

DUAL CARRIER COUPLE

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A. Introduction

There are many couples who act as dual-career-couple, which means determine both husband and wife are working outside. This dual-career-couple grows up since the number of female workers growing up. This is a lifestyle for many women, as the larger female worker opportunity dan the larger female education opportunity.

Female workers were asked to be professional workers and asked to be committed as couples of life, so that, the female workers are capable of actualizing themselves, that was indicated by their achievement, in the workplace and family well-being.

The

double role of female worker gets complex problems, that produces organization and the female worker challenges, because of the role function of the woman (Parasuraman dan Greenhaus, 1992). The influences of interaction and accumulated problems in the family and workplace, have to be resolved to prevent from serious job stress and career. Casio (2003) stated that one of many ways of reducing job stress is that the female workers have to manage their time as flexible as possible without sacrificing their commitment in workplace and family. Sekaran (1985) stated that the success of the double role management depend on social *social support*. Greenhaus dan Parasuraman (1992) identified that *social support* reduced stressor on the strategic human resources, in different domain *of work* and *family*. *family support* especially husband support or wife support called *spouse support*, meanwhile work place support called *organization support*.

The ballance of work place support and family support compose *job satisfaction*, *family satisfaction* and declining job stress. This research is done by Wahyuni (2010) in order to find out that spouse's realize of supporting each other is capable of success acheivement in the work place. *Organization support* is work place support that comes from the superintendent or supervisor directly, *peer support*, and *co-worker support*. Superintendent support has significant influence on *well-being*, that means the fitness of job satisfaction and family satisfaction.. Higgin and Duxbury (1992) stated that *well-being* consist of *job satisfaction* and, *family satisfaction* which are components of *of* which is a component of work life quality measurement.

The result of Holzbach (1978), Cobb (1976, 1980) research, and Wahyuni (2009) research, stated that *organizational support* is simply *peer support* which is the friend's capability of making coordination to swith each other in case of unplanned sspecial family urgent.. This support is capable of improving work motivation, what more helping to solve the work problems. Those support produces job satisfaction. The next Wahyuni (2010) research, found that *spouse support* did not determined the job satisfaction in the work place, but it determined the family decisions. Meanwhile the *organizational support* (that caomes from the superintendent, coworker, and subordinate) gives positif significant of job satisfaction, but does not influence on family satisfaction. accordance to the *goodness of fit* that *social support* especially *spouse support* and *organizational support* variables has signifikan influence on *well-being* that comes from family satisfaction and job satisfaction. But, the *social support*

variable is indicating as moderating variable of the influence of *stressor* and *well-being* variable, but as an independent variables, has direct impact on *well-being* variable.

Peer support in the work place is measured by the perception of context of social work place support. The context refers to the *social support theory* as a way of comprehending *friend's support* each other in the work place. Albrecht and Adelman (1987), stated that friend's support came from mutually dynamic interactions, enhanced *attitude, beliefs*, emotion and positive behaviors. The first research about peer support from work place friend is conducted by Balk (1969) that stated that, the more complex work the more needs of peer support.

House (1981, 1985) stated that the peer support is facility or a way to ease to the job implementation or *task support*, and enhance the cooperative readiness, and willingness to *advice* and *guidance* in order to solve the problem. Keup (2004), Graen and Uhl-Bien (1995), Jacob (1970), Kram dan Isabella (1985), Glesspen (1997); Mc. Evoy and Buller (1987); Sherony and Green (2002) stated that the higher *relationship* between work place friend, the higher peer support needed *psychologically and physiologically* what more in career development. Wahyuni research (2009) stated that *intergroup knowledge* and *information sharing* are antedecedent of peer support *psychologically* and *non physiologically* are moderated by; work environment, interaction tenure resulted from improvement capability expectation each other.

Meanwhile Inman (2001) stated that diversity did not influence job satisfaction, if the diversity is not completed with close relationship between work place friend, and positively influenced toward job satisfaction, especially in relation with job satisfaction on compensation and promotion. DeNisi, Randolph dan Blencoe (1983) stated that the higher knowledge capability level of peer, the more positive peer support toward job satisfaction and teamwork and personally. Huselid (1995) found that *high-involment* strategy of autonomy has influenced on work environment change perubahan without higher management initiation. The strategy influenced on job satisfaction, and then it influence positively on commitment to work and organization performance. Meanwhile, Rahab (2010) in the literature review revealed that the readiness to share knowledge and experience each other between peer in the work place influenced the improvement of organization capability. This information sharing between peer in the work place needed positive opportunity of critics, idea, comment expression by the team work member. It means every members of the team work have the same opportunity to express all problems, difficulties, idas, in order to improve the organization productivitu and job satisfaction.

Many researchs shwo that there are debates about behavior produces peer support in the work place, what more dual career couple toward *well-being* that produces *job satisfaction* and *family satisfaction*. Those research observe employess in the individualism philosophy country. Schaubroeck and Lam (2002) stated that there are work place peer support in the *collectivism* philosophy contry and those peer support in the *individualism* philosophy country. People from individualism country prior the individual need fulfillment, so that little bit have pay attantion on their peer in the work place, than in the collectivism country. Vice versa, people in the *collectivism* contry pay more attantion on their peer in the work place..

This phenomenong enhances this research, especially about why employees have readiness to support their peer in the work place, and the influences on *well-being* on *dual career couple*.. People in the *collectivism* country including Indonesia, married is an important status of social life. But this status has consequences of rising interest conflict the wife and

husband married that they both work outside. Thereby, the next question is that if peer support is capable to mediate the job and family satisfaction.

B. Rumusan Masalah

In accordance to the phenomenon above about peer support in the work place, this research is observing *intergroup knowledge* and *sharing informasi* toward *well-being* that is mediated by peer support and family support.. Therefore, the following research question are formulated as follows.

1. How the *intergroup knowledge* and *information sharing* variables influence on the peer support variable?
2. How the *intergroup knowledge* and *information sharing* variable influence on the *well-being* variable?
3. How *intergroup knowledge* and *information sharing* variabel influence on *well-being* that is mediated by peer support variable?

