The Influence Of Multiple Role Conflict And Work Stress Toward Performance Of Female Employees In Regional Government Of Pasuruan Regency

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Abstract: *The couples ofa family have tendency work schedule each other (duel career) which is not only because of the demands household's economic needs but also as a way for self-actualization in the community in accordance with the field of knowledge they learn.The risk of their activity is lack of time with family which can lead to a long conflict such as family conflict, work conflict until getting work stress and lead to less optimal performance results. This research aims to analyze the effect of multiple role conflicts and work stress toward performance. The subject of this research is female employees of the Regional Government of Pasuruan Regency. This research uses purposive sampling technique based on the criteria of female employees who are married and have children. Survey method usesthe method of data collection by distributing questionnaires to 100 respondents The data analysis technique used in this research was multiple regression test with SPSS program and classical assumption test with Eviews program. The results of this study indicate that; 1) The influence simultaneity of both multiple role conflict variable and job stress variable toward the performance of female employees, 2) Family Conflict Work does not significantly influence toward the performance of female employees.*
Keywords: *Multiple Role Conflict, Stress, and Female Employee Performance*

I. Introduction

The tendency of couples working together (dual-career) not only because of the demands of the household's economic needs but also as a way for self-actualization in the community in accordance with the field of knowledge they learn. The risk of their activity is lack of time with family which can lead to a long conflict. Work-family conflicts signing that the collision between responsibilities in work at home or household life (Frone & Cooper, 1994). Employees who cannot balance their time for family or work matters can lead to conflicts such as family conflict, work conflict until getting work stress and lead to less optimal performance results. In one part women are required to be wives and housewives who take care of the family with responsibility, while in the other they must work in accordance with the demands of the company. It probably creates a problem or contradictory because roles as housewife and women career. The difficulty of balancing family and work affairs can lead to family conflict – work. For example, Problem created from home can convey in the office and the influence of employee performannce or vice versa job demands to solve the problem in work can lead to family conflict. Moreover, as civil servants who work to serve the community,they must show high performance and be loyal to the tasks that have been set. The number of household matters faced sometimes affect the conditions at work, for example, the woman feels guilty or was worried because she has left her family to work, depressed because of the limited time for family and workload that is too much will disturb the mind and mental of employees especially women who are working.

The existence of work and family demands creates role conflict that must be considered as the forming factor of stress in the workplace. Even though, there are factors from outside which the organization should also pay attention to this because more increase duty in the workplace it probably increasing stress too by a female employee. Work-family conflicts have the effect of disrupting work activities and lessquality of relationships or less harmonious.

This research aims to 1). The influence of all variables as work-family conflict (X1), family-work conflicts (X2) and job stress variables (X3) simultaneously toward the performance of female employees (Y) Pasuruan District Government. 2). The influence of family conflict (X1), work conflict (X2) and work stress

(X3) significantly influence the performance of female employees (Y) of the Regional Government of Pasuruan Regency.

II. Theoretical Review

Previous Research

Previous research conducted by Cynthia Imelda Tjokro and Jean Rosa Asthenu (2009) in the research "The Influence of Multiple Role Conflict and Job Stress toward Nurse Performance of the General Hospital of DR. M. Haulussy Ambon "concluded that multiple roles conflict has a positive influences on work stress while work stress negatively influences the performance of nurses.

Leftysia Josella (2012) which testing the influence of work conflict on family and family conflict on work with the performance of female employees at PT Fabindo Sejahtera concluded that the relationship between work conflict and family with work performance was negative, weak and significant; while there is no relationship and not significant between family conflict with work and work performance.

Meanwhile, according to Ida Ayu Widyaningrum (2017) research entitled "The Influence of Multiple Role Conflict and Job Stress on Female Employee Performance at Supermarkets Era Mart 5000 in Samarinda" shows that: (1) work-family conflict and work stress together have a positive effect on employee performance, (2) through the calculation of standardized coefficient (beta) can be stated that job stress is the dominant variable influencing performance, (3) through testing the correlation coefficient (R)) stated that the three variables have a moderate level of relationship

Conflict

In essence, conflict can be defined as all kinds of interactions between two or more parties. According to Gillin & Gillin (1948) that Conflict is a social process where individuals or groups to achieve their goals by directly challenging others by means of violence or threats of violence. In short meaning it can be said that conflict refers to the struggle between competing parties, trying to achieve goals, trying to eliminate opponents by making the other party powerless.

