

## A Phenomenological Study of Psychological Resilience of Dual-Role Career Women

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### ABSTRACT

Resilience is an important character for career women. Resilience is needed so that dual-role career women can balance career and family. Internal and external factors in career women can also affect their psychological resilience in undergoing dual roles. This study aims to determine how the description of resilience abilities in dual-role career women. The method used is qualitative research with a phenomenological approach. The subjects taken were four dual-role career women at Mulawarman University, Samarinda City, East Kalimantan. The research was conducted using in-depth interview method. Data analysis was done by data reduction, categorization, and data presentation. The conclusion of the results showed that the four subjects had high resilience, because they fulfilled five aspects of resilience, namely personal competence, trust in instincts, positive self-acceptance of change, control, and spiritual influence. Suggestions for further research may be able to conduct more in-depth interviews and observations, because researchers can only interview *online* because they are in different cities.

## INTRODUCTION

The era of globalization has a major impact on aspects of human life and society, one of which is about career women. The Central Bureau of Statistics (BPS), explained that the number of working women in 2022 reached up to 52.47 million in Indonesia. This number is equivalent to 38.98% of the total workers in Indonesia (Data Indonesia, 2023). Career women are women who work and are financially independent, can work by owning a business or for someone else (Wakirin, 2017). Career women are usually required to be responsible for doing the best possible work, managing work affairs in the office and household affairs.

The busyness of career women does not escape the performance results obtained. According to Sedarmayanti (2011), performance is a work result that includes the quality and quantity achieved by individuals when performing their responsibilities well. In addition, career women usually have an attitude to persist in managing problems faced at work. Resilience is one of the important characters for career women to survive at work. According to Fletcher and Sarkar (2013), resilience is a character when a person is able to adapt in a positive way when faced with difficult situations. Career women also face multiple role conflicts, as they must be able to balance their roles as career women and good women in their families (Halpern, 2005).

Based on the results of an interview with one of the subjects with the initials KYW, she explained that while being a career woman, sometimes the problem faced is work stress. The workload that comes from the office, sometimes has to be brought home because it has not been completed at the office. In addition, taking care of needs at home, for example cooking, washing, and taking care of husband and children. Time management is important so that office work and household matters can be balanced. Subject KYW explained that resilience and the ability to overcome a problem or task are very important for career women. Her need to work as a career woman is to develop her career and to earn income. In addition, family support is also very important in motivating himself to live a dual role. In line with the results of a study entitled "Resilience in Female Workers during the Pandemic in Yogyakarta" by Ramadhani, et al (2021), using phenomenological qualitative research through interview methods. The results of research during the pandemic show good resilience by avoiding negative thinking and trying to be a positive person with family support. It triggers to remain productive in order to build a happy and healthy family environment.

*Persisting Despite the Odds: Resilience and Coping Among Women in Engineering* is a study conducted by Wilkins, et al (2019). It aimed to examine the resilient coping strategies practiced by 15 women in engineering. Data collection used interviews. Analysis used open coding and constant comparative processes. The results found that these female engineers experienced various barriers in this engineering environment. However, they were able to create success by applying some resilient coping strategies. This included perseverance, rising to challenges and taking risks, asserting self-legitimacy, cultivating support and belonging, recognizing one's strengths, and engaging in meaningful experiences as reasons to grow.

Someone who can fulfil resilience components such as having a persistent character, high motivation, being able to adjust to changes, and being able to rise from problems, is a process of forming good resilience abilities (Taormina, 2015). Riza and Herdiana (2012), explained that someone who has high resilience shows that he is able to adapt to his environment. Meanwhile, those with low resilience need time to accept the things they experience (Sakdiyah et al., 2020). Individuals who have high resilience usually have a better achievement (Walpita and Arambepola, 2020; Wong et al, 2019; Alameddine et al, 2021).

The study entitled "*Recovery for Resilience: The Mediating Role of Work-Life Balance on the Quality of Life of Women Employees*" by Anastasopoulou, et al (2023), took subjects as many as 654 female employees in Greece aged 18 to 65 years. Using multivariate statistical analysis techniques, through the SEM (*Structural Equation Modeling*) approach and SPSS and Amos 29. The results showed that achieving a balance between personal or family life and work can benefit a person's quality of life. Furthermore, "problem solving" has a positive impact on women's feelings towards *Work Life Balance*. While "avoidance" has a negative impact. The results show that if individuals actively seek to solve daily problems, they will achieve work-life balance.

Career women have a dual role, in addition to working outside the home they also take care of their homes and families. When faced with this dual role situation, career women need a balance of life and work (*Work-Life Balance*). Rahman (2018) suggests that dual roles for career women are not easy, but through democratic parenting, providing insight into children with religious provision and under parental supervision, career women are able to get through the difficulties of dual roles easily. Working women are also usually faced with various problems at work, such as office tasks, problems with co-workers and superiors, and others. The problem is also a challenge to survive in a job, the resilience of an individual is usually associated with resilience. Resilience is also a person's strength in difficult circumstances and tries to adjust to the current situation. The resilience of employees will usually also have an impact on their performance results (Mufidah, 2017; Bridges et al, 2023; Chitra and Karunanidhi, 2021).

