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## The Relationship Between Interpersonal Communication Skills and Marital Satisfaction of Working Wife

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### Abstract

This research is motivated by the large number of married couples who experience divorce due to dissatisfaction in marriage. This study aims to describe: (1) interpersonal communication skills in working wives, (2) marriage satisfaction levels in working wives, and (3) finding a relationship between interpersonal communication skills and marriage satisfaction levels in working wives. The research subjects are 33 women who have been married for 6-10 years and work outside the home. The instrument used was a Likert scale model. Data analysis used is descriptive analysis with percentage techniques and for normality test, linearity test, and the relationship between the two variables used statistical analysis with Pearson Product Moment Correlation. The results of this study indicate that (1) the interpersonal communication skills of working wives are in the medium category with the average percentage of achievement 67%, (2) the level of marriage satisfaction of working wives is in the low category with the average percentage of achievement 59%, and (3) there is a significant positive relationship between interpersonal communication skills and marriage satisfaction in the wife who works for 0.891 with a significant level of 99%. Thus it can be interpreted that the higher the wife's interpersonal communication skills, the higher the level of marriage satisfaction and vice versa. Based on the research results, it is hoped that counselors in the city of Padang can provide assistance to women who are married and work, in the form of information services such as ways to avoid conflict.

**Keywords:** Interpersonal Communication, Marital Satisfaction

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## Introduction

Individual development in early adulthood is a development process that requires individuals to be able to work and build relationships with the opposite sex (Santrock, 2002). One of the tasks of early adulthood development is to learn to live with the status of husband and wife to form a family and manage a household (Hurlock, 2009). According to Santrock (2002), marriage is the existence of a man and a woman who are united in a marital status with different backgrounds. The family is the smallest unit of a society. The family is also the closest social environment of each individual, where individuals can grow and develop in it (Syukur, 2019).

The happiness of married life is the main goal of couples who decide to live together (Taufik, 2015). Living together in a marriage bond is marked by being together between a woman and a man and having their respective roles. Men who act as husbands who are responsible for earning a living or work, and women as wives who are responsible for being housewives. The division of the roles of husband and wife in Indonesia has shifted along with the times and the demands of increasing economic needs. Women are seen in society as not only having a role as housewives, but also having a dual role and a new status, namely as working women, which is caused by factors economy that is increasing and difficult to fulfill (Firman, 2019).

There was an increase in the number of female workers from 2018 to 2019. In 2018, there were 47.95 million working women, and in 2019 it reached 48.75 million working women (BPS, 2019). An increase in the number of women in the workforce can have an impact on married life, especially for working wives. The working wife will have two roles as a housewife and as a woman who works outside the home. The dual role played by this woman demands more time and energy to carry out the responsibility for each of these roles (Greenhouse JH, 2003). Such a condition is an unfavorable adjustment that causes difficulties in undergoing marriage (Taufik, 2018).

Life in marriage and family will not always go smoothly. This is because problems will arise during life. Problems that arise can cause married couples to feel unhappy (Frischa, 2014). The issue of domestic violence has become a hot topic of conversation today (Afdal, 2015). If the problems that occur in the family cannot be resolved, the husband and wife will have the potential to decrease satisfaction in the marriage and increase distress which is bad for the health and welfare of the family. (Barnes, 1996). The occurrence of conflicts in the family also raises the desire of married couples to create a *sakinah* family that is characterized by a peaceful, happy, and prosperous household that will not be achieved (Sukmawati, 2015). If an individual who feels stressed physically and mentally will eventually decide to divorce. At this time Indonesia is one of the countries with a fairly high divorce rate in the world, reaching 480,618 cases in 2019 (Puslitbang, 2019). Divorce that occurred in West Sumatra reached 8,654 cases, the highest divorce cases in West Sumatra were in Padang City with 1,460 cases, and in Nanggalo Subdistrict, to be precise in Kuraopagang Village, recorded couples divorced in 2019 with 393 cases with divorce factors, namely infidelity, violence, economic problems, disputes, constant quarrels, forced marriage, and apostasy (BPS, 2019).