The idea of conflict is basically to defeat the others - configure. However, in its development, conflict is not only meaning as a mere form of physical disputes. Conflicts can occur because of some difficult differences to reach common ground such as knowledge, beliefs, culture and customs. The conflict actually becomes functional and can also be dysfunctional. Conflict can only improve and worsen individual and organizational achievements depending on the management of the conflict.

Multiple Role Conflict

Multiple roles are two or more roles that are run at the same time. In this case, the role in question is the role of a woman as a wife for her husband, mother for her children, and the role of a woman who has a career outside the home. This multiplerole is carried out along with the traditional role of women as wives and mothers in the family such as being a husband's partner in fostering a household, providing household needs, and caring for and educating children
(Denrich Suryadi, 2004).

Multiple role conflicts arise when women feel the tension between the role of work and the role of the family. Greenhaus and Beutell (1985) in Aryati (2003) there are three types of dual role conflict, namely:
a. Time-based conflict. The time needed to carry out one of the demands (family or work) can reduce the time to carry out other demands (work or family).
b. Strain-based conflict. Pressure from one of the roles influences the performance of other roles.
c. Behavior-based conflict. Associated with discrepancies between behavioral patterns and those desired by both parts (work or family).

Family-work conflict

Howard (2008) stated that family-work conflict occurs when there is a discrepancy between one role and another (inter-role conflict) where there is a different pressure between roles in the family and at work. In line with this, Greenhaus& Beautell (1985) defines work-family conflict as an inter-role conflict that occurs where the role pressure of family and work is different. Work-family conflict occurs when there are conflicting expectations felt by individuals towards their roles so that fulfillment of needs is difficult to fulfill (Newcomb, 1981).

Netmeyer, Mc Murrian & Boles (1996) suggests that there are conflicting role responsibilities from work and family that cause conflict. Work-family conflict has a relationship with the negative impact on work in terms of job satisfaction, work burnout, and turnover (Greenhaus, Parasuraman & Collins, 2001; Howard, Donfrio, & Boles, 2004) which also relate to work, life and satisfaction distress marriage (Kinnunen & Mauno 1998).

By the explanation above, it can be concluded that work-family conflict is a conflict that occurs in individuals who have two or more roles that cause imbalances in both roles so that they are not able to meet the needs, demands of each role.

The concept of Work-Family Conflict
The concept of dual role conflict can be divided into two forms (Frone, 1992; Adekola, 2010), namely:
a. Work Interference with Family
Conflicts that occur when work activities interfere with individual responsibility in the family environment. For example, individuals bring homework and try to solve it at the expense of family time (Noor, 2003). The effects of mood and stress experienced in the work environment also make individuals not focus on resolving their role demands in the family environment (Williams & Alliger, 1994; Adekola, 2010). In addition, individual career growth in his work will cause individuals to increase their commitment in fulfilling job demands so that family demands are not fulfilled optimally (Hall, 1972; Adekola, 2010).

b. Family Interference with Work
Conflicts that occur when roles and responsibilities in the family interfere with work activities. For example, individuals who cancel important meetings because their children are sick (Noor, 2004). In addition, it is stated that gender differences are also things that influence the emergence of family conflicts. Given that childcare is usually carried out by women, the existence of a working wife can lead to more family conflict (Voydanoff, 1988; Adekola, 2010).

Work stress
Job stress is an adaptive response linked by individual psychological characteristics and processes that are a consequence of any external action, situation or event that places a particular psychological and / or physical demand on someone (Ivancevich and Matteson, 1980). Job stress has a positive or negative impact. The positive impact of work stress at a low level to moderate level is functional in the sense that it acts as a driver for the improvement of employee performance while the negative impact of work stress at a high level is a decrease in drastic employee performance (Gitosudarmo and Suditta, 1997).