Based on the problem as well as previous research, the hurdles faced are about not being able to overcome challenges and it causes difficulties to complete their tasks at work. A problem about working women, in general, is about the effectiveness of dividing time to work in the office and take care of the household. Therefore, an agency should be able to pay attention to the quality of its employees' resilience at work in terms of work comfort and other things (Aghaei et al, 2022). Because resilience can determine the results of individual performance, especially for women with dual roles. Where they must be able to manage time as well as possible. If an individual cannot manage time well, stress about the workload that must be completed, does not have resilience in managing themselves and their environment can affect their performance results.

This study aims to determine how the description of resilience abilities in dual-role career women. Personality, biology, and environment are factors that influence resilience. In addition, aspects of resilience includes personal competence, trust in instincts, positive self-acceptance of change, control, and spiritual influence. Researchers are interested in choosing resilience because of the large number of women who work, and the problems experienced by career women can certainly affect their performance at work. In general, there are quite a lot of studies that discuss the description of resilience in career women. However, research that refers to the subject of dual-role career women at Mulawarman University, Samarinda City is still rarely reported. While the number of dual-role career women at Mulawarman University is quite a lot, researchers want to see their psychological resilience and their balance in living work life and family life. The exposure of the problem makes the author interested in researching this matter.

## **LITERATURE REVIEW**

Connor and Davidson (2003) explain resilience is a person's quality, which can make him think positively when faced with challenges and as a measure of one's success when dealing with problems. Meanwhile, Kuipera (2012) suggests that resilience is part of positive psychology that allows a person to understand their abilities when faced with a problem. Desmita (2009) defines resilience as a positive trait that makes a person's psychological and emotional state positive. In addition, Santrock (2014) describes resilience as a person's attitude when able to adapt well in undergoing social relationships and resilience when faced with unfavourable conditions.

According to Zautra, et al (2010) stated that resilience is the ability to blend in with difficult and stressful conditions, and at the same time they show the importance of nature to prove self-success in adapting to stressful environments. Based on the opinions of several experts, resilience is the strength within the individual, which makes him have the endurance to control stress in the face of a problem or work. The aspects of resilience according to Connor and Davidson (2003) are personal competence, trust in instincts, positive self-acceptance of change, control, and spiritual influence. While the factors that influence resilience according to Herman, et al (2011), namely personal, biological, and environmental.

## **METHODOLOGY**

The phenomenon of career women is not new in society, in the context of Indonesia as a developing country, there are actually many women who have jobs to help meet the needs of their households (Djamaluddin, 2018). The approach used in this research is phenomenology. Moleong (2014) explains phenomenology is a view of thinking that emphasizes a focus on human subjective experience. Researchers in the phenomenological view seek to understand the meaning of events and their links to people who are in certain situations.

This research uses phenomenological qualitative methods with several considerations, first, with phenomenology it is possible to find out the meaning of resilience in career women. Second, using qualitative methodology is expected to reveal the extent to which the meaning of resilience plays an important role for career women. Third, the importance of a natural setting, in order to reveal the meaning of resilience in career women who are truly experienced by subjects who cannot be separated from their daily lives and environment. Finally, it can be used as a valuable lesson for developers of theoretical concepts (Ghony & Almanshur, 2012).

The research subjects in this study were four dual-role career women at Mulawarman University, Samarinda City. The data collection method begins with making a proposal, after which the schedule for fieldwork is announced by the lecturer teaching the qualitative course. Before going to the field, researchers made interview guidelines, then looked for four subjects with the criteria of dual-role career women. Researchers coordinate for the interview schedule. Before starting the interview, the researcher also gave an *informed consent*. *Informed consent* as an agreement that the subject is willing to participate in this research without any coercion and the researcher guarantees the confidentiality of participant data. Then conduct the interview. The data recording documentation process is used using a cell phone. Data analysis makes verbatim, coding, categorizing, determining themes, and presenting data.

*Online* data collection was carried out in two days, at a mutually agreed time. Interviews were conducted with 4 subjects, namely KYW, RD, IA and ER. Interview activities are carried out by asking questions to these 4 subjects. The time and place of the interviews were conducted according to the table below:

Table 1. Interview Implementation

No.	Subject	Date	Interview Duration	Place of Interview
1	KYW	October 20, 2023	38.56 minutes	<i>Online</i>
2	RD	October 20, 2023	20.30 minutes	<i>Online</i>
3	IA	October 21, 2023	22.44 minutes	<i>Online</i>
4	ER	October 21, 2023	33.42 minutes	<i>Online</i>

## RESEARCH RESULT

This research aims to find out how the description of resilience abilities in dual-role career women. Based on the results of interviews with 4 subjects, researchers found results about the description of aspects and factors of resilience, as described below.

