In addition, the proposed framework suggests a direct association between the independent variables and work-family conflict. More empirical based studies related to work-family conflict should be conducted among dual career couples to reveal the factors that contribute to the occurrence of incompatibility between the work domain and family domain. Future study also recommended including the possible third variable (e.g., mediator or moderator) in their analysis.

This article presents theoretical support for the three factors namely organizational social support, time management and type of dual-career couples as factors of work-family conflict. Therefore, researcher proposed that future studies to carry out an empirically examine and justify the scheme and the association between the organizational social support, time management, type of dual-career couples and work-family conflict in the model. Hence, the empirical conformation that could be acquired from this model may add to the existing literature on work-family conflict among dual career couples. This suggests that future research should examine in more detail the strategies to promote more organization social support, time management and work-family conflict.

### Research Contribution

Theoretically, this study contributes more wide perspective regarding the existing theory of work-family conflict among dual-career couples by integrating variables such as organization social support, time-management and types of dual-career couples in understanding work-family conflict among dual-career couples. This study will extend conservation of resource theory by providing a new insight into organization social support and time-management as resources in theory. As conservation of resource theory explains, a resource can be anything that perceives as valuable to an individual. Thus, explaining these antecedents as a resource may provide a better understanding for further studies. Furthermore, this study also uses gender role theory to explain the relationship between types of dual-career couples and work-family conflict among dual-career couples.

Futhermore, this study determine to furnish knowledge to human resource department of organizations in Malaysia to focus on factors (organization social support, time-management and types of the dual-career couple) influencing work-family conflict faced by dual-career couples. These may assist employees to meet work and family needs and thereby reducing work-family conflict. By studying the source of work-family conflict among dual-career couples, this study is believed to draw attention from organization as well policymaker. They may provide a suitable workplace by acknowledging work-family conflict among employees while providing support and work flexibility to dual-career couple employees. Successful balancing between both domains may assist workers to improve their health, career and family. This study would administer the existence and the level of work-family conflict among dual-career couples.

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