

Family and Individual Determinants of Work-Family Conciliation among Working Women in Goma City/DRC

CHIZA KAJIBWAMI Faustin¹, KAYEYE MAGALA Georges²,
BUTOTIMA SAFARI Aimé³, MURHULA BUSHENYI Pax⁴ and
MPONYO MUSAMBA Lucien⁵

¹MSc in Marketing and Strategy, Université Catholique de Bukavu;
Researcher, Université du Cinquanteaire in Lwiro and Institut Supérieur d'Environnement
Solidaire et de Développement Durable in Goma/DRC

²MSc in Financial Management, Université Catholique de Bukavu;
Researcher, Institut Supérieur de Pastorale Familiale at Bukavu/DRC;
Manager, Société Internationale d'Electricité des Pays des Grands Lacs (SINELAC), DRC

³Researcher, Université de Goma in Goma/DRC

⁴Specialist with two MBA in HRM and Airport Management;
Lecturer, Institut Supérieur de Techniques de Développement de Kalehe, DRC

⁵Lecturer, Institut Supérieur d'Informatique et de Gestion-Goma, DRC

ABSTRACT

Objective: In developing countries (DCs), women have invested the labor market in both the formal and informal sectors in order to contribute to efforts fighting against poverty in their households. This article attempts to analyze and test the determinants of work-family conciliation (WFC) to these working women in Goma, a city located in the Democratic Republic of Congo.

Methodology: After a qualitative approach based on semi-structured interviews and whose objective was to generate new items for the measurement of WFC, factor analysis made it possible to refine these dimensions before testing the reconciliation score by a variance analysis.

Result: It appeared that the WFC is a multidimensional concept. This is made up of eight dimensions: Family support and external services to help working women with their family commitments; Reconciling a wife's working hours with those of her husband; Working hours and household chores; Managing the constraints associated with transporting women and their children; WFC perceived by working women and their colleagues; Ability to face the unexpected wit for their children; Spouse and colleagues support when needed; Estimated financial losses resulting from the satisfaction of household expenses. The analyses indicate an average WFC score of 59.3%. The analysis of variance shows a significant link between the age of the working woman, her level of education, her marital status, the size of the household, the household income, motherhood (the number of children) and WFC.

Originality: Studies on work-family conciliation are rare in the DRC, despite significant investment by working women for several years now. This study is the first in this field. It also has the advantage of testing both organizational and non-organizational determinants of WFC.

Limits and perspectives of new research: Having adopted an exploratory approach, a theoretical deepening could make it possible to adopt, later, a confirmatory approach to be more sure of having correctly grasped the quintessence of this construct.

Keywords: Work-family Conciliation, Principal Component Analysis

INTRODUCTION

The importance of women's work is well established. Indeed, as Carbonnier and Palier (2022) assert, the participation of women in the labor market is necessary and depends on their access to quality jobs, sufficiently remunerative to lift households out of poverty. On the other hand, their work raises a problem of imbalance between their life and their family responsibilities (Bilampo, 2018). According to Greenhaus, Collins, and Shaw (2003), the work-family balance is made up of three elements. It is about time balance, about devoting equal time to both work and family roles; involvement balance, consisting of devoting an equal amount of psychological involvement to both roles; the balance of satisfaction, consisting of finding satisfaction in both professional and family roles. In order to achieve a balance between work and family, some women choose to work fewer hours or become self-employed (Keeton et al., 2007) while others compromise family goals for the benefit of their careers (Ecklund & Lincoln, 2011). In addition, women also have to deal with contexts that do not facilitate their integration into the world of work (Odimba et al., 2012) while the rigidity of habits and customs in certain environments confines them solely to their role as housewife (Malu, 2006).

In the Democratic Republic of Congo (DRC), it is for several years now that women have become key players in efforts to fight against household poverty. With or without level of education, following widespread poverty, the majority of women have rejected themselves in the exercise of Income Generating Activities (IGA) in order to contribute to the survival of their households (Chiza, 2010; Malu, 2006; Kakule, 2023) while those who have studied, thanks to the level of education acquired, have managed to access certain decision-making positions (minister, management, accounting, lawyers, engineers, masons, ...) to which they could not claim before (Odimba et al., 2012; Muswamba, 2006).

However, whether independent or under convenient, the Congolese worker must face the problem of reconciling the exercise of her work and her responsibilities as a woman, wife and mother. This situation is all the more worrying insofar as men and women traditionally occupy different social roles in Congolese society, in terms of time devoted to work and family tasks. Indeed, men work full time away from home, while women have to take care, in addition to work, of domestic and family tasks (household care, care and education of children, care of the husband, feeding of household members, ...). As African studies point out, despite the fact that African women have invested a lot in the labor market lately, this has not changed gender relations within households, but rather raises the issue of work-life family balance (Bilampo et al., 2021)

Thus, this research therefore proposes to measure work-family balance (WFC) among female workers in Goma city, and to test the variables likely to influence the WFC score. It should be noted that several studies have already attempted to measure or test the determinants of family-work balance among working women (Srivastava, 2019; Bharathi & Mala, 2016; Smith & Gardner, 2007; Bharat, 2003; Delina & Prabhakara, 2013; Rehman & Azam, 2012), but in the DRC, there are few or no studies in this area yet. Thus, this research attempts to fill this gap by attempting to answer the below questions:

1. What is the level of reconciliation of work and family by working women in Goma city?
2. What factors significantly influence the degree of reconciliation between work and family among women in the Goma city?