C. Tujuan Penelitian

Secara umum penelitian ini bertujuan untuk :

1. Menguji secara empiris pengaruh langsung *intergroup knowledge* dan *information sharing* terhadap dukungan rekan kerja.
2. Menguji secara empiris pengaruh langsung *intergroup knowledge* dan *information sharing* terhadap *well-being*.
3. Menguji pengaruh *intergroup knowledge* dan *information sharing* terhadap kepuasan kerja dan kepuasan keluarga yang dimediasi oleh dukungan rekan kerja

D. Originalitas Penelitian

Researchs on peer support in the work place have been conducted in society of the individualism country, in contrast this reserch is conducted on Indonesia society, which is *collectivism* country, in order to investigate the prove of Schaubroeck and Lam (2002) statemant that peer support are different between the society of *collectivism* country and *individualism* country.

Further more, Holzbach (1978), Cobb (1976, 1980), Wahyuni (2009) research about *social support* that consist of *spouse support* from family and *organizational support* act as moderating variable, concluded that family support did not significant effect on job satisfaction, but significant on family satisfaction. In contrast, organizational support had direct effect on job satisfaction, especially peer support, because of the peer support variable and job satisfaction variable causality was mediated by *intergroup knowledge* and *information sharing* and *well-being*.

In beneficent of this research, model of peer support toward *well-being* that mediated by *intergroup knowlegde* and *information sharing* on dual career couple in Medis and Para Medis workers developed. The responden of this research is chosen in accordance to

the high concentration, work speed and the high accuracy of the medical work. The portrait of innitiate researchs conducted before presented in the tabel 1, as follows:

Tabel. 1. 1. Perbandingan Penelitian sebelumnya

Reference	Antesedent	Consequence	Analisyis	Diskription
Make (1994), Crary (1987), DeNisi <i>et al.</i> (1983), Blau (1977)	Information Sharing. Peer support	Individual performance and team performance	Survey and Regressiion	Tenure Interaktion and intesity, and collaboration influenced positif and significant on peer support, and influenced individual and teamwork performance
Uzzi (1996), Schnake (1983) Goldhaber <i>et al.</i> (1978), Hellreigel & Slocum (1974)	<i>Trust</i> , etics moderated by information and knowledge mediated by peer support	Communicaton and orgnizatonal climete	Survey with Regression analysis	Brotherhood is long lastin if they both beleives each other, dan rasa saling menghormati, ant take care each other, that facilitated by sharing information and knowledge.
Beehr <i>et al.</i> (2000) Kahn & Byosiere (1992) Beehr (1995) Egdof (1996), Kirmeyer <i>et al.</i> (1987), Schnake (1983) Goldhaber <i>et al.</i> (1978), Hellreigel & Slocum (1974)	<i>Interpersonal communication</i> , is moderated by <i>temporary income</i> and <i>benefit</i> var. mediates peer support	<i>Self esteem</i> dan kinerja	Survey and Regression Method	<i>interpersonal communication</i> based on emosion or <i>warm</i> peer influence teamwork membership, if the influence is moderated by <i>temporary income</i> and <i>shelf benefit</i> increases <i>self esteem</i> in the teamwork services. The peer support including peer communication, cooperative, influence positively toward performance. Cooperative enhance goal acheivement.
Walz dan Niehoff (1996), Inman (2001)	Peer support	Job satisfaction kerja	Survey and Regression Analisis	The closer peer the higher job satisfaction, especially on compensation and <i>/career</i> .
Lilius (2006), Kim (2003), Mc.Cormick (2001), Bacharach <i>et al.</i> (2000) Ibarra, (1997), Thomas (1993), Fried & Tiegs (1993). Podsakoff <i>et al.</i> (2000). Jackson & William (1985) Harkins & Jackson (1985), DeNisi <i>et al.</i> (1983), Latane (1981)	<i>trust</i> , respect each other, taking care each other, information, knowledge mediates peer support	Karir individu dan kelompok/ organisasi	Survey and Regression Method	Peer cohesiveness increases peer significance in teamwork, and increases carreer success and trust. .
Bacharach <i>et al.</i> (2005), Schaubroeck & Lam (2002), Ibarra	<i>Supportive Relationships including Intergroup</i>	Decision making quality	Survey and Regresi Analisis Method	<i>Supportive Relationships</i> berupa <i>Intergroup knowledge</i> and information sharing influence

(1997), Thomas (1993), Fried & Tiegs (1993), Baum, (1991), Kirmeyer (1987), Love (1981), Cob (1980), O'Reilly III (1977), Blau (1977), Thomas, Balk (1969)	<i>knowledge and sharing informasi Mediated by peer support</i>			positive significant toward peer support in heterogen teamwork.
Kloepfel (2006)	<i>Mood and Motivation moderated by information Sharing</i>	Peer support	Survey and Regression Method	Mood and motivation has positive correlation with peer support, let alone in peer information sharing, especially trust sender.
Holzbach (1978), Cobb (1976, 1980) Wahyuni (2009)	<i>Intergroup knowledge dan Sharing informasi dimoderasi organizationa l support</i>	<i>Well-being</i>	Forum Group Discussion and Indept Interview Kualitatif Sampel	<i>Peer support relations</i> increses if peer high knowlege and willingness to share information although different or heterogenous ethnisk, influence job satisfaction and commitment,
Greenhaus dan Parasuraman (1992), Higgin dan Duxbury (1992) , Wahyuni (2010)	<i>Work family conflict dan family work conflict dimoderasi organizationa l support</i>	<i>Well-being</i>	Multiple Regression analysis method toward Sampel	Family support influences carreeer development, and <i>organization support</i> is a support form direct supervisor, peer, and the peer support influences significant toward <i>well-being</i> that consist of job and family satisfaction. <i>Organizational support</i> especially peer support increases <i>well-being</i> .
Wahyuni (2012)	<i>Intergroup knowledge and information Sharing Mediated by peer support</i>	<i>well-being (consits of job satisfaction and family satisfaction)</i>	Multiple Regression analysis method	

E. Research Unilty

1. This research enrichs the literature references about the influence of *peer support* in the work place toward spouse *well- being*.
2. This research support new information to the hospital management especially peer support in the work place and spouse *well- being*, in the process of hospital decision making.