Divorce needs to be avoided by every married couple by increasing marriage satisfaction in order to achieve success in married life. Marriage satisfaction is the feeling of the couple about their marriage relationship which is manifested in feelings of happiness, feelings of satisfaction and joy for the marriage they are living. (Olson, 1993). Satisfaction in marriage is very important in the journey of married life, the greater the positive influence you get in a marriage, the more marriage satisfaction increases in married couples. (Shackelford, 2006). One of the factors that influence marriage satisfaction is interpersonal communication (Olson, 1993).

Interpersonal communication is the ability of people to interact with one or more people which allows each individual to capture reactions directly and respond well (Devito, 2011). Effective communication has several aspects, namely openness, empathy, mutual support, positive attitudes and equality (Devito, 2011). The occurrence of interpersonal communication will emerge someone's understanding in carrying out communication. Interpersonal communication exists in situations that are more intimate, deeper and personal, which are owned by married couples (Supratiknya, 1995). Interpersonal communication in marriage is very important because it functions as a development in the marriage. Ineffective communication is the cause of damage to harmony in the family (Afdal, 2020).

The phenomenon that occurs is that many couples decide to divorce because of dissatisfaction in their marriage. Other factors that affect the low satisfaction are due to infidelity, violence, economic problems, disputes, constant quarrels, forced marriages, and apostasy (BPS, 2019). Family interaction is very important in avoiding a family from cracks, conflicts and disharmony (Syukur, 2019). Conflicts that occur in married couples are a result of ineffective communication that occurs in terms of lack of openness, low empathy, lack of mutual support, and low positive attitudes and equality (Sari, 2017).

Based on the phenomena described, the researchers are interested in examining whether there is a relationship between interpersonal communication skills and marriage satisfaction in working wives. Given the obstacles that occur in families with working wives, it creates overlapping duties as a career woman and as a wife so that it affects married life.

## Method

This study uses quantitative methods with descriptive correlational research that aims to describe interpersonal communication (X) and marriage satisfaction (Y), as well as to find the relationship between interpersonal communication and marriage satisfaction. The research subjects were 33 wives who worked in the Kuraopagang Village. Collecting data using interpersonal communication and marriage satisfaction questionnaires with a Likert scale model. The data that has been collected were analyzed using descriptive

statistics and Pearson product moment techniques with the help of the SPSS for Windows version 20.0 program.

## Results and Discussion

Based on the results of data processing in this section, the research results are described as follows:

### 1. Interpersonal Communication

The results showed that interpersonal communication among wives who worked on average was at a moderate level with an average achievement score of 101 (67%). This means that the working wife has moderate or adequate interpersonal communication skills. An overview of the results of research on the working wife's interpersonal communication skills is shown in table 1.

**Table 1. Description of Wife's Interpersonal Communication**

CATEGORY	INTERVAL	F	%
Very high	$\geq 144$	1	3
High	116 - 143	11	33.4
Moderate	88 - 115	9	27.3
Low	60 - 87	10	30.3
Very low	$\leq 59$	2	6.1
<b>TOTAL</b>		<b>33</b>	<b>100</b>

Based on table 1, it can be seen that most (33.4%) wives have high interpersonal communication skills. On the other hand, there are (30.3%) wives who have low interpersonal communication skills, as many as (27.3%) wives have moderate interpersonal communication skills, there are (6.1%) wives have very low interpersonal communication skills, and there are (3%) wives who have very high interpersonal communication skills.

The wife's interpersonal communication skills, although most of them are in the high category, not a few wives who have interpersonal skills are in the low and very low category which is caused by the wife's busy work so that she cannot create effective interpersonal communication with her partner. In accordance with the opinion of Devito (2011) that interpersonal communication is considered effective, if a person understands the message correctly, and responds as desired. Effective communication functions to: 1) establish and maintain good relationships between individuals, 2) convey information, 3) change attitudes and behavior, 4) solve human relations problems, 5) better self-image, 6) the path to success. Effective interpersonal communication,

### 2. Marriage Satisfaction

Based on the data analysis that has been done, it is found that the wife who experiences marriage satisfaction as a whole is in the medium category with an average score of 129 (59%). which includes aspects, idealistic distortions, personality problems, conflict resolution, financial management, leisure activities, sexual relations, children and parenting, family and friends, equal roles, religious orientation, marriage cohesion, and changes in marriage. This means that the marriage satisfaction of the working wife is categorized as moderate or quite satisfied. An overview of the research results on the level of satisfaction of the working wife's marriage is shown in table 2.