The data for this research were collected from individual interviews and a survey questionnaire distributed to working women in the Goma city. In order to purify the measurement scale of work-family balance, factor analysis was used while the causal links between work-family balance were tested through analysis of variance.

In addition to the introduction and the conclusion, this article begins with a review of the literature on the balance between work and family as well as its determinants. Then, it presents

the methodological approach and ends with an evaluation of the results, their managerial implications, its limits as well as the perspectives for future research.

REVIEW OF LITERATURE

Understanding of the WFC Concept

One part of the literature on the subject speaks of the balance between work and personal life while the other speaks of the reconciliation between work and personal life or family life. Regarding the definition of "balance" between work and personal life, researchers are not unanimous. Understanding this construct leads to first understanding the concept of "balance" which refers to an equitable distribution of time between several roles (Brough et al., 2020). One of the theories in this area is that of role tension which is based on the assumption that an individual's personal resources are limited and the combined demands of roles and role partners are too demanding, hence the role conflicts (Almqvist, 2006). Proponents of this theory postulate that the increased involvement of people in their jobs and families contributes to role overload (Almqvist, 2006). However, the increasing number of roles that people are called upon to play can be a source of conflict and stress because they absorb time and energy (Moen & Yu, 2000). For Greenhaus and Beutell (1985), this conflict comes in three forms: time conflict, tension conflict between roles and behavioral conflict.

The "balance" between work and family then appears as a balance beam between professional and family roles on either side, where the time spent in one role will always have an impact on the other role (Halpern & Murphy, 2005). It is therefore one commitment at a time, in all the roles of life (Marks & MacDermid, 1996). Kirchmeyer (2000) for his part speaks of the "balance" in terms of time, energy and commitment that a person distributes equitably between several roles in life. Thus, work-life balance occurs when the time devoted to work does not limit the time devoted to personal life (Pace & Sciotto, 2022). On the other hand, some researchers find that balancing work and family is an unrealistic expectation. For this reason, some prefer to use terms such as integration, harmony, or work (or job)-family balance to reflect a more holistic assessment of this concept (Greenhaus & Allen, 2011).

In this article, we choose to use the concept "work/family-work balance" by focusing particularly on the cases of women, parents who work, and who may or may not be responsible for children or elderly parents without distinction of age, marital status, type of job, family or position held.

Work-family balance among working women is fairly recent in the scientific literature. This construct originated with the feminization of employment during the 1990s (Tremblay, 2005). While the demand for women's work increased more and more, this notion refers to the search for arbitration and/or balance between the different roles that they must play at the same time as their employment, including the responsibility of the spouses, children, elderly parents, care of the house etc. (Thriveni & Rama Devi, 2012; Tremblay, 2005; 2012). For Javez Ali (2022), the balance between work and family refers to a relative allocation of time and resources to professional and family activities. Thus, when the woman has a high level of role conflict between job and family, family life interferes in the field of work (Wang, Ma, & Guo, 2020). This is predictable insofar as, when the working woman places a high priority on the well-being of her family, this results in the minimization of the expenditure of time and energy on her job (Akintayo, 2010). In their research, Casper et al. (2018) identify three domains of subjective balance between work and family: affect (emotional), efficacy (sense of achievement) and involvement (level of commitment). According to Voydanoff (2002), the balance between work and family life can be achieved when the personal resources of the woman or the household make it possible to meet the demands of each of the professional and family roles.

Components of the WFC

Several authors have attempted to give content to the concept of work-family balance. Greenhaus, Collins, and Shaw (2003) identified three components of work-family balance: time balance, participation balance and satisfaction balance. Davidson (2018) for his part, identifies 6 components of work and family balance: self-management, time management, stress management, change management, technology management, ... In public policies, the Quebec government in 1997 talks about 3 main components of the work-family balance: maternal and parental leave, a unified family allowance aimed at low-income families, and a more accessible childcare system. For his part, Saint-Amour (2007) also talks about the 3 components: childcare services, parental insurance, revision of laws on labour standards and the involvement of living and working environments. Research by Eby et al. (2005) on the determinants of WFC classifies them into three broad categories. These are variables related to work, the field outside work and the personal profile (individual and demographic variables).

Organizational determinants of the WFC

The pressure related to work, the lack of autonomy and the uncertainty related to the tasks and objectives to be achieved, have been listed as being the organizational characteristics acting on WFC (Frone, Russell, & Cooper, 1992; Asmaa & Gohar, 2017). For his part, Deme (2010) speaks of the lack of harmonization practices, work overload and work schedules. Lienart (2011) for its part, considers that the organizational determinants are linked to the modification of work in terms of working hours (especially when they are not standard, regular and predictable), the polarization of working hours, the increase in work atypical and precarious.

In view of the above, the management of work schedules and work rhythm appears to be the first organizational factor in the reconciliation of professional life and family life (Garner, Méda, & Senik, 2005). The management of schedules can be seen through the overload of work, which exacerbates the conflict between the exercise of a job and the fulfilment of family responsibilities (Tremblay et al., 2007). Studies confirm the considerable weight of working hours on the WFC and more particularly on the resignations of young mothers (Hyde et al., 2001; Garner, Méda, & Senik, 2005). Several researchers agree and confirm that the longer the working hours, the more difficult it is to balance work and family (Tremblay & Genin, 2007; Tremblay, 2004).