BAB II

THEORITICAL REVIEW

A. Research Scope

This research is analyzing peer support variable as mediator variable between *intergroup knowledge* and *information sharing* variable toward *well-being* that producing job satisfaction in the work place and family satisfaction as double career couple. Every married and working outside couple, are eager to ballance job satisfaction and family satisfaction.

Organization success needs its employees work well, thereby the employees should support the organization success optimal. The two interest (job satisfaction and family satisfaction) are mutually exclusive each other sometimes, the question is, if the two interest are mediated by peer support, *intergroup knowledge* and *information sharing*. What more, employees who work in the organization facing community directly, such as employees working in a hospital.

1. *Intergroup Knowlegde and Information Sharing* influence and peer support

Bacharach *et al.* (2005) Schaubroeck & Lam (2002), Ibarra (1997), Thomas (1993), Fried & Tiegs (1993), Baum, (1991), Kirmeyer (1987), Love (1981), Cob (1980), O'Reilly III (1977), Blau (1977), Thomas, Balk (1969) found that *Supportive Relationships* such as *Intergroup knowledge* and information sharing influence positif and significant toward peer support, though in the heterogeneous teamwork. Goldberg (1981) and Borkenau dan Ostendorf (1988) stated that *intergroup knowledge* and

various information strongly determined peer support. There is no different support between American and Afroamerican peer support in the work place. Someone or some people get high peer support as long as they are well known as high capability and education though they are heterogenous teamwork.

Kloeppel (2006) *mood* and motivation has positive correlation on peer support, let alone there is positive information between peer in the work place from confident speaker or peer in the work place, in contrast negative information adds work load. Wahyuni (2009) in her qualitative research found that *intergroup knowledge* and *information sharing* as antecedents of peer support *psychologically and non psychologically* moderated by work environment and tenure of interaction each other with an expectation of capability and knowledge improvement. Make (1994), Crary (1987), DeNisi *et al.* (1983), Blau (1977) interaction tenure and collaboration intensity influenced positively and significant toward peer support.

DeNisi, Randolph dan Blencoe (1983) stated that the higher knowledge the higher peer support and influence positively toward job satisfaction individually or teamwork. Rahab (2010) concluded that the willingness to share experience and knowledge between peer in the work place influenced the improvement of organization capability. He stated that information sharing between peer in accordance to the opportunity of sharing information, idea, critiques, and comments. Thereby, hypothesis 1a and 1b are formulated as follows.

Hipotesis 1a: *intergroup knowledge* influence positively toward peer support.
Hipotesis 1b: *information sharing* influenced positively toward peer support.

2. *Intergroup Knowledge, Information Sharing and Well-Being*

Bruning & Seers (2004), Miller (2005) Lepine & Dyne (2001), Huselid (1995) stated that *cognitive ability/knowledge* influenced positively and significant toward peer support,

in order to help the peer./*altruism*, and empathy. Peer support mediates the influence of *Cognitive ability/ knowledge* and work experience toward job satisfaction. Holzbach (1978), Cobb (1976, 1980), Wahyuni (2009) stated that high *support relations* between smart peer and willingness to share information in the heterogeneous ethnic, influenced job satisfaction and commitment. *Organizational support* especially peer support influenced directly on *well-being* without any moderation.

Lilius (2006), Kim (2003), Mc.Cormick (2001), Bacharach *et al.* (2000) Ibarra, (1997), Thomas (1993), Fried & Tiegs (1993). Podsakoff *et al.* (2000). Jackson & William (1985) Harkins & Jackson (1985), DeNisi *et al.* (1983), Latane (1981) stated that peer cohesiveness produce peer significance. Peer support mediates both career support, peer significance and increasing self confidence and professionalism, and increasing peer health. Therefore, hypothesis 2a and 2b are formulated as follows:

Hypothesis 2a: *intergroup knowledge* influence positively toward *well-being*.
Hypothesis 2b: *information sharing* influence positively toward *well-being*

3. Peer Support mediates the Influence of *Intergroup knowledge* and *Information sharing* on *Well-Being*

Social Support is absolutely assisting the employee stress because of the dual career couple (Parasuraman *et al.*; 1992). The research found that there are negative relationship between social and *well-being*, in which the couple support reduce stress in the work place and family stress. Social support is moderating variable on the relationship between *stressors* and *well-being* (Suchet dan Barling ; 1986).

In the context of *social support*, people individually receives good brotherhood in their professionalism and family life, manifested in peer support and

organizational support formally. Informal support receives from spouse, family, friend, and society. There are many concepts of *social support*, such as by Kahn and Antonucci (1980) defined that *social support* as interpersonal transaction that involved affection, affirmation and assistance support. House (1981) proposed that *social support* as interpersonal transaction involved in four kinds of *support* such as; *emotional, instrumental, informational* and *judgmental or evaluative*.

DeNisi, Randolph and Blencoe (1983) stated that the higher knowledge peer has the more positive peer support, enhance job satisfaction individually and teamwork. Huselid (1995) found that *high-involvement* strategy resulted in autonomy and freedom of decision making in order to respond environment change, without *higher management* permission. This strategy has influence on job satisfaction, in turn produced positive commitment and organizational performance.

Cohen dan Will (1985) proposed four kinds of organizational support. First, appreciation support. This support is proposed by giving people that they are significant individually toward the organization and their family. This support produces positive contribution their own toward. Second, informational support. This informational support helps people define, realize, and problem solving capability. Thus information support, is indicated by information availability about the steps of *stressor* minimizing. Third, brotherhood support. This brotherhood support minimizes stress by affiliates people in social relationship contract, or by minimizes the fearfulness. The third support, manifested by social activity pleasure or recreation. The fourth is instrumental support, that produced in availability of the organization facility to reduce the stress.