The description of the aspects of resilience in the interview results of subject 1 KYW regarding resilience based on its aspects is described as below. KYW is the first subject in this study. KYW is a female lecturer with a dual role at Mulawarman University. KYW is 55 years old and has been a lecturer for 29 years.

1) Personal competence: the nature of persistence possessed by individuals, and the courage to face challenges despite having to face various obstacles. Based on interviews that have been conducted with subject 1 KYW, subject KYW seems to have a persistent nature in herself, especially when looking at her initial goals when she was interested in becoming a career woman. This can be seen from the following interview results:

- *"Okay well, ee so this reason for working at that time, first we happened to have an education, have an education and then the family's ability to be borne alone by our spouse would not be sufficient, so after the husband's permission, then we looked for work." (KYW.W1.1.N.1-A.20Oktober2023.26-31).*
- *"We also work to prove ourselves that we are capable, capable of helping the family economy." (KYW.W1.1.N.1-B.20Oktober2023.35-38).*
- *"It brings us joy and satisfaction, if we are given a difficult job for example, it's a challenge, we have to leave our comfort zone, like a strong adrenaline rush. It gives us a unique experience or an extraordinary experience." (KYW.W1.2.N.1-A.20Oktober2023.259-266).*
- *"Yes, yes, we like challenges but again, if we live as a couple, have children, have a family. It comes back to the priority scale whether we only want to think about our ego or our interests, our joy, our own satisfaction, right?" (KYW.W1.2.N.1-B.20Oktober2023.269-277).*

2) Trust in instincts: the state of individuals can control emotions positively so that they can do things well. Based on interviews that have been conducted with subject 1 KYW, subject KYW seems to be able to control emotions in himself. This can be seen from the following interview results:

- *"The conflict is when children are still children, they need full attention but we have to leave them. But with couples, there are times when we are more capable than our partners. We as women have to prove both physically and mentally, that we have to keep our emotions in check. Convincing our partner that we still respect him, it's an internal conflict with the family or within ourselves." (KYW.W1.3.N.1-A.20Oktober2023.175-198).*
- *"For us to manage work stress, we have to sort it out. What is the cause of the stress, for example if I work, I am often chased by deadlines. So, the first step is to do things step-by-step, which ones we can do on our own first. After that,*

*if we can't do it, don't hesitate to seek help. Whether from colleagues, friends, family." (KYW.W1.3.N.1-B.20Oktober2023.214-224).*

- *"What makes us able to survive, not giving up in a failure, the principle is as long as we believe that God exists. The difficulties we face are tests that make us stronger. What happened to us, actually many people have experienced it, maybe even harder. If we still want to live as long as we live, it is by having hope." (KYW.W1.4.N.1-A.20Oktober2023.280-296).*

3) Positive self-acceptance of change: individuals who can blend in with their environment can see that a positive thing is an opportunity. Based on interviews that have been conducted with subject 1 KYW, subject KYW seems to be able to accept changes positively to the situation he is experiencing. This can be seen from the following interview results:

- *"As lecturers we are able to sort out, see the scale of our priorities in this world and the purpose for which we live. If we are not able to have a strong stand, we will be carried away by ambitions that are actually useless. So, you have to determine the priority scale according to the purpose of life." (KYW.W1.5.N.1-A.20Oktober2023.206-220).*
- *"Usually when we are young, our energy is much more energetic than after 50 years and above, where our physical condition has decreased. We must be able to associate with organizations that can open up insights in competence and religion, which makes a balance between the world and the hereafter, it makes our self-changes more positive." (KYW.W1.6.N.1-A.20Oktober2023.335-354).*
- *"Suppose our environment has bad emotions, is prone to anger, if we follow our environment, our life will not progress. We will lose, the principle is that, if possible, don't let the environment colour us, if possible, we should give colour, that's there, if possible, we have to be positive thinking." (KYW.W1.6.N.1-B.20Oktober2023.306-315).*

4) Control: individuals have the power to control the situation well and focus on their goals. Based on interviews that have been conducted with subject 1 KYW, subject KYW seems to be able to focus on his goals. This can be seen from the following interview results:

- *"A woman's main obligation after starting a family is family, making money is the second choice. We must not leave our main obligation, which is family. Obviously tired but there is happiness that can relieve fatigue, where we are able to prove ourselves not just for money but our experience is wider, how to socialize, how to get along, we have a lot of face-to-face contact with other people, right?" (KYW.W1.7.N.1-A.20Oktober2023.116-153).*
- *"Our energy is drained a lot but the happiness or sense of satisfaction that we can do this. More than just the material we get, it can make us independent, this independence does not mean we also underestimate the family. Instead, we are freer and more independent to manage our own finances, to give alms more freely." (KYW.W1.7.N.1-B.20Oktober2023.153-169).*

- *"A hope does not match expectations, it happens a lot, we first look at what we have done, then if we have tried, it turns out that it is so. So, we have to be istiqomah. It means, oh well, that's the best."* (KYW.W1.8.N.1-A.20Oktober2023.360-370).