A second organizational factor relating to work schedules, noted in the literature, is their flexibility (Garner, 2015). Flexibility of working hours consists in setting up policies favourable to workers in terms of the organization of working hours or working time and finally reducing the tensions that may exist as much as possible (Bouville, 2020; Le Bihan & Martin, 2007). For Lozier (2011), schedule flexibility refers to the choice of paid vacation dates, flexible schedules, resumption of overtime on leave, leave agreement, permission to make phone calls, reduction in workload. According to Clark (2001), it is the flexibility of work schedules that significantly reduces the conflict between professional and family roles. Hence the following assumptions:

H1: *The management of work schedules is a main WFC component.*

H2: *Schedule flexibility is one of WFC's main components.*

Although women have invested heavily in certain sectors (professions), traditionally reserved for men, over the past few decades, some authors underline the persistence of the hypermasculine culture (Agocs, Langan & Sanders, 2015). Guerin et al. (1997) argue that organizational culture is very important and significantly influences the level of conflict or work-family balance, particularly for women. In other words, Diotte (2016) believes that the values that are conveyed by the organizational culture, as well as any other concrete organizational support, greatly contribute to WFC, particularly for women. When talking about organizational culture, research draws particular attention to the importance of the values,

beliefs, attitudes and norms that exist within an organization and that are held by colleagues and/or superiors. faced with the various difficulties that employees encounter in reconciling their different professional and family roles (Haas, Allard, & Hwang, 2002; Guérin et al., 1997). In light of the types of culture of Chrétien and Létourneau (2010), it is gendered culture, which promotes traditional roles. This culture does not encourage fathers to get involved with their families by relegating working women to the “mommy track”. Studies have shown that unsupportive supervisors and co-workers and a harmful organizational culture, among other things, increase the likelihood of work-family conflict for women. Similarly, several studies point out that the understanding and/or attitude of the employer and/or colleagues can facilitate/help or harm/hinder WFC (Tremblay & Mathieu, 2020; Fusulier et al., 2009; 2011; Tremblay, 2012; 2019; St-Onge et al., 2002; Lapeyre, 2006a; 2006b). Hence the following assumptions:

H3: *Colleague/manager support is a main component of WFC.*

H4: *Perception of organizational culture is a main component of WFC*

Family and individual determinants of female workers

Research on the family determinants of the WFC in women focuses both on the personal profiles of female workers and on the implications for the family and particularly that of the spouse. These are mainly the marital status, the age of the woman, the level of education of the woman, the number of children and their ages, the support of the spouse, ...

As research by Aumann, Galinsky and Matos (2011) demonstrates, WFC is a physically, psychologically and personally exhausting process for women, especially mothers (Smithson, & Stokoe, 2005). Thus, Fourn and Hounhanou (2008) claim that a woman's age, considered as a proxy for her social and maternal experience, has a positive and significant link with WFC. Duxbury and Higgins (2002) also demonstrated that individual characteristics such as age, level of education, ... can amplify or moderate WFC. With regard to the link between the level of education and WFC, several studies show that WFC is more difficult for workers with a high level of education (Lavoie, 2016; Tremblay, 2012; Pouliot et al., 2022). With regard to marital status, research by Marshall and Tracy (2009) or Yi Zang (2022) shows that single mothers were less likely to reconcile work and family. In fact, for them, single parenthood, separation, divorce, widowhood, shared custody, family recomposition complicate the organization of family life and work. Other research goes in the same direction, finding that there was a lower work-family balance among single people than among people living in (married) couples (Denson & Szelényi, 2022; Panisoaraa & Serbana, 2013; Malik et al., 2020). All this leads us to postulate that:

H5: *The age of the woman is a factor explaining the level of the WFC;*

H6: *The level of education is a factor explaining the level of the WFC;*

H7: *Marital status is an explanatory factor for the level of the WFC.*

Other studies have focused on the presence of children in the household as well as on the contribution of the spouse to the WFC among working women. Several studies demonstrate WFC difficulties in women with dependent children than in employees without children (Bakker, Demerouti, & Schaufeli, 2002; Behson, 2002; Carlson, 1999; Grzywacz & Marks, 2000; Diotte, 2016). These difficulties in balancing work and family have the following consequences: psychological distress (Chartier et al., 2021; Marchetti et al., 2020), stress (Bianchi & Milkie, 2010; Moreau et al., 2018; Chung et al., 2020; Craig et al., 2022), sleep disturbances (Di Giorgio et al., 2021), a general state of fatigue, a feeling of being overwhelmed by events, frustration, irritability, aggressiveness (CROP, 2020). Although some research (Vanier Institute of the Family, 2010b; INSPQ, 2013) has shown a negative link between the number of children and WFC, other studies show that it is not so much the number of children that raises problem, but rather their age (Guérin et al., 2000; Guérin et al., 2020; Pouliot et al., 2022; Moreau et al., 2018). Most of these studies show that young children require more time

and energy from their mother because they need more care and follow-up for health, education, etc. (Tremblay, 2004; Tremblay, Vaillancourt-Laflamme, 2003; St-Onge et al., 2002; Bianchi & Milkie, 2010; Moreau et al., 2018; Chung et al., 2020; Craig et al., 2022). Thus, the sharing of tasks related to the care and education of children has been recognized as a factor associated with a high level of WFC (Craig et al., 2022; Pouliot et al., 2022).