Organizational support is support form work place, come from supervisor, , *peer support* and *co-worker support*. Coworker is closed friend in the work place, that eager to help each other and motivate each other (Wahyuni, 2009).

Peer support variable is measured by their perception of social support each other in the work place sosial, in accordance to *social support theory* and *social exchange theory*. Albrecht dan Adelman (1987), stated that *social support theory* function as a way of comprehend *support* between friend in the work place in the organisation. The support obtained if there are mutually dinamic interaction among people or employee in the work place, as a result of positive *attitude, beliefs*, emotion and behavior. On the other hand, Klein *et al.* (2004) stated that *social exchange theory* explaining the people or employee way of need fulfilment through profit maximization and cost minimization in the social relationship.

Balk (1969) stated that people or employe get more complex of peer support. Latane *et al.* (1979) founded negative conclusion that team performance decreased in accordance to the increasing teamwork members. The conclusion denied by their following research (Latane, 1981; Wills 1981), with their statement that teamwork cooperation as a result of *social impact theory*. This theory explains that peer support enhance social condition absolutly (e.g. people join in social group to get special status).

House (1981, 1985) expressed that peer support is a way to produce facilities of work or *task support*, and functions as the willingness to joint together, to *advice, guide* in order to solve the problem. Keup (2004), Graen and Uhl-Bien (1995), Jacob (1970), Kram and Isabella (1985), Glesspen (1997), Mc. Evoy and Buller

(1987), Sherony and Green (2002) stated that the higher *relationship* amongg peer the higher peer support *psychologicaly* and *non psychologicaly*, enhanced career development. Wahyuni (2009) stated that *intergroup knowledge* and *information sharing* are peer support antecedent *psychologicaly* and *non psychologicaly* which is moderated by work environement and their interaction tenure. Their interaction tenure especially accompanied by their capability and knowledge teamwork improvement expectation. The last interaction produces job satisfaction and family satisfaction.

Inman (2001) stated that teamwork diversity did not influece the job satisfation, but influenced the team cohesiveness which in turn produced the job satisfation, especially job satisfation on compensation and promotion. Wahyuni (2009) founded that team diversity did not moderate peer support. Bruning and Seers (2004) stated that team diversity in the organization influenced job satisfaction negatively, so do Miller (2005).

Schaubroeck and Lam (2002) stated that collectivism communities behavior tended to work cooperative voluntierily. In contrast, *individualism* community prefer work individualy. Thereby,this qualitative and quantitative research contributes the comprehension of peer support and social enforcement process in order to manage them.

Task characteristic enhance peer support especially the willingness to help each other, such as *social power* theory complemeted with expectancy theory. The theory explained that team work member were consistently support each other in acheiving the organization goals, that producing job satisfaction in the work place.

Sosial support is an information of value and willingness to cooperate each other in the workplace. Sosial support and cohesiveness are foundations of interpersonal relationship that produces *trust*, openness, and organizational *outcome* such as job satisfaction and organisational performance (Goldhaber *et al.*, 1978); Hellreigel dan Slocum (1974); Schnake (1983). *Trust*, and openness functions as *control* of right and wrong (O'Reilly and Roberts, 1974).

Egdof (1996) research treats antecedent variable is personel capability to communicate and *interpersonal communication* that moderated by *temporaly income and help benefit*, influences peer support. The conclusion expresses that the higher *interpersonal communication*, and the higher *temporary income*, influences peer support significantly.

In case of *organizational downsizing*, peers support releives the people or employees tension, by information sharing in order to get the new job. This phenomenon is founded by Egdof (1996) and Randell (1998). Egdof (1996) and Randell (1998) explained that peer support base on *interpersonal communication* and cohesiveness, because of the emotion similarity, toward peer existence in the work place.

Peer attribution (locus of causality, controllability, and stability) based on attribution theory, explained that peer support willingness based on three factors, including; (1) behavioral characteristic, which means the willingness to cooperate in the teamwork that producing peer support, and *outcome*, (2) organization condition enforcing every people or employees cooperate each other (Smith *et al.*, 1983), (3)

responsible behavior to help each other called *altruism* (Weiner, 1980a; 1986b; 1986, 1995).

Blau (1977) expressed that peer, information and task sharing, increased cohesiveness and *trust* that increased sense of helping each other. Crary (1987), and Make (1994) founded that interaction tenure an intensity influenced peer to peer cohesiveness, and performance, (Baum, 1991).

Bacharach *et al.* (2000) stated that peer cohesiveness enforces people significance in the teamwork, and produces dual career couple improvement, (Ibarra, 1997). Thomas (1993) stated that brotherhood and peer support improves self confidence and professionalism. Pendaat Fried & Tiegs (1993) stated that peer cohesiveness reduced stress and improved employees health take careness. Podsakoff *et al.* (2000) expressed that peer support improved individual and organizational performance.

Walz and Niehoff (1996) stated that peer support 39% enforced job satisfaction on customer serve efficiency, operation efficiency, with high quality.

Social relationship actually is a *trust*, taking care each other through information and knowledge sharing (Uzzi, 1996).

Schaubroeck and Lam (2002) compared Hongkong Bank in the *collectivism* society with USA Teller in the *individualism* society found that similarity of *personality* and peer communication influenced peer support. Burnett research (2005) found that *personality* influenced on peer support, and found that peer support increased *outcome*.

Therefore, Bacharach *et al.* (2005); Baum (1991); Thomas, (1993); Fried and Tiegs (1993); Walz and Niehoff (1996); Uzzi (1996); Blau (1977); Ibarra (1997); Schaubroeck and Lam (2002); and Burnett (2005) stated that peer support increased peer cohesiveness, and peer support did not come from demography similarity, instead of peer interpersonal relationship and high information sharing, *trust*. People or member interaction improved decision making, promotion.