**Table 2. Description of Marriage Satisfaction**

CATEGORY	INTERVAL	F	%
Very high	$\geq 166$	3	9,1
High	142 - 165	9	27.3
Moderate	118 - 141	11	33.3
Low	94 - 117	7	21.2
Very low	$\leq 93$	3	9,1
<b>TOTAL</b>		<b>33</b>	<b>100</b>

Based on table 2, It can be seen that most (33.3%) working wives experience moderate levels of marriage satisfaction. Then there are also (27.3%) wives who have relatively high marriage

satisfaction. On the other hand, there are (21.2%) who have low marriage satisfaction, there are (9.1) wives who have very low marriage satisfaction and there are also wives (9.1%) who have very high marriage satisfaction.

The level of marriage satisfaction in most wives is in the moderate category because there are still wives who have not been able to solve problems related to aspects of marriage satisfaction, resulting in a feeling of discomfort, less satisfaction, less feeling nurtured and valued as a wife. Marriage satisfaction in married couples is categorized as low if they are unable to properly adjust expectations, goals, and all the needs of marriage (Mardiyan, 2016)

### 3. Interpersonal Communication Relationship with Marriage Satisfaction

The research findings show that there is a significant positive relationship between interpersonal communication skills and marriage satisfaction in working wives of 0.891 at the 99% significance level. Thus it means that the higher the level of wife's interpersonal communication skills, the higher the level of marriage satisfaction and vice versa, the lower the level of interpersonal communication skills, the lower the level of marriage satisfaction. The magnitude of the coefficient is shown in Table 3.

**Table 3. Relationships Interpersonal Communication with Marriage Satisfaction**

VARIABLES		INTERPERSONAL COMMUNICATIO N	WEDDING SATISFACTIO N
INTERPERSONAL COMMUNICATION	Pearson Correlation	1	.891 **
	Sig. (2-tailed)		.000
	N	33	33
WEDDING SATISFACTION	Pearson Correlation	.891 **	1
	Sig. (2-tailed)	.000	
	N	33	33

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Based on table 3, it can be interpreted that if a wife who has good communication skills will produce a sense of comfort, satisfaction, serenity, loved, nurtured and valued as a wife, but if the wife lacks good communication skills it will produce a feeling of discomfort, less satisfied, less at ease, less loved, nurtured, and respected as a wife. Someone who has good interpersonal communication with their partner tends to have higher marriage satisfaction than someone who is less able to communicate with their partner (Muslimah, 2014).

### Conclusion

Based on the results of research that has been conducted on the relationship between interpersonal communication skills and marriage satisfaction in working wives, it can be concluded that: 1) the wife's interpersonal communication is seen from the aspects of openness, empathy, positive attitude, mutual support, and equality in the medium category average achievement score 101 (67%), 2) wife's marriage satisfaction in terms of aspects idealistic distortion, personality problems, conflict resolution, financial management, leisure activities, sexual relations, children and parenting, family and friends, equal roles, religious orientation, marriage cohesion, and changes in marriage are in the medium category with an average score achievements 129 (59%), 3) There is a significant positive relationship between interpersonal communication skills and marriage satisfaction in working wives of 0.891 with a significance level of 99%. Thus, it can be interpreted that the higher the wife's interpersonal communication skills, the higher the level of marriage satisfaction and vice versa, the lower the wife's interpersonal communication skills, the lower the marriage satisfaction.

### Suggestion

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Based on the conclusions of the research results, several suggestions will be submitted to related parties: 1) Counselor, counselors are advised to provide premarital counseling services with interpersonal communication material and to help with marriage dissatisfaction, family guidance is needed. In addition, the counselor can help clients who are far away or have a "Long Distance relationship" with their partner to improve interpersonal communication skills with marriage satisfaction., 2) Students, as prospective student counselors must understand materials with assistance services that will be provided to clients regarding interpersonal communication and marriage satisfaction, 3) Future researchers, this study is expected to be useful for future researchers in improving skills, adding insight and developing this research with the scope of guidance and counseling such as in pre-marriage counseling and family counseling.

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