Indeed, studies show that the spouse of the worker (as a couple) is the main support for her to arrive at the WFC (Lacharité et al., 2015). This concerns the sharing/support of the spouse in family tasks as well as monitoring and support for the supervision of children, especially those at a young age, which constitute, according to the literature, one of the important factors that can influence the work-family CFT in mothers. (Alarifi & Basahal, 2023; St-Amour & Bourque, 2013; St-Onge et al., 2002; Tremblay, 2003, 2012). Another support from the spouse recognized by the literature is rather financial. In fact, when they earn enough, even if in most cases working women do not rely very much on the spouse's income, the fact remains that financial support is always expected, particularly for childcare, toddler, shopping, household supplies, children's education, etc. (Alarifi & Basahal, 2023; Dickson, 2020; Edlund & Öun, 2016). In contexts where the contribution of the woman is considered as exempting the man from providing for household expenses, her contribution will be all the more appreciated if it can promote CBC in his wife (Dickson, 2020).

Another element to be highlighted by research on CBC is household income (Statistical Institute of Quebec, 2016; Pouliot et al., 2022). For this research, parents experience more difficulties in reconciling work and family among working women, particularly when they consider their income to be insufficient to meet the basic needs of their family (food, housing, clothing). The Statistical Institute of Quebec (2016) associates the level of education and income by informing that mothers who have a university degree as well as those who consider their income insufficient to meet the basic needs of their family have a greater probability of reconciling work and family. All of the above leads us to postulate that:

H8: *The presence of dependent children is a factor favoring WFC;*

H9: *The number of children in charge is a factor favoring WFC;*

H10: *Spousal support is a main component of WFC;*

H11: *Spouse's schedule is a main component of WFC;*

H12: *Household income is a factor favoring WFC.*

METHODOLOGICAL APPROACH

To collect the data, we used a questionnaire adapted from the WFC tool, called the family-work questionnaire of the Regional Conference of Elected Officials of Abitibi Temiscamingue. This questionnaire was refined by a qualitative survey conducted among 25 women employed in organizations and businesses in the city of Goma. This qualitative survey made it possible to refine the items supposed to measure WFC. To do this, the survey questionnaire thus refined (see appendix) was made up of 4 parts.

The first three parts consist of 15 questions including 4 open and 11 closed. The fourth part consists of two series of items, the first section of which deals with the level of agreement or disagreement with a series of 12 statements on a scale of 1 to 5. As for the second series of items, this presents 19 constraints faced by women who work or carry out an income-generating activity in reconciling work and family. The reaction to the constraints was made for each item according to whether 1 = Very constraining; 2 = Binding; 3 = Neutral; 4 = Not binding 5 = Not binding at all.

To determine the sample size, we used the following formula: $n = (Z^2 \alpha / 2 \cdot p(1-p)) / d^2$ (Bugandwa, 2016; Giannelloni & Vernet, 2015). Having taken a level of 95% confidence, Z the reliability coefficient is 1.96. On the other hand, given our limited means, we chose "d", the margin of error of 5% or 0.05. The sampling variance being unknown, we took $p = 0.5$ and

therefore (1-p = 0.5), which gives the highest variance and therefore leads to a higher sample size (Bugandwa, 2016). above values in the formula, we found a total theoretical sample of 385 women.

To administer the survey questionnaire, a systematic survey was carried out as the sampling frame was not available. The survey was conducted throughout Goma city and took place between January 12th and 15th, 2023, that is to say for 4 days, and that, between 9:00 a.m. and 5:00 p.m., at the workplace. respondents or in their places of exercise of their various professional activities (formal or not). This survey was carried out by 6 interviewers, previously trained on the questionnaire, its administration method and how to avoid bias. The questionnaires were completed on site in the presence of the interviewers with their help, if necessary.

Data processing was performed using component analysis. Principal component analysis (PCA) was chosen because it explains a large part of the variance with a minimum of factors. Thus, the analysis of PCA results consisted of answering three questions: can the data be factored? How many factors to retain? and how to interpret the results? (See Le Moal, 2002).

In order to answer the first question, it was necessary to observe the correlation matrix and ensure that several variables were correlated (> 0.5). In this case, the factorization was possible and in the opposite case, it was abandoned. Secondly, the validity of the measurement scale was finally tested to measure its ability to understand the WFC construct (Carricano & Puyol, 2009; Härdle & Simar, 2015). This is observed from the Kaiser-Meyer-Olkin (KMO) index which had to be close to 1 to be significant. Thirdly, it is a question of verifying the reliability of the measurement scale through Cronbach's Alpha, the reliability coefficient which measures the internal consistency of the WFC measurement scale constructed from a set of items. The closer the alpha value was to 1, the higher the internal consistency of the scale (its reliability) was strong.

Concerning the number of factors to be retained, the Kaiser rule which requires that only factors with eigenvalues greater than 1 be retained has been respected. In addition, the rule consisting in choosing the number of axes according to the minimum restitution of information that one wishes has also been respected. Finally, for the interpretation of the results, we ensured that the explained variance is good while the eliminated variables were with respect to their quality of representation and their non-harmful contribution to Crobanch's Alpha.

After the PCA, we performed an Analysis of Variance to measure whether the WFC scores did not differ according to certain variables that emerge from the literature review. The importance of each variable was directly related to its t-value as well as the relative probability. By removing the non-significant variables, i.e. those whose p-values are greater than 0.05, the optimal model will be the one whose explanatory variables have p-values less than 0.05 (Carricano & Puyol, 2009; Härdle & Simar, 2015).