Well-being is reflected in the job satisfaction, the indicated by individual stress. Parasuraman *et al.* (1992) stated that *work-family domains, job satisfaction* and *family satisfaction* were *well-being indicators*. Higgins and Duxbury (1992), stated that *job satisfaction* is a measurement component of work life, and *family satisfaction* is a measurement component of family life. Wahyuni (2010) found that *spouse support* did not influence job satisfaction, on the other side, *organizational support* influenced job satisfaction positive and significantly. *Spouse support* influenced family satisfaction positively, and *organizational support* did not influence family satisfaction. Based on *goodness of fit* conclusion that *spouse support* and *organizational support* influence *well-being* significantly. *Social support* variable does not moderate the relation between *stressor* and *well-being*, therefore hypothesis formulated as follows:

Hipotesis 3: Peer support mediates the influence of *intergroup knowledge and information sharing* toward job satisfaction and family satisfaction.

BAB III

RESEARCH METHOD

A. Research Design

This research to use quantitative design. This research aim is figuring out the effect of *intergroup knowledge* and *information sharing* toward *well-being* (including job satisfaction and family satisfaction) that is mediated by peer support especially for dual career couple. This research set is a survey of data collecting tehnik, with married employees individualy analysis, in order to get high generalization.

B. Population and Sampel

Population research is all *dual career-couples* or married couple of employees of Hospital, because these dual carrer-couples need to build their own characteristic of Hospital employee. The number of this research respondent is 186 employees. Collected questionnaire responses are 173 or about 93% *respon rate* 93,01%, it is good response rate of survey research in accordance to Hester & Dickerson (1984) statement that at least five times items of questionnaire statement, and Sekaran (2000) statement that at least 10 times research variables.

B. Measurement Variable

1. *Intergroup knowledge* is peer alertness of experience and knowledge sharing iu the work place, so that this *intergroup knowledge* variable is measured by four statements (Bacharach *et al.*, 2005),. These statements are structured in accordance to Likert scale instrument

2. **Information Sharing** is peer interaction and collaboration tenure. This information sharing variable is measured by three items (Bacharach *et al.*, 2005), that structured in accordance to Likert scale of measurement.
3. **Peer support** is peer alertness in relation to *task support*, in the work place, indicated by the peer alertness to work together by means of advice, guidance, and help each other (Bacharach *et al.* (2005).
4. **Well-being**, is reflection of *job satisfaction* in the work place and *family satisfaction* in the house. This *well-being* variable is measured by items developed Bruning & Seers (2004), and Dyson (2006), that job satisfaction and family satisfaction scaled by four questionnaire items.

C. Instrument Validity and Reliability

This research uses *conformatory factor analysis* to test the validity of the research instrument. *Role of the thumb* is that minimal *loading factor* should have to be more than 0,5 (Hair *et al.* 1998). The *validity test* shows that *loading factor* > 0,5 it means valid. This research instrument reliability test uses item total correlation test instrument (Hair *et al.* 1998). This each *item to total correlation* shows 0,05 or 5% and the *cronbach'alpha* 0,8 it means that the instrument is reliable (Sekaran, 2000).

D. Data Analysis Tehnique

This Research hypothesis that peer support mediates the influences of *intergroup knowledge* and information sharing toward *well being* especially for dual

career couple, is examined by *Multiple Regression Analysis* with SPSS version 16,0 packet program. Baron and Kenny (1986) showed that mediator variable indicated by the change of R^2 in every step regression of independent variable toward dependent variable. The process of mediation variable examination of this research as follows:

1. Examination of influence of intergroup knowledge and information sharing informasi toward peer support

SPSS versi 16,0 for windows *Multiple Regression Analysis*, enters *intergroup knowledge* and *information sharing* as independent variable, and peer support as dependent variable in the first step, formulated as $I = a + b_1X_1 + b_2X_2$. This analysis examines the first hypothesis and produces regression coefficient beta (β) significant at $p < 0,05$ or 5%.

2. Examines the influences of intergroup knowledge and information sharing toward well-being

This process examined the influences of intergroup knowledge and informasi sharing and well-being as dependent variable, with formulation $Y = a + b_1X_1 + b_2X_2$. The analysis produces regression coefficient beta (β) significant at $p < 0,05$ or 5%.

3. Examines the influences of intergroup knowledge and information sharing toward well-being that mediated by peer support

This process examined the influences of intergroup knowledge and informasi sharing and well-being as dependent variable mediated by peer support variable, with formulation $Y = a + b_1 X_1 + b_2X_2 + I + e$. The analysis produces coefficient beta (β) significant pada $p < 0,05$ or 5%.

The necessary condition of mediation variable examination:

- a. Independent variable influence significant toward the mediator variabel.
- b. Independent Variabel not significance influence toward the dependent variable.
- c. Mediator variable influence significantly toward dependent variable.

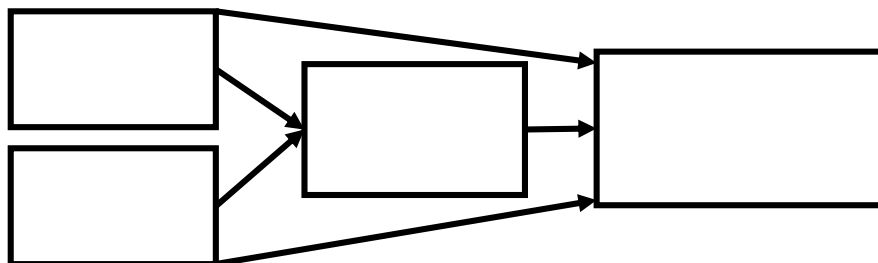
Those necessary condition above is fulfilled if:

- a. All the regression coefficient of intergroup knowledge variable and information sharing in the third equations are significant and less than the regression coefficient in the second equation, called partially mediation.
- b. All regression coefficient of *intergroup knowledge and information sharing in the third equation not significant* and less than the regression coefficient in the second equation, called *perfect mediation/fully mediation*.

E. Framework

The model of this research presented as pictographic model as follows, in order to show the peer support as mediator variable of influence of *intergroup knowledge* and *information sharing information variable* toward *well-being of dual-couple*.