5) Spiritual influence: a condition where individuals believe and trust in God's destiny. It can get individuals through difficult times and make positive changes in life. Based on interviews conducted with subject 1 KYW, subject KYW appears to have a spiritual influence on him. This can be seen from the following interview results:

- *"Stress is actually pointless, after all, in this life, if it has already happened, there will be no more time to turn back. Because we have to move forward, this is related to time. If we don't surrender, we will be depressed."* (KYW.W1.9.N.1-A.20Oktober2023.374-384).
- *"Spirituality is the most important thing. If we forget about it, it makes us chaotic because we have no grip. Closeness to Allah makes us not lose hope, Allah's power is omnipotent. Hope is never broken and for example, if we are trapped in trials, if we believe that Allah will help us, God willing, sooner or later we will be able to overcome the problem."* (KYW.W1.9.N.1-B.20Oktober2023.392-411).
- *"Eem so this, a lot of prayers to strengthen the heart, then practices that make yourself strong, that's what is done then there is a miracle of the Koran, for example we have a problem we want to find the answer like what we just open the Qur'an it is the key to our problem."* (KYW.W1.10.N.1-A.20Oktober2023.420-431).

The description of resilience aspects in the interview results of subject 2 RD regarding resilience based on its aspects is described as below. RD is the second subject in this study. RD is a female lecturer with multiple roles at Mulawarman University. RD is 59 years old and has been a lecturer for 34 years.

1) Personal competence: the nature of persistence possessed by individuals, and dare to face challenges even though they have to face various obstacles. Based on interviews that have been conducted with subject 2 RD, it appears that she has an optimistic nature in herself, especially when looking at her initial goals when she was interested in becoming a career woman. This can be seen from the following interview results:

- *"For the initial reason. On average, when you finish college, you want to work, right, well what yes, yes eee the main goal is to make money, get an income like that."* (RD.W1.1.N.2-A.20Oktober2023.25-28).
- *"I want to be a lecturer, maybe because my family is mostly teachers, so I want to be a teacher because it looks like there are many holidays. If you're a civil servant, it's full every day, so if you're a teacher, it looks more relaxed, there's no pressure."* (RD.W1.1.N.2-B.20Oktober2023.38-46).
- *"Well, usually if we have the courage to face the challenge, we will feel relieved when we get through it. We have to be enthusiastic if we face it. It feels like*

*when we can finish something that was heavy, it must feel relieved, free."*  
(RD.W1.2.N.2-A.20Oktober2023.124-130).

- 2) Trust in instincts: the state of individuals can control emotions positively so that they can do things well. Based on interviews that have been conducted with subject 2 RD, subject RD seems to be able to control emotions in himself. This can be seen from the following interview results:
  - *"Trying to be calm and patient, so if for example we consider everything heavy and with exploding emotions, it becomes a burden for us. So how can we manage a problem by controlling emotions as well as possible so that the problems faced can be resolved properly."* (RD.W1.3.N.2-A.20Oktober2023.103-109).
  - *"If I consider it as pressure, it will become a burden. So, when I face everything, I take it easy and relax."* (RD.W1.3.N.2-B.20Oktober2023.97-101).
  - *"I usually can't see things from one side, so if there is something bad from people, I usually see it from two sides so I'm not quickly influenced so far. In my opinion, I am not too easily influenced, unless I consider something to be true, but if there are negative things outside, in the environment, I usually look first, I don't immediately believe it."* (RD.W1.4.N.2-A.20Oktober2023.135-145).
  
- 3) Positive self-acceptance of change: individuals who can blend in with their environment can see that a positive thing is an opportunity. Based on interviews that have been conducted with subject 2 RD, it appears that he can accept changes positively to the situation he is experiencing. This can be seen from the following interview results:
  - *"I enjoy my work as a researcher, especially since technology has made it easier for me to work. Although I often go out in the field, I also have to be fair in taking care of the household, because I have a dual role. Resilience is needed in order to achieve a balanced life. Because we also need strength or resilience in facing all the problems or challenges, we face. So, resilience in my opinion is very important."* (RD.W1.5.N.2-A.20Oktober2023.187-183).
  - *"According to the best way, he has support in his family, then also his work environment and from himself too. His own mindset too if there is something that is too much like a big problem, when maybe other people think it's normal."* (RD.W1.6.N.2-A.20Oktober2023.82-92).
  
- 4) Control: individuals have the power to control the situation well and focus on their goals. Based on interviews that have been conducted with subject 2 RD, subject RD seems to be able to focus on his goals. This can be seen from the following interview results:
  - *"Hmm, in my opinion, it depends on the individual, yes, there are those who, for example, are quick to respond to something but there are also those who are different, when talking about resilience, I think it's not just career women. Women who are usually like ordinary housewives also exist; it depends."* (RD.W1.7.N.2-A.20Oktober2023.53-59).

➤ *"In addition, my current job is in my field. Alhamdulillah, my family supports me in my work and my past experiences are an encouragement to continue to grow and develop."* (RD.W1.8.N.2-A.20Oktober2023.114-118).