RESULTS PRESENTATION AND DISCUSSION

Sociodemographic Profiles of Respondents

Table 1. Sample characteristics

Age of respondents		Respondents' level instructions	
Between 20 and 29 years	57(14,8%)	Primary	13(3,4%)
Between 30 and 39 years	142(36,9%)	Secondary	143(37,1%)
Between 40 and 49 years	102(26,5%)	Graduate	112(29,1%)
50 years or more	84(21,8%)	License	117(30,4%)
Marital status		Household income	
Married	271(70,4%)	Less than 100\$	65(16,9%)

Bachelor	56(14,5%)	Between 101 and 300\$	141(36,6%)
Widow	46(11,9%)	Between 301 and 600\$	55(14,3%)
Separated/divorced	12(3,1%)	Between 601 and 900\$	32(8,3%)
Pursuit of studies		Between 901 and 1200\$	63(16,4%)
Yes: 80(20,8%); No: 305(79,2%)		More than 1200\$	29(7,5%)
Type of work performed		Children in charge	
Salaried worker	280(72,7%)	On duty full time	247(64,2%)
Entrepreneur (with employees)	28(7,3%)	In shared custody	124(32,2%)
Autonomous	77(20,0%)	Going to house with children	14(3,6%)

The results of this research indicate that of the 385 women surveyed, 36.9% are in their thirties, 26.5% are in their forties, 21.8% are 50 or older and 14.8% are in their twenties. It should be noted that the largest segment of respondents are between 30 and 49 years old. This indicates that these women are of working age.

Regarding the level of education, 37.1% have a secondary education level, 30.4% have a bachelor's degree (BAC + 5), 29.1% have a university degree of BAC + 3 while 3, 4% claim to have a primary level of education.

Regarding marital status, 70.4% are married, 14.5% are single, 11.9% are widowed while 3.1% are separated or divorced.

The results show that 72.7% of respondents are employees, 20% work alone (and are independent) while 7.3% are independent entrepreneurs with employees.

Regarding household income, 36.6% earn between \$101 and \$300, 16.9% less than \$100, 16.4% between \$901 and \$1,200, 14.3% between \$301 and \$600, 8.3% between \$601 and \$900 and 7.5% over \$1200. It should be noted that of the 385 respondents, 20.8% are continuing their studies at the same time. This could have a negative effect on the balance between work and family. Finally, with regard to dependent children, 64.2% live with their children in full custody, 32.2% in shared custody with relatives, friends or neighbours, while 3.6% have no children.

WFC Measurement Scale

Table 2: Principal component analysis summary of the results

Items	Loadings	Communality	Cronbach's Alpha	Eigen values
1st Dimension: Family support and external services to help working women with their family commitments				
I can rely on family support network (ex.: grandparents) To help me meet my family obligations.	,747	,600	,665	9,113
I have Child care/respite that responds my needs.	,805	,702		
If I need, it is possible for me to use other services (ex.: home care services, the meals, household chores).	,547	,669		
2nd dimension: Reconciling a wife's working hours with those of her husband				
My spouse's schedule makes family-work balance more difficult for me.	,613	,699	,625	8,866
It is possible for me to reduce my working time.	,647	,570		
I do not encounter any particular difficulties as a caregiver.	,661	,619		
The needs I have for my family are not frowned upon or ridiculed by my employer or co-workers.	,671	,695		

3rd dimension: Flexibility of working hours to manage the constraints related to household chores				
The preparation of meals and other tasks at home.	,870	,799	,689	8,543
The children's or dependent's leisure schedule.	,732	,646		
I don't have enough flexibility in my work schedule to accommodate family contingencies.	,513	,616		
4th dimension: Managing the constraints associated with transporting women and their children				
My transportation needs are met satisfactorily (school transport, public transport, transportation for work).	,525	,643	,571	8,052
Children's school transport schedule	,746	,672		
It is difficult for me to organize my family life, because i don't know my working hours in advance.	,719	,680		
5th dimension: WFC perceived by working women and their colleagues				
I am able to pursue a career that meets my desires while having family responsibilities.	,701	,628	,570	8,047
Family-work balance is well perceived in my workplace, the needs of families are well received.	,758	,626		
Constraints related to the hours of childcare or respite	,649	,573		
6th dimension: Ability to face the unexpected wit for their children				
Deal with the unexpected in the event of illness of one of my children or an emergency situation.	,745	,681	,639	7,856
Being replaced at work for short periods (ex. illness of a child).	,784	,698		
7th dimension: Spouse and colleagues support when needed				
I can count on my spouse to share family responsibilities.	,570	,548	,514	7,667
Being replaced at work for long periods (parental leave).	,681	,632		
I have no difficulty taking parental leave due to the good reception of women's work in my workplace.	,633	,564		
8th dimension: Estimated financial losses resulting from the satisfaction of household expenses				
The choices I make for the family at work (ex.: parental leave, reduction of working time) do not cause me financial insecurity.	,656	,687	,438	6,626
I can easily dip into my holiday bank to meet my family obligations.	,748	,649		
KMO and Bartlett's Test: ,601; Bartlett's Test of Sphericity: 2448,11; ddf: 253; Sig.: ,000				
Cronbach's Alpha: ,745				
WFC Score				
Scale score: Min= 1,50; Max=4,05; average=2,9626; Std-dev=,65781				
Percent score: Min= 30,00 ; Max=80,91; average=59,2513; Std-dev=13,15625				

Source: SPSS 25.0 survey data processing

The Principal Component Analysis (PCA) carried out revealed a Kaiser Meyer Ohlkin index of 0.601 ($p < 0.000$), which demonstrates that the data from our survey can be factored. This analysis highlights 23 items grouped into 8 components, while 7 items have been deleted because they present either a correlation greater than 0.30 on more than two dimensions, or its

deletion would improve Cronbach's Alpha. To do this, this table shows the different dimensions of WFC among employed women as well as the items that compose them.