Model 1: Peer support as mediator variable of influence of *intergroup knowledge* and *information sharing* toward *well-being* of dual couple



F. Writing Sistematics

The research sistematics as follows:

1. Chapter one consists of research problem background, research problem development, , research aims, research originality, research usefulness.
2. Chapter two consists of conceptual framework and hypothesis development, including the scope of this research, and the influence of *intergroup knowledge and information sharing* and peer support, toward job satisfaction and family satisfaction, and *well-being*. Peer support as mediator variable of influence of *intergroup knowledge and sharing information* toward *well-being*.
3. Chapter three consists of research method of this research, and operational definitiion of variable of this research, research design, analysis unit, population and sampel.
4. Chapter four, consist of data analysis and the squence of this research report..

BAB IV

DATA ANALYSIS AND RESULT

This chapter explains validity and reliability test, and descriptive and inferencial data analysis, as follows.

Validity and Reliability

Validity testing is conducted by *confirmatory factor analysis* (CFA) with nilai *loading factor* at least 0,50. These loadaing factors more than 0,5, it means the intrument of measurement is **valid**. Reliability testing conducted by *Cronbach's Alpha*. The research instruments is *reliable* since the *Cronbach's Alpha* minimum 0,60. The detail shown in table tabel 4.1. as follows:

Tabel 4.1. CFA Analysis and Realibility test
Intergroup Knowledge dan Sharing Informasi

Variable	Loading Factor	Cronbach's Alpha
<i>Intergroup Knowledge</i>		0,799
IK1	0,547	
IK2	0,672	
IK3	0,557	
IK4	0,670	
<i>Sharing Informasi</i>		0,766
SI1	0,774	
SI2	0,738	

Sumber : Data primer developed, 2012

CFA of *intergroup knowledge* and information sharing informasi shown in the tabel 4.1. The item of *intergroup knowledge* and information sharing *loading factor* more than dari 0,5 that measn all itmens are *valid*. The reliability test shows that *cronbach's alpha intergroup*

knowledge are 0,799 and *cronbach's alpha* of information sharing are 0,766. It means that all items are reliable since the values are more than 0,6.

CFA of peer support variable (including, flexibility, communication, and, cooperative) shown in tabel 4.2. All loading factors of peer support less than 0,5 dropped out because it is not valid as instrument of measurement. The flexibility, communication, and cooperative have loading factors more than 0,5 it means that flexibility, communication, and cooperative are *valid instrument*.

Tabel 4.2 explains the reliability examination of peer support that counted from, flexibility, communication, and cooperative indicators. This examination shows that these indicators are 0,848. Flexibility indicator 0,848, and communication indicator 0,881. Cooperative indicator 0,905. The *cronbach's alpha* more than 0,6 means the variables are *reliable*.

Tabel 4.2. CFA dan Realibility analysis of peer support

Variabel	Loading Factor	Cronbach's Alpha
Dukungan Rekan (Ketekunan)		0,848
DR1	0,190	
DR2	0,159	
DR3	0,645	
DR4	0,492	
Dr5	0,742	
DR6	0,502	
DR7	0,648	
Fleksibilitas		0,848
DR8	0,527	
DR9	0,678	
DR10	0,517	
DR11	0,665	
DR12	0,753	
DR13	0,579	
DR14	0,625	
Komunikasi		0,881

DR15	0,804	
DR16	0,779	
DR17	0,639	
DR18	0,386	
DR19	0,845	
DR20	0,829	
DR21	0,704	
Kerjasama		0,905
DR22	0,821	
DR23	0,760	
DR24	0,771	
DR25	0,886	
DR26	0,814	
DR27	0,851	
DR28	0,682	

Sumber : Data primer developed 2012

Job satisfaction and family satisfaction CFA analysis shown in tabel 4.3. the tabel shows that all questionnaire items *loading factor* more than 0,5; thereby, all questionnaire items of job satisfaction and family satisfaction are *valid*. Cronbach's alpha reliability of job satisfaction 0,842 and reliability family satisfaction 0,822. This means all questionnaire items of job satisfaction and family satisfaction are *reliable*.

Tabel 4.3. Hasil Analisis CFA dan Realibilitas Variabel Kepuasan Kerja Dan Kepuasan Keluarga

Variabel	<i>Loading Factor</i>	<i>Cronbach's Alpha</i>
Kepuasan Kerja		0,842
JS1	0,677	
JS2	0,891	
JS3	0,914	
JS4	0,793	
Kepuasan Keluarga		0,822
FS1	0,682	
FS2	0,855	
FS3	0,888	
FS4	0,791	

Sumber: Data primer yang diolah, 2012

A. Analisis Deskriptif

1. Respondent characteristic and Descriptive Statistics

a. Responden characteristic

This research distributes 186 questionnaires, and returned questionnaires are 173, and 4 questionnaires unfulfilled, thereby the total sample is sejumlah 169 or *response rate* 90,86%. Sekaran, (2000) stated that amount of sample in the multivariate research at least 10 times research variables, it means this research needs 80 respondents.

Tabel 4.4. Respondents Characteristic by Age, Education, and Experience or tenure

Age	Amount	Persentages (%)
< 25 years	38	22
25 – 34 years	106	63
35 – 44 years	17	10
>45 years	8	5
Total	169	100
Education	Amount	Persentase (%)
Senior high school	27	16
Diploma	112	66
Graduate	30	18
Total	169	100
Experience/tenure	Jumlah	Persentase (%)
5 years	95	56
– 10 years	53	31
– 15 years	14	13
0 years	-	-
Total	169	100

Sumber : Data Primer Developed, 2012

Tabel 4.4. shows that 169 respondents consists of 106 employees or 63% are 25 up to 34 year old. There are 38 employees with 25 year old, and 44 employees

with 35 up to 44 year old, and 8 employees with 45 year old. This employee condition shows that RC hospital has relative young employees. This is a good potential employees, because the RC hospital need to gives health services fast (Robbin, 2007). There is no relationship between employee age and employee job satisfaction, but the most important is professionalism.