5) Spiritual influence: a condition where individuals believe and trust in God's destiny. It can get individuals through difficult times and make positive changes in life. Based on interviews conducted with subject 2 RD, it appears that he has a spiritual influence on him. This can be seen from the following interview results:

➤ *"Usually, if I face a situation like that, I am shocked for a moment but not for too long. If something doesn't go as expected, because we are also religious, everything that happens may be the best for us, but according to God it is not the best, so for example if there is something like that, I always think about it like that so it doesn't cause us to be down and so on."* (RD.W1.9.N.2-A.20Oktober2023.209-220).

➤ *"Suppose something doesn't meet our expectations, it can make us stressed, but because we have faith, because everything if Allah wills it must be the best. Things like that make us able to manage stress, we can simply complain to the one who created us. So, things like that make us not stressed or anything like that."* (RD.W1.9.N.2-B.20Oktober2023.228-244).

➤ *"Yes, that's precisely because maybe I joined a community that has the same goal. For example, it also makes us able to manage stress and so on because there are communities such as recitation, taklim and so on."* (RD.W1.10.N.2-A.20Oktober2023.247-253).

The description of the aspects of resilience in the interview results of subject 3 IA regarding resilience based on its aspects is described as below. IA is the third subject in this study. IA is a female lecturer with a dual role at Mulawarman University. IA is 52 years old and has been a lecturer for 25 years.

1) Personal competence: the nature of persistence possessed by individuals, and the courage to face challenges despite having to face various obstacles. Based on interviews that have been conducted with subject 3 IA, has a persistent nature in her, especially when looking at her initial goals when she was interested in becoming a career woman. This can be seen from the following interview results:

➤ *"The beginning of the work, currently my mother works as a lecturer at one of the universities in Samarinda, initially there was an offer from a friend to be able to help there. The term is helping to teach for courses that at that time the lecturer was not available, so the mother was offered to work there."* (IA.W1.1.N.3-A.21Oktober2023.25-32).

➤ *"Oh yes, persistence is very necessary. Indeed, a change is very important in the world of work because for example, if we do one job for many years, boredom will arise with the change it will make a kind of encouragement again with a new situation. We learn new things, more knowledge that we gain, compared to if we are just in that job for years, finally bored and not focused and maximized in work."* (IA.W1.2.N.3-A.21Oktober2023.214-223).

- *"The past is our experience that we have passed. It always repeats itself but in different situations and conditions. It becomes my guideline when facing problems. So, it is very influential until now, whether the experience is pleasant or sad, I think it will see how I go through everything."* (IA.W1.2.N.3-B.21Oktober2023.111-119).
- 2) Trust in instincts: the state of individuals can control emotions positively so that they can do things well. Based on interviews that have been conducted with subject 3 IA, can control emotions in himself. This can be seen from the following interview results:
- *"Humans sometimes get tired. If you're tired, sometimes you get emotional. The way I try to think clearly, then make decisions. So, I don't make decisions in a psychologically unstable situation. I need time to organize my emotions, so that every decision I make does not harm others."* (IA.W1.3.N.3-A.21Oktober2023.67-79).
  - *"Managing emotions, because usually there is already a lot of work in the office, returning home there is also a lot of homework to be done, so the principle of mothers when they are at home means it's time to play a role as a housewife taking care of husband, children and family. So, if possible, office work is completed that day, if for example it cannot be done, it will be continued tomorrow. When I get home, there are no more office matters to think about."* (IA.W1.3.N.3-B.21Oktober2023.47-60).
  - *"For example, getting a reward or something, positive things like that mean that what we do is appreciated, it is something that is needed for encouragement to become a better person, not to make us feel arrogant. It is an appreciation for what we have done so far, that's how it should be."* (IA.W1.4.N.3-A.21Oktober2023.201-209).
  - *"Yes, it is very frequent, especially in the world of work, which now often has many changes in plans. The change in plans is not a factor from myself, but it is more of an external factor, so with things like that I try to be tolerant or flexible in facing these changes. Plans that we want to do but are pending cannot be implemented now, it's okay, maybe it can be implemented in the future."* (IA.W1.4.N.3-B.21Oktober2023.230-249).
- 3) Positive self-acceptance of change: individuals who can blend in with their environment can see that a positive thing is an opportunity. Based on interviews that have been conducted with subject 3 IA, it appears that he can accept changes positively to the situation he is experiencing. This can be seen from the following interview results:
- *"Self-conflicts such as emotions and conflicts from surrounding people, such as family. For example, I have to have a conversation with my family, that maybe I can't be expected to be like a housewife who stays at home all day. We are open to each other if there are shortcomings and what I have to improve there, we fix it like that."* (IA.W1.5.N.3-A.21Oktober2023.93-108).