For each of these components, a Cronbach's alpha was calculated to establish the reliability of the component and the alpha of the global scale is the acceptable threshold of 0.745. Based on these elements, we believe that the dimensions retained adequately measure performance. Below, we align some explanations on the dimensions operationalizing the reconciliation between work and family among working women:

The first component "Family support and external services to help working women with their family commitments" explains 9.113% of the variance and refers to the various aids (supports) she needs to manage to reconcile her family obligations with her job. Indeed, due to habits and customs, women workers more than men devote more time to the care and well-being of their children (ILO, 2018a). Thus, they need affordable and accessible quality childcare services to have a professional career (Gromada & Richardson, 2021). For the ILO (2020), the difficulties resulting from this double constraint which weigh on working women who must earn an income while raising their children, are even more serious in developing countries (DCs) where the informal economy affects the majority of the active population and in which social protection in terms of work is lacking. In addition, it should be noted that childcare services remain marginal in most developing countries (ILO, 2020; 2018a). This is the case of the Democratic Republic of Congo (DRC) in general and the North Kivu province in particular, more specifically the city of Goma where houses that offer childcare services as well as laws that protect children female workers are almost non-existent. Thus, working women often use the services of relatives at a young age or seniors (sisters, cousins, aunts, mothers, grandmothers, friends and acquaintances) to provide not only domestic services or babysitters at a lower cost or free of charge. Some manage to displace young girls from their villages of origin by promising parents to ensure their schooling in town, while others take advantage of the rural exodus to employ young girls who come from peripheral rural areas (Idjwi, Masisi, Minova, ...). This shows that the reconciliation between work and family among female workers leads to other social problems (confidage of children, child labor, dropping out of school for girls, etc.)

The second component "Reconciling a wife's working hours with those of her husband" explains 8.866% of the variance. This refers to the way in which the woman manages to adapt her working hours to those of her spouse so that, with the alternation, at least one of the two spouses takes care of the children and, possibly, other household chores. Indeed, as Prévost and Messing (2001) affirm, the importance of the spouse's schedule is important insofar as it is a question of considering the importance of the person who ensures the presence with the children during the woman's working hours. Thus, research shows that when the work environment is conducive to WBC, flextime makes it possible to match the expectations of spouses in order to increase the time they can allocate to each other or the time they must allocate. domestic chores (Hammer et al., 2005).

The third component "Flexibility of working hours to manage the constraints related to household chores" explains 8.543 of the variance. This component refers to the flexibility of working hours to allow women to take care of tasks such as meal preparation, children's leisure, etc. As Karmiloff-Smith (1990) points out, flexibility consists of introduce changes in the usual way of doing things to meet the constraints of a new situation. For their part, Baldy, Chatillon, and Cadopi (1998) define flexibility as the ability to adapt to an unforeseen goal change. Thus, the flexibility of working hours among working women refers to the changes that are necessary in their working hours so that they can combine their double professional and domestic workload (Bouville, 2020). These results match those of Shagvaliyeva and Yazdanifard (2014) who show that the organization of working time, particularly the flexibility of schedules, remains one of the components of work-family balance most sought after by

women (particularly those with young children). Other studies have shown that women quit their jobs because of the lack of flexible working hours to allow them to take care of household chores (Le Bihan & Martin, 2007). Other studies show that the lack of flexibility also has a social and emotional impact (Tremblay, Najem & Paquet, 2007).

The fourth component “Managing the constraints associated with transporting women and their children” explains 8.052% of the variance. This component refers to the constraints related to the costs induced by travel not only of the woman to respond to emergencies or needs that require her presence. This also refers to the costs and transport requirements of children when they must, for example, study at schools close to their parents' workplaces, among other places. Or, the possibility of traveling for any situation requiring the need to respond to one or the other of the two functions of women (employment or family).

The fifth component “WFC perceived by working women and their colleagues” explains 8.047% of the variance and refers to the perception that the worker may have of this balance between work and family. Psychologically, this encourages the exercise of two functions, or encourages the abandonment of one of them. In the majority of cases, it is the professional career that is sacrificed. It should be noted that said perception can be encouraged or exacerbated by colleagues through positive/negative exchanges or various supports, insults, encouraging words or not, making it possible to create in the head of the worker, positive or negative signals on the conciliation. between work and family. Thus, some research has shown that the degree of understanding, empathy, sympathy of the employer and the worker's colleagues can be associated with a reduction or exacerbation of work-family conflict (Gurbuz, Turunc, & Celik, 2012; Selvarajan, Cloninger, & Singh, 2013). To do this, the support of the employer and colleagues allows the woman to reduce the perceived conflicts of these two functions by reducing the negative perceptions of the workload on her household (Galardo & Trottier, 2022).