Gitosudarmo and Suditta (1997) that categorize the symptoms of work stress into several aspects, including high workload, absentee level, a late entry to work, pressure from superiors, achievement and decreased productivity, tension and errors and decreased the quality of relationships.
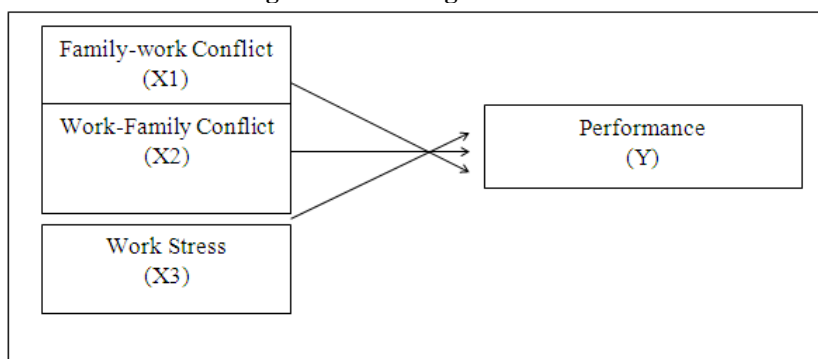
Performance
There are a number of notions of performance according to experts that will be described below.Optimizing human resources is the main focus of the organization in improving performance. So that it can be said that human resources (HR) become a key factor in order to obtain good performance.Performance is a function of motivation and ability. To complete a task or job one must have a certain degree of willingness and level of ability. Willingness and skill of someone is not effective enough to do something without a clear understanding of what will be done and how to do it (Hersey and Blanchard, 1993)

By some understanding of performance according to the experts it can be concluded that the performance of employees is the work done by someone in an organization in order to achieve the desired goals of an organization and minimize losses or performance is the willingness of a person or group of people to do something activities and perfect them according to their responsibilities with the expected results.

Framework
The thought framework used in this study are as follows:
Figure 1: Thinking Framework

Hypothesis Development

H1: The influence simultaneously all variables both family-work conflict (X1), work-family conflict (X2) and work stress variables (X3) toward the performance of female employees (Y) of the Regional Government of Pasuruan Regency.

H2: The influence work-family conflict (X1), family-work conflict (X2) and work stress (X3) together have a significant toward the performance of female employees (Y) of the Regional Government of Pasuruan Regency.

III. Research Methods

Type and Design of Research

This research uses descriptive analytical method through a survey approach. According to Nazir (1996: 63) that descriptive method is a method of testingthe status ofa group of people, an object, a set of conditions. Therefore, the analytical descriptive method aims to create a systematic, factual and accurate description of the facts, traits, and relationships between phenomena which are investigated in detail to produce recommendations for future needs.

Research Variable

Table 1: Research Indicators

Variable	Information	Indicator
Family-Work Conflict (X1)	Family problems that disturb with work	a) pressure as parents, b) lack of wife involvement c) work interventions.
Work-Family Conflict (X2)	Work problems that disturb families	a) demands a lot of tasks b) busy with work c) lack of family togetherness
Work Stress (X3)	An imbalance between personality characteristics and job characteristics	a) workload b) demands/pressure from superiors c) decreased levels of interpersonal relationships
Performance of women employee (Y)	Work results achieved by a person or group of people in accordance with the authority/responsibility of each employee during a certain period	a) Decreased achievement and productivity b) Late entering work c) Quality of work d) Commitment

Population and Sample

The population in this research were female employees of dual career couples in the Regional Government of Pasuruan Regency. In the sample research is a part of the population that has relatively similar characteristics and is considered to be able to represent the population. In determining the required sample using a formula that has been developed by Hair et al (1995) in Augusty Ferdinand (2002). Sampling was carried out by nonprobability sampling method with purposive sampling technique where sampling was conducted based on the specified criteria, including:

a. Female employee

b. Already married or have been married

c. Minimum work period of 2 years

d. Employee age between 20-30 years

The sample used in this research was as many as 100 female employees from a total of 250 female employees in the Regional Government of Pasuruan Regency.

Method of collecting data

In this research, the author uses the following data collection methods:

1. Primary data collection is done through a questionnaire in a self-administrated survey namely, the respondents were asked to fill out the questionnaire themselves. A questionnaire is a way of collecting data by giving a list of questions to respondents to be examined (Hasan, 200: 96). A questionnaire is provided for female employees who are married or have been married to the Pasuruan Regency Government through direct observation from the field that is in accordance with the desired Purposive Sampling criteria.