- *"The support from my family makes me excited to survive, to persevere with work. Usually in the world of work there are things that are fun and things that are not, with the support of my family that makes me excited."* (IA.W1.6.N.3-A.21Oktober2023.153-163).
  - *"Eeee if it's external, the environment. So, I will be alone first, I don't want to be disturbed until I can control or organize my emotions. The atmosphere must be completely undisturbed or influenced by people, so I am alone and try to think clearly like that."* (IA.W1.6.N.3-B.21Oktober2023.82-89).
- 4) Control: individuals have the power to control the situation well and focus on their goals. Based on interviews that have been conducted with subject 3 IA, he can focus on his goals. This can be seen from the following interview results:
- *"Yes, it is very influential, especially if for example in my current position I am already married. So as a housewife as well as a career woman, it really affects, emotions, it really affects everything."* (IA.W1.8.N.3-A.21Oktober2023.39-43).
  - *"Unpleasant situations at work I usually return to myself, maybe there is a mistake that I did not maximize, making the person or group not give a good response to my performance. I will improve and will see how people respond to my performance. They are quite respectful of what I have done so far."* (IA.W1.8.N.3-A.21Oktober2023.127-143).
- 5) Spiritual influence: a condition where individuals believe and trust in God's destiny. It can get individuals through difficult times and make positive changes in life. Based on the interviews that have been conducted with subject 3 IA, it appears to have a spiritual influence on him. This can be seen from the following interview results:
- *"As a Muslim, what I have done so far cannot be separated from the intervention of Allah. Always asking to be given the ease of being given the strength of heart to face difficult situations. So, every decision I make, I ask that it brings blessings to everyone. That is what I apply and ask for guidance and guidance is what I do."* (IA.W1.9.N.3-A.21Oktober2023.254-266).
  - *"Usually in the working world there are two camps, negative and positive. I am always in the positive position. I see a leader, give them a chance to lead and show their abilities and then we can judge. I don't want to be influenced by negativity. Negative thoughts make us unable to develop."* (IA.W1.10.N.3-A.21Oktober2023.169-194).

The description of the aspects of resilience in the interview results of subject 4 ER regarding resilience based on its aspects is described as below. ER is the fourth subject in this study. ER is a female lecturer with a dual role at Mulawarman University. ER is 57 years old and has been a lecturer for 32 years.

- 1) Personal competence: the nature of persistence possessed by individuals, and the courage to face challenges despite having to face various obstacles. Based on interviews that have been conducted with subject 4 ER, has a

persistent nature in herself, especially when looking at her initial goals when she was interested in becoming a career woman. This can be seen from the following interview results:

- *"I want to be a lecturer, my dream from childhood. If you work, you might want to make money, but I want to be a lecturer because from a young age I loved teaching children, and as I got older, I established myself as a lecturer, so that's my benchmark for wanting to work."* (ER.W1.1.N.4-A.21Oktober2023.22-33).
- *"I wanted to become a lecturer instead of another employee, there are those who work in banks or where, I studied at IPB, then chose to become a lecturer instead of a company or other institution."* (ER.W1.1.N.4-A.21Oktober2023.36-42).
- *"Failure is delayed success, and the term success is also our choice if we want to pursue it, I want a doctoral degree, that's my choice. So far, I feel that I have failed because I am now late as a professor, because I did not intend to become a professor quickly, maybe for people I failed, I have not been a professor for a long time."* (ER.W1.2.N.4-A.21Oktober2023.232-246).

2) Trust in instincts: the state of individuals can control emotions positively so that they can do things well. Based on interviews that have been conducted with subject 4 ER, can control emotions in himself. This can be seen from the following interview results:

- *"In addition to stress, sometimes it also goes hand in hand with managing emotions. Where we also have to have patience when dealing with people who may not make us happy. Usually if faced with this I try to relax and take a long breath and exhale, so as not to be provoked by emotions if I meet people who spoil my mood."* (ER.W1.3.N.4-A.21Oktober2023.130-138).
- *"In addition, there are many other factors such as learning to manage stress to deal with external factors. Deadlines for tasks that must be completed on time. So, I try to make a task list so that I can complete it well so that all work is completed on time."* (ER.W1.3.N.4-B.21Oktober2023.125-130).
- *"Positive because we are indeed a long-life education style, we never stop learning, even in religion, the term starts to be swaddled from baby to death. That's why we keep learning, not learning about my field but learning about life."* (ER.W1.4.N.4-A.21Oktober2023.282-289).

3) Positive self-acceptance of change: individuals who can blend in with their environment can see that a positive thing is an opportunity. Based on interviews that have been conducted with subject 4 ER, it appears that he can accept changes positively to the situation he is experiencing. This can be seen from the following interview results:

- *"Ohh conflict, from the beginning we have a commitment with our partner if for example we have a family. My husband already knows that I am a working woman, so I can't suddenly stop. Because there are children except from myself, I want to stop for the sake of the children or for the sake of the family, and I think that is a joint commitment in the family between the wife and*

*husband, so support each other, and thank God my husband supports it."* (ER.W1.5.N.4-A.21Oktober2023.141-152).