There are 112 employees or 66% with diploma, and 30 employees with graduate education level, and 30 employees with senior high schools education level. There are 95 employees or 56% with at least 5 year tenure, it means they have good work experience in the RC hospital. There are 53 employees with 5 up to 10 year tenure, and 14 employees with 11 up to 15 year tenure in the RC hospital. Robbin & Judge (2007) stated that job experiences tends to resign the job, but on the other hand, it increase the employee job satisfaction.

2. Statistik Deskriptif

Descriptive statistik consists of mean and standardized deviation (SD) every variable are shown in tabel 4.5 as follows.

Tabel 4.5. Tabel of Descriptive Analysis

Variabel	STS	TS	KS	SS	SSS	Mean
Intergroup Knowledge (X1)	–	–	15	115	39	4,09
Sharing Informasi (X2)	–	–	32	92	45	4,01
Peer Support (Y)	–	–	–	152	17	4,19
Kepuasan Kerja (Z1)	–	3	29	132	–	3,65
Kepuasan Keluarga (Z2)	–	–	12	150	7	3,77
Well Being (Z)	–	–	13	148	8	3,96

Sumber : Data Primer diolah

Tabel 4.5, the diskriptif tabel shows the average of responses on research variables. Sebagai dasar untuk menganalisis secara diskriptif, data rata-rata (mean)

setiap variable dapat dianalisis satu per satu. The average response of intergroup knowledge (X1) **variable is** 4,09, it shows high intergroup knowledge. The average response of informasi sharing (X2) is 4,01, it shows high information sharing informasi. The average response of peer support (Y) is 4,19, it shows high peer support. The average response of job satisfaction (Z1) is 3,65, is shows moderate job satisfaction. The average response of family satisfaction (Z2) is 3,77, it shows moderate family satisfaction. The average response of well being (Z) is 3,96, it shows moderate well being.

B. Analisis Multiple Regression

This multiple regression analysis is conducted by SPSS versi 16.0 for windows.

1. Intergroup knowledge and information sharing influence toward peer support analysis

The result of intergroup knowledge and information sharing toward peer support influence analysis shown in the 4.5. The result shows that intergroup knowledge influence positive and significant toward peer support ($\beta = 0,288$; $p < 0,05$). The contribution of intergroup knowledge determining peer support is 28,80%. The influence of information sharing toward peer support is significant with ($\beta = 0,988$; $p < 0,05$). The contribution of information sharing determining peer support is 98,80%.

The goodness of fit or contribution of intergroup knowledge and information sharing determining peer support is 57,30% ($R^2 = 0,573$; $p = 0,000$), and simultaneously influences positive and significant toward peer support. Intergroup knowledge and information sharing that consists of diligent behavior has positive

significant influence toward peer support as ($F = 48.942$; $p = 0,000$). Intergroup knowledge and information sharing consist of work flexibility has positive significant influence on peer support as ($F = 173.887$; $p = 0,000$). Intergroup knowledge and information sharing consists of communication has positive and significant influence on peer support as ($F = 94.329$; $p = 0,000$). Intergroup knowledge and information sharing consists of cooperative, has positive significant influence on peer support as ($F = 25.992$; $p = 0,000$). Thereby, the **hipotesis 1 is supported**.

2. **Intergroup knowledge and information sharing influence toward well-being analysis**

The result of intergroup knowledge and information sharing influence toward well-being shown in tabel 4.5. the analysis result shows that intergroup knowledge does not influence toward well-being in the workplace with ($\beta = -0,086$; $p > 0,05$), thereby **hipotesis 2a is not supported**. Information sharing informasi does not influence toward well-being in the workplace with ($\beta = 0,178$; $p > 0,05$), thereby **hipotesis 2b is not supported**.

3. **Intergroup knowledge and information sharing influence toward well being analysis mediated by peer support**

Tabel 4.6. shows details the influence of intergroup knowledge toward well-being. The influence of intergroup knowledge toward well-being is negative and not significant ($\beta = -0,086$; $p = 0,103$). The influence of information sharing toward well-being is positive but not significant with ($\beta = 0,178$; $p = 0,173$). Thereby, the influence of peer support toward well-being is positive but not significant, with ($\beta = 0,034$; $p =$

0,643). The influence of intergroup knowledge, information sharing and peer support toward well-being is positive but not significant, with ($R^2 = 0,021$; $p = 0,245$).

The analysis of intergroup knowledge and information sharing influence toward well-being that mediated by peer support, shows in tabel 4.6, that although intergroup knowledge and information sharing variables influence positive toward peer support, but the regression coefficient is not significant. Thereby, causal relationship between peer support and well-being is not significant. It means peer support does not mediates the influence of intergroup knowledge and information sharing toward well-being, or **hipotesis 3 is not supported**.

Tabel 4.6. Analisis pengaruh intergroup knowledge dan sharing informasi terhadap dukungan rekan

Variabel	β	t/F	R^2	Sig.
Constanta		8.423		0,000
<i>Intergroup knowledge</i> interaction toward peer support	0,288	3.654		0,000
<i>Sharing Informasi</i> Interaction toward peer support	0,988	8.717		0,000
<i>Intergroup knowledge</i> Interaction and <i>Information Sharing</i> toward peer support		109.818	573	0,000)
Intergroup knowledge interaction and information Sharing toward diligent behavior (Y1)			48.942	0,000 ^a
Intergroup knowledge and Information Sharing toward Flexibility (Y2)			173.887	0,000 ^a
Variabel	B	t/F	R^2	Sig.
Intergroup knowledge interaction and information Sharing toward Communication (Y3)			94.329	0,000 ^a
Intergroup knowledge an information sharing Interaction toward Cooperative (Y4)			25.992	0,000 ^a
<i>Intergroup knowledge</i> interaction toward <i>Well-Being</i>	-0,086	1,110		0,269

Inforamtiaon Sharing Interaction toward <i>Well-Being</i>	0,178	1,367		0,173
Peer support Interaksi toward <i>Well-Being</i>	0,034	0,464		0,643
Intergroup knowledge interaction and Information sharing and peer support toward <i>Well-Being</i>		1,398	0,021	0,245

Sumber : data primer yang diolah , 2012

C. Discussion

The diskriptive statistics shows that response average of intergroup knowledge variable (X1) is 4,09; and average response of informationa sharing variable (X2) is 4,01; and response average of peer support variable (Y) is 4,19; that indicates the organization is compact and has nice communication climate in order to improve knowledge and increase peer support in the teamwork. This condition indicates that organization members comprehend the importance of cooperative climate in acheiving organization goals. It means, they support each other in the workplace..