The sixth component "Ability to face the unexpected wit for their children" explains 7.856% of the variance. This component refers to the importance or the flexibility that the worker can have to take care of her children in the event of unforeseen events and/or emergencies. Indeed, it is undeniable that the woman has a relationship with her children. Thus, the woman will find that a job is good if it allows her to take care of her children whenever the need arises.

The seventh component “Spouse and colleagues support when needed” explains 7.667% of the variance. This refers to the various supports that are necessary for women to enable them to reconcile work and family. Indeed, as Bilampoa, Ayawayi and David (2021) point out, the DRC, like most countries in sub-Saharan Africa, socially, married men should not do domestic work, which is devolved to women. women. However, for the sake of their children and households, some men accept to reassess their traditionally recognized participations by adopting behaviors that are out of the ordinary (Bilampoa, Ayawayi, & David, 2021; Belleau & Seery, 2013; Fortier & Deschenaux, 2016; Fusilier, Sanchez, & Ballatore, 2013; Malenfant & De Koninck, 2004; Seery, 2014; Tremblay, 2012). Hence labels such as “Alishaka beba kabati”, which literally means that the man once carried a wardrobe on his head. This metaphor means that the man is seriously dominated by his wife. And yet, helping your wife with domestic chores is quite simply a major support that all women seek in order to be able to pursue a professional career. In the same way, colleagues who are not swept away by excessive traditionalism can become allies who can support women, where appropriate, in various strategies aimed at reconciling work and family.

The eighth component “Estimated financial losses resulting from the satisfaction of household expenses” explains 6.626% of the variance. This dimension refers to the opportunity costs induced by the choice of one function to the detriment of the other. Indeed, choosing to take care of her household by resigning from her job, taking leave or any other legal or illegal

option, assumes that the worker is ready to give up a potential gain. The latter will agree to give up these gains only if she derives a moral or psychological benefit from them resulting from the satisfaction of the needs of her family. However, it should be noted that it is the expectation of greater gains that most of the time push women to prefer the exercise of a professional career and to give up family occupations by accepting to bear the induced burdens. by his occupation. Thus, the reconciliation between work and family will only be possible according to the assessment of the expected gains or the assessment of the losses that the family can incur, if ever, it was chosen at the expense of employment.

The results that emerge from this table allow us to observe that the average WFC score is 2.9626 on a scale of 1 to 5 with a standard deviation of 0.65781. The minimum score is 1.5 and the maximum score is 4.05. To be more explicit, this score can be translated into a percentage by calculating the average which results from the multiplication of the individual scores multiplied by 100, divided by 5, because our scale went from 1 to 5. Thus, the results of this table indicate an average score of 59.3%, with a minimum score of 30% and a maximum of 80.9%.

The average indicates that women manage to reconcile work and family at 59%, in other words, they manage to reconcile work and family on average. Note that some reach only 30% in this balance, while those who succeed the most reach 80.9% of balance between work and family life

Determinants of the Balance between Work and Family

Table 3: Age, level of study, marital status, income, having children and WFC score

	Average	Std dev	Minimum	Maximum	ANOVA test
Age and WFC score					
Between 20 and 29 years	64,7475	7,57754	55,45	78,18	F=4,528 to 3 and 132 ddl Sig : 0,008
Between 30 and 39 years	61,9430	12,13562	35,45	80,00	
Between 40 and 49 years	57,8182	13,13499	37,27	80,91	
50 years or more	52,6263	15,33962	30,00	80,91	
Education level and WFC score					
Primary	59,8701	7,77487	53,64	68,18	F=4,085 to 3 and 132 ddl Sig : 0,005
Secondary	55,3939	8,65353	43,64	67,27	
Graduate	57,7827	14,76405	30,00	78,18	
License	64,5877	14,64247	37,27	80,91	
Marital status and WFC score					
Married	60,8998	13,21305	35,45	80,91	F=7,043 to 3 and 132 ddl Sig : 0,000
Bachelor	59,5215	11,84290	45,45	74,55	
Widow	54,3182	6,75017	44,55	62,73	
Separated or divorced	30,0000	,00000	30,00	30,00	
Household size and WFC score					
Less than 4 people	58,6510	12,96291	44,55	80,00	F=9,995 to 2 and 133 ddl Sig : 0,000
Between 5 and 8 people	62,3569	12,15327	30,00	80,91	
Between 9 and 12 people	49,5455	12,25845	35,45	65,45	
Income and WFC score					
Less than 100\$	59,6970	9,40435	45,45	72,73	F=5,307 to 3 and 132 ddl Sig : 0,000
Between 101 and 300\$	54,3273	12,71608	37,27	80,91	
Between 301 and 600\$	56,9519	14,56654	35,45	78,18	
Between 601 and 900\$	59,0909	8,09411	48,18	65,45	
Between 901 and 1200\$	65,3719	15,34314	30,00	80,91	

More than 1200\$	72,1488	6,23603	67,27	80,00	
Having children and WFC score					
Yes, with me in full time custody	56,8775	11,91904	35,45	80,91	F=9,159 to 2 and 133 ddl Sig : 0,000
yes, in shared custody	62,5455	13,96906	30,00	80,00	
No, without children or children gone of the house	80,9091	,00000	80,91	80,91	

The results show a significant difference in the WFC score for the age variables (F=4.528 at 3 and 132 ddl and sig: 0.008). Indeed, as the table above shows, women between the ages of 20 and 29 manage to reconcile work and family at 64.7%, those in their thirties manage to reconcile work and family at 61.9%, those in their forties arrive at 57.8% and those over 50 arrive at 52.6%. We therefore note that it is those who are the youngest who manage more easily to reconcile work and family. This is all the more normal since the oldest women are those with the largest household size and therefore have more responsibility. This leads them to have more difficulties in balancing work and family.