- *"Ooh yes, ee if I don't have a problem because my husband supports me and then I become a lecturer, it's my dream choice and whatever the challenge is, it's just fun. In addition, the presence of the child even relieves me, it feels like fatigue immediately disappears when I see my child. Family becomes entertainment not a burden, with their presence it eases my mind."* (ER.W1.6.N.4-A.21Oktober2023.91-108).
- *Maybe on campus there is no disturbing gossip because we have our own room so we don't interfere with each other so the negative effects from outside are not too disturbing, because we are busy with each of our fields, competition is also not, because we are collaborative, complementary, for 32 years, thank God, we are compact in the office."* (ER.W1.4.N.4-B.21Oktober2023.257-267).

4) Control: individuals have the power to control the situation well and focus on their goals. Based on interviews that have been conducted with subject 4 ER, it appears that he can focus on his goals. This can be seen from the following interview results:

- *"Ohh yes, when I first wanted to go abroad, it was not easy, there was a husband and children but I had this principle, if my husband, parents and in-laws objected, I did not go. but they really supported me. The family already understands that lecturers really have to go to college, when they go to college the children come along."* (ER.W1.4.N.4-A.21Oktober2023.77-88).
- *"At work, sometimes faced with students, then cases of administrative bureaucracy, while for lecturers it is more important to teach, but now inevitably lecturers are preoccupied with administrative rules from the centre. Well, there maybe I don't like to be ordered, yes, for lecturers there is teaching, service, research, so it's like being forced. But it has to be faced so I just take it."* (ER.W1.8.N.4-A.21Oktober2023.209-229).

5) Spiritual influence: a condition where individuals believe and trust in God's destiny. It can get individuals through difficult times and make positive changes in life. Based on the interviews that have been conducted with subject 4 ER, it appears to have a spiritual influence on him. This can be seen from the following interview results:

- *"Oh yes, whatever God wants, we have a plan but God has a more beautiful plan than us."* (ER.W1.9.N.4-A.21Oktober2023.300-303).
- *"That's right, we return it to the one who has a plan because if we complain or don't believe in the will of fate, it will definitely cause stress, I believe that Allah wills. God has a plan even though I have a plan."* (ER.W1.9.N.4-B.21Oktober2023.362-166).
- *"I did my master's and doctoral degree in Germany, it is famous for being on time, maybe for Indonesian's culture shock, everything must be orderly. My attitude of discipline is from childhood, my own awareness is not used to being ordered, learning independently, and from there the discipline from our*

*parents' upbringing automatically makes us independent so once we study in Germany, everything is disciplined. Discipline has finally become a habit for me." (ER.W1.10.N.4-A.21Oktober2023.113-125).*

## DISCUSSION

Resilience is an important characteristic for career women in dealing with workplace pressures and problems (Fletcher and Sarkar, 2013; Teo *et al*, 2024). In addition, dual role conflict is also a challenge, requiring a balance between career and family roles (Halpern, 2005). Subject 1 KYW, demonstrated strong personal competence in the interview, highlighting persistence, courage to face challenges, and strength in overcoming obstacles as a career woman. KYW acknowledged that work is done to prove her worth and help the family economy, facing challenges as adrenaline-pumping experiences. In the context of trust in instinct, KYW described her ability to control emotions, especially in the face of internal conflicts related to attention to children and spouse.

Her stress management strategies involve compartmentalizing tasks, seeking help if needed, and understanding that adversity is a test that makes the self-stronger (Gomez *et al*, 2024). KYW's positive self-acceptance of change is reflected in her view of life's priorities and her ability to see change as an opportunity. Emphasizing the importance of having a strong stance, associating with a positive environment, and maintaining *positive thinking* principles. In line with the results of research by Ramadhani, et al (2021), that good resilience is accompanied by positive thinking and trying to become a positive person with family support. This can make individuals productive in order to build a harmonious family environment.

In the aspect of control, KYW demonstrates a focus on her life purpose, understanding that her primary obligation as a woman is to her family, yet she feels happiness and satisfaction in proving herself and being independent. A significant spiritual influence was reflected in KYW's views emphasizing the importance of surrendering to Allah's destiny, maintaining closeness to Allah as a guide, and viewing spirituality as the key to overcoming problems and finding answers in the Qur'an. Overall, the conversations with KYW highlighted important aspects of career women's resilience, including personal competence, trust in instinct, positive self-acceptance of change, control, and spiritual influence.