The average response of job satisfaction (Z1) is 3,65 that means the employees has moderate job satisfaction in the work place. The average response of family satisfaction variable (Z2) is 3,77 that means the employees has moderate family satisfaction level. The average response of well being variable (Z) is 3,96 that means the employees has moderate job satisfaction and moderate family satisfaction. Most of employees are young workers with 25 up to 34 year old, and diploma education level, and low work experience less than 10 year level. Robbin & Judge (2007) stated that this kind of young employees tend to resigh in order to find out better opportunity of work, that produces high turnover. It means that employees with low work experiences tend to have low job

satisfaction, vice versa employees with high work experiences because the high tenure tend to have high job satisfaction.

The result of Multiple regression analysis indicates the same result with Bacharach et al. (2005), Schaubroeck & Lam (2002), Ibarra (1997), Thomas (1993), Fried & Tiegs (1993), Baum, (1991), Kirmeyer (1987), Love (1981), Cob (1980), O'Reilly III (1977), Blau (1977), Thomas & Balk (1969) finding that supportive relationships including intergroup knowledge and information sharing influence positive significant toward peer support, though in heterogenous teamwork, especially on decision making quality. This research found that intergroup knowledge and information sharing influence positive significant toward peer support.

This research shows different conclusion with Walz dan Niehoff (1996), Inman (2001) research, that stated the closer brotherhood of employees the lower job satisfaction, especially on career, promotion and compensation. Greenhaus and Parasuraman (1992), Higgin and Duxbury (1992) , Wahyuni (2010) find out that family support influence career development in the workplace. Organization support consist of peer support and direct supervisor support influences well-being which consist of job satisfaction and family satisfaction. Higgin and Duxbury (1992) stated that well-being consist of job satisfaction and family satisfaction functiones as component of family lif quality. Organizational support especially peer support influence well-being .

Lilius (2006), Kim (2003), Mc.Cormick (2001), Bacharach et al. (2000) Ibarra, (1997), Thomas (1993), Fried & Tiegs (1993). Podsakoff et al. (2000). Jackson & William (1985) Harkins & Jackson (1985), DeNisi et al. (1983), Latane (1981), stated that the closeness of employees brotherhood relationship increase the brotherhood significance in the work place. This employees closeness increase their career success, self confidence, and increase trust in the workplace, and profesionalism. This

employees closeness reduces stress in the workplace and support each other in the workplace so that improve individual and teamwork performance. Weiner (1980a,b, 1986, 1995), Smith et al. (1983). Stated that peer attribution (locus of causality, controllability, and stability) based on attribution theory, generally explains the employees willingness to support each other and to cooperate that improve organization outcome.

This research found that peer support does not influence positive significant toward well-being, neither job satisfaction nor family satisfaction. Although this research support the prior research, this research finding conform with (Robbin & Judge, 2007) explanation that employee work experience tends to increase turnover. Younger and well experienced employees tend to resign in order to find out better job that improve the job satisfaction. It means that young employees tend to have low level of job satisfaction, visa versa the old employees tend to be steady and get high level of job satisfaction.

The failure to detect the influence of mediating effect of peer support, probably because the little amount of sample and because of situational peer support rising in the workplace. This research found that young employees tend to resign in order to find better opportunity of career, producing high *turnover*. This condition is enhanced by the information in the workplace, if the employees receives positive information from trust peer in the workplace, the employees tend to be glad, vice versa the employees get stress, and induce low performance (Kloepfel, 2006).

It is important to check again the mediating effect of peer support toward well-being variable, in order to cope the career development of dual career couple.

BAB V CONCLUSION AND IMPLICATION

A. Conclusion

In accordance to the data analysis result, this research concluded that:

1. *Intergroup knowledge* influences positive and significant toward peer support, and information sharing influences positive and significant toward peer support in the workplace, simultaneously. This means that **hipotesis 1 supported**.
2. *Intergroup knowledge* does not influence toward *well-being* variable, so do, the information sharing variable does not influence toward *well-being* variable, it means **hipotesis 2 is not supported**.
3. *The influence of intergroup knowledge* and information sharing variable toward *well-being* variable is mediated by peer support. Theoretically *intergroup knowledge and sharing information* influence positive and significant toward peer support, but the regression analysis result shows that *intergroup knowledge and sharing information* variable toward *well-being* variable is not significant. It means that peer support variable does not influence *well-being*, therefore, peer support does not mediate the influence of *intergroup knowledge* and information sharing toward *well-being* variable (including job satisfaction, and family satisfaction), it means the **hipotesis 3 is not supported**.

B. Implication

In accordance to the conclusion that, *intergroup knowledge* and information sharing influence positive and significant toward peer support, but it does not influence toward job satisfaction and family satisfaction. Peer support does not mediate the well-

being. This research reveal that part of hospital employees are still young, thereby, the young employees of the hospital tend to seek up new jobs, or high turnover. This condition depends on the received information in the workplace, if the empoyees receive positive information from their closed friend, the employees feel glad in the workplace, but if the employees receive negative information, the employees feel unhappy and job dissatisfied in the workplace (Kloeppe, 2006).

The strategic implications is that the organization has to be opened, and has to reduce the employees miscommunication because of negative information. Information and managerial support are not effective in order to improve job satisfaction and family satisfaction.

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