The results indicate a significant link between the level of study and the balance between work and family (F=4.085 at 3 and 132 ddl and Sig: 0.005). Indeed, this table shows that women who have reached primary school reconcile work and family at 59.9%, those with a university degree (BAC + 3) achieve this at 57.8%, those with a bachelor's degree achieve this at 64, 6% (BAC + 5) and those who have secondary education arrive at 55.4%. These results indicate that it is women who have reached the level of secondary education who find it difficult to reconcile work and family. However, in the context of the poverty of the majority of households, it is women who devote themselves to IGAs for the survival of households. In addition, women who have a license or a university degree do better because, with these levels of education, they can manage to occupy positions that can allow them to have a good income.

The results also indicate a significant link between civil status and WFC (F=7.043 at 3 and 132 ddl and Sig: 0.000). Indeed, we see that married women, with a score of 60.9%, manage to reconcile work and family better than single people (59.5%), widows (54.3%) and separated or divorced women (30 %). These results are understandable insofar as, even if all can benefit from the support of members of the extended family (cousin, cousins, sisters, brothers, brothers-in-law, sisters-in-law, etc.), married women can also count on their husbands to help them with various tasks. Separated or divorced women would have more difficulty reconciling work and family insofar as, in addition to problems of an existential nature, they also have to manage the effects of separation or divorce.

The results indicate a significant link between household size and WFC (F=9.995 at 2 and 133 ddl and Sig: 0.000). Indeed, it should be noted that women from households composed of 5 to 8 people, manage better than others to reconcile work and family at 62.4%. Households of less than 4 people arrive at 58.7% and those with 9 to 12 people arrive at 49.5%.

Furthermore, the results demonstrate a significant link between income and WFC (F=5.307 at 3 and 132 ddl and Sig: 0.000). Indeed, reading the above table shows that women from households with incomes above \$1,200 manage to reconcile work and family at 72.1%, those whose households have incomes including between \$901 and \$1200, arrive at 65.4%, those from households whose income is less than \$100, arrive at 59.7%, those from households whose income is between 601 and \$900, arrive at 59.1%, those whose households have incomes between \$301 and \$600, arrive at 57%, those from households whose incomes are between \$101 and \$300, arrive there at 54.3%. These results show that, the higher the professional income of the households, the more the workers arrive at the WFC (payment of the servants, services of specialized schools, childcare services, etc.).

The results show a link between maternity and WFC (F=9.159 at 2 and 133 ddl and Sig: 0.000). Indeed, women from households without children or child(ren) who have left home

manage to reconcile work and family at 80.9%, those who have children in full-time care achieve this at 62.5%. % and those who have children in shared custody, arrive at 56.9%. Note that it is normal for those whose children have left home to have grown up, for school reasons (boarding school for example or studies while residing with a relative or friend) or else residing with relatives or friends for various reasons, (...), no longer having the permanent responsibility of their follow-up, are those who manage to better reconcile work and family.

RESEARCH CONCLUSION AND LIMITATIONS

The objective of this research was to test the variables that could explain the reconciliation between work and family among women employed in the city of Goma. The balance between work and family was measured through a WFC questionnaire, called the family work questionnaire of the Regional Conference of Elected Officials of Abitibi Temiscamingue, composed of 30 items.

The results of the principal component analysis made it possible to identify 8 components of the reconciliation between work and family among working women in Goma city. These are “Family support and external services to help working women with their family commitments”; “Reconciling a wife’s working hours with those of her husband”; the “Flexibility of working hours to manage the constraints related to household chores”; the “Managing the constraints associated with transporting women and their children”; the “WFC perceived by working women and their colleagues”; “Ability to face the unexpected wit for their children”; the “Spouse and colleagues support when needed” and the “Estimated financial losses resulting from the satisfaction of household expenses”. The analyzes indicate an average WFC score of 59.3%, with a minimum score of 30% and a maximum of 80.9%. In other words, working women are moderately successful in reconciling work and family.

The results of the analysis of variance show a significant link between the age of the worker, her level of education, her marital status, household size, household income, motherhood (the number of children) and the WFC.

Despite the importance of the results, certain limitations litter the present study, without however compromising its validity.

First, the weakness of the sample, given the importance of the research field and the requirements of a good factor analysis, certainly biased certain conclusions. This weakness was due to the choice of a high margin of error (5%).

Secondly, the KMO index obtained to validate our measurement scale is not very satisfactory. Nevertheless, as this was an exploratory step, this index could be improved by future research.

Finally, the WFC being a subjective, multidimensional, even affective concept, this research was carried out with the aim of highlighting the components of this construct, particularly for women workers in Goma city. Like all exploratory research, this one does not seek the generalization of results but rather, it seeks to make a link between sometimes unconscious factors.

Thus, future research could follow with a view to perfecting this research on WFC in working women, both theoretically and empirically. Some studies can help in this perspective. For example, an approach to constructs by confirmatory analysis, thanks to the use of structural equations instead of regression, could make it possible to go further in the refinement of this concept, as well as in the results interpretation which derives from it.

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