Resilience, including determination, endurance, adaptation, and recovery, is key to overcoming challenges (Taormina, 2015; Rydzik and Anitha, 2020). Subject 2 RD demonstrated resilient personal competencies, especially in her optimistic nature and persistence to face challenges as a career woman. RD stated that her initial goal was to earn an income, but also sought a job that provided time freedom, such as being a lecturer. In terms of trusting her instincts, RD emphasized the importance of controlling emotions positively, coping with pressure in a relaxed manner, and looking at things from different sides before making judgments. These abilities help him manage problems well. RD shows positive self-acceptance of change, particularly in her dual role as a career woman and housekeeper. She considers resilience as the key to achieving life balance. RD

realizes the importance of support from family and work environment in achieving goals. In the aspect of control, RD stated that resilience does not only belong to career women, but can also be owned by women who play a role as housewives. Goal focus, responsiveness to change, and family support are factors that help RD overcome challenges. Spiritual influences play a big role in RD's life, such as helping her overcome difficult situations and providing a positive perspective on change. RD felt that belief in God's destiny helped manage stress and brought calmness in the face of challenges. Overall, RD indicated that a combination of personal competence, trust in instincts, positive self-acceptance of change, control, and spiritual influences played an important role in her resilience as a career woman.

The phenomenon of career women with dual roles, as workers outside the home and taking care of the household. The aspect of balance between life and work (*Work-Life Balance*) is important (Rizqi and Santoso, 2022). Furthermore, research by Anastasopoulou, et al (2023), shows that achieving a balance between personal and work life is beneficial for one's quality of life and problem solving has a positive impact. If individuals try to solve daily problems, they will achieve a balance of life and work.

Subject 3 IA has personal competence characterized by persistence and resilience in facing challenges. The motivation to become a career woman arose from an offer to help teach at a college. Persistence is considered important because changes in work bring refreshment and increased knowledge. Trust in instinct is reflected in her ability to manage emotions by thinking clearly before making decisions. Positive self-acceptance of change is seen in her ability to communicate openly with her family and resolve conflicts. Family support is a source of encouragement. Self-control is reflected in her focus on her goals as a housewife and career woman.

Subject IA was able to overcome unpleasant situations with introspection and improvement. Spiritual influence is seen in prayer and belief in God's destiny, providing strength and guidance in dealing with difficult situations. Overall, subject IA demonstrated persistence, trust in instinct, positive self-acceptance of change, self-control, and spiritual influence as important factors in facing challenges in the world of work and personal life. According to Riza and Herdiana (2012), personality, biological and environmental factors affect a person's level of resilience. Women with high resilience tend to be more successful in their work (Walpita and Arambepola, 2020). Research by Wilkins, et al (2019), suggests that women are able to create success by applying perseverance.

Subject 4 ER showed persistence and resilience in facing challenges, especially regarding her initial goal of becoming a lecturer. The motivation comes from her love of teaching children and the choice to become a lecturer rather than other professions. Subject ER's ability to control emotions is evident in her relaxation. Patience and stress management are key in dealing with situations that may be unpleasant, such as interactions with people who spoil the mood. Subject ER was able to accept changes positively, especially in the context of

family and career as a lecturer. Support from family is a key factor in overcoming conflict and undergoing change.

Subject ER has the ability to control the situation and stay focused on her goals. Despite being faced with challenges, such as administrative and bureaucratic tasks, she takes positive action to maintain and remain committed to her choices. A strong spiritual influence is seen in Subject ER's outlook on life towards belief in God's destiny and believing God's plan is more beautiful. Overall, subject ER is a persistent individual, able to manage emotions, positive towards change, has self-control, and is supported by spiritual beliefs in navigating her life journey.

Career women's dual roles are associated with stress levels that can affect their performance (Agha et al, 2017; Zou *et al*, 2016). In dealing with problems and pressures in the workplace, resilience becomes a key factor. Resilience as a person's skill in overcoming problems and maintaining health and energy to continue life well (Setyowati et al., 2010; Mengyao, 2023). Thus, this study focuses on describing resilience in career women, identifying the relationship between dual roles, work-life balance, and the impact of resilience on the performance of career women at Mulawarman University.

The limitation in this study is that the interviews were only conducted *online*, there was no observation and face-to-face with the subjects because they were in different cities. The interview was only conducted once due to time constraints in collecting data.

## CONCLUSIONS AND RECOMMENDATIONS

The four subjects have resilience because they fulfil the five aspects of resilience, namely personal competence, trust in instinct, positive self-acceptance of change, control, and spiritual influence. The resilience aspects of the four subjects are also influenced by various internal and external factors. It is concluded from the four subjects that resilience affects the work-life balance of dual-role career women. Internal factors come from within, where being able to manage emotions well, and external factors come from social support and a positive environment. The strategy of managing work pressure and stress, and being able to fulfil responsibilities as a career woman with a dual role is by trying to do positive things, managing stress well, maintaining and always increasing spirituality to God Almighty, and others.

This study aims to provide an overview of resilience in career women at Mulawarman University. This study was conducted to fill the gap of previous research and highlight the importance of resilience and time management in balancing dual roles in career women. This research is expected to contribute to the understanding of the challenges and strategies faced by career women with dual roles. For future research, it may be possible to investigate more deeply with interview and observation methods.

## ADVANCED RESEARCH

Every research certainly has limitations. Limitations in the sense of research limitations that affect the researcher's ability to explore the data being studied, the limitations of available data, or external factors of the research such as time and resource limitations. So that further research is needed for the perfection of this research.

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