

## ABSTRAK

Pekerjaan dan keluarga merupakan dua bidang penting dalam kehidupan sosial orang dewasa. Apabila keduanya tidak dapat berjalan dengan seimbang maka, dapat mengakibatkan konflik, diantaranya *Work-Family Conflict* dan *Family-Work Conflict*. Konflik tersebut ternyata dapat menurunkan *Job Satisfaction* karyawan. Pandangan seseorang tentang nilai kepentingan antara pekerjaan atau keluarga dalam hidup ternyata mampu mempengaruhi konflik yang dialami individu dan cara penyelesaiannya (*Work-Family Centrality*). Tujuan penelitian ini untuk menguji *Work-Family Conflict* dan *Family-Work Conflict* pada *Job Satisfaction*, serta menguji variabel *Work-Family Centrality* sebagai variabel moderasi dalam model tersebut.

Penelitian ini menggunakan pendekatan kuantitatif. Teknik pengumpulan data yang digunakan dengan menyebarkan kuisioner. Populasi penelitian ini adalah 80 anggota Satresnarkoba Polrestabes Surabaya. Pengambilan sampel pada penelitian ini menggunakan metode sensus. Teknik pengujian data yang digunakan dalam penelitian ini adalah SEM-PLS.

Hasil penelitian ini menunjukkan bahwa *Work-Family Conflict* berpengaruh negatif dan signifikan terhadap *Job Satisfaction*, selanjutnya *Family-Work Conflict* berpengaruh negatif dan signifikan terhadap *Job Satisfaction*. Hasil selanjutnya setelah dilakukan pengujian moderasi, menunjukkan bahwa *Work-Family Centrality* memoderasi pengaruh negatif dan tidak signifikan *Work-Family Conflict* terhadap *Job Satisfaction*, selanjutnya *Work-Family Centrality* memoderasi pengaruh positif dan tidak signifikan *Family-Work Conflict* terhadap *Job Satisfaction*.

**Kata Kunci:** *Work-Family Conflict*, *Family-Work Conflict*, *Job Satisfaction*, *Work-Family Centrality*, dan Satresnarkoba Polrestabes Surabaya.

## ABSTRACT

Work and family are the two important areas in the social life. If there is no balance both, it can not run with the balance, it can lead to conflict, which are Work-Family Conflict and Family-Work Conflict. The conflict was able to reduce employee satisfaction. One's view of the value of interest between work and family life was able to affect the conflict experienced by the individual and how the solution (work-family centrality). Work-family centrality can be a moderating variables that affect the relationship between conflict Work-Family Conflict Family-Work Conflict on job satisfaction. The purpose of this study was to examine Work-Family Conflict and Family-Work Conflict on job satisfaction, as well as test work-family centrality variable as moderator variables in the model.

This research using quantitative method and all datas has submitted through questioner. This research population involved 80 member on Satresnarkoba Polrestabes Surabaya through census method. Data testing reasearch using a SEM-PLS method.

The results shows that Work-Family Conflict has negative and significant effect on Job Satisfaction, then Family-Work Conflict has negative and significant effect on Job Satisfaction. The next result after moderation testing shows that Work-Family Centrality moderates the negative and not significant influence of Work-Family Conflict on Job Satisfaction, then Work-Family Centrality moderates the positive and not significant influence of Family-Work Conflict on Job Satisfaction.

**Keywords:** *Work-Family Conflict, Family-Work Conflict, Job Satisfaction, Work-Family Centrality, and Satresnarkoba Polrestabes Surabaya.*