2. Secondary data collection Data is obtained by interviewing and recording information contained in journals or library materials related to research topics either through literature studies or internet sites.

Analysis Method

In order for a data collected to be useful, it must be processed and analyzed first so that it can be used as a basis for decision making. The purpose of the data analysis method is to interpret and draw conclusions from the amount of data collected. The data analysis method used is:

a. Qualitative data analysis is a form of analysis based on data expressed in the form of descriptions. This qualitative data is data that can only be measured directly. Likert scale is used to measure attitudes, opinions, and perceptions of a person or group of people about social phenomena. With this scale, researchers can find out how the responses given by each respondent to questionnaires for Multiple Role Conflict Questionnaire, Job Stress and Female Employee Performance. The score given is as follows:

a) Strongly Agree (SS): 5
b) Agree (S): 4
c) Neutral (N): 3
d) Disagree (TS): 2
e) Strongly Disagree (STS): 1

Furthermore, the category is applied to each variable based on the average score obtained.

b. Quantitative data analysis is a form of analysis that uses numbers and calculations with statistical methods, then the data must be classified in certain categories by using certain tables to simplify the analysis, namely the analysis of classical assumptions using Eviews and regression analysis using SPSS for Window program. The following is the second explanation of the analysis:

Analysis of classical assumption tests
Classic assumptions are the requirements that must be met in the OLS linear regression model so that the model becomes valid as a predictor. Coefficient regression analysis requires various assumptions so that the model can be a good predictor. But researchers often face problems in the model
The following types of classical assumption tests on linear regression include:

Assumption of normality
The normality test is to see whether the residual value is normally distributed or not. One test of the error factor normality is Jarque-Berra or J-B test

Assumption of heteroscedasticity
Heteroscedasticity test is used to see whether there is a variance inequality from residual one observation to another observation. There are several testing methods that can be used, one of which is the Glejser test.

Assumption of autocorrelation
A good regression equation is not having autocorrelation problems. If autocorrelation occurs, the equation becomes bad or not suitable for prediction. The results are in determining whether there is an autocorrelation problem with the Breusch-Godfrey (BG) test.

Assumption of Multicollinearity
Multicollinearity tests are conducted to see whether or not there is a high correlation between independent variables in a multiple linear regression model. One way to detect the presence of multicollinearity in a model is the pairwise correlations method.

Regression analysis
Used to determine the effect of the independent variables researched on the dependent variable. Systematically, the function of the linear regression equation can be formulated as follows:
$Y = \alpha + \beta1X1 + \beta2X2 + \beta3X3$
Information :
Y   = Performance of female employees
α   = Constants
X1   = Family Work Conflict
X2   = Work Family Conflict
X3   = Work Stress
β1,2   = Regression Coefficient

IV. Research Result
Classic assumption test
Take the next step is to assume that the model can be used as a good predictor, whether there are problems or not, it contained in the classical assumption test. As for the data processed using the EVIEWS 3.1 program so that it can be summarized in the following table:

Normality Test
Figure 2: Graph of Normality Test Output
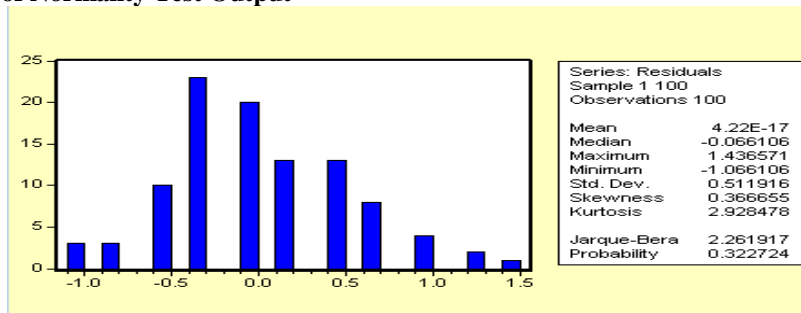
Heteroscedasticity Test

Figure 3: Heteroscedasticity Test Output

Dependent Variable: RESABS
Method: Least Squares
Date: 07/06/18   Time: 20:39
Sample: 1 100
Included observations: 100

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	0.243420	0.140827	1.728498	0.0871
X1	-0.065769	0.041268	-1.593681	0.1143
X2	0.109891	0.047236	2.326408	0.0221
X3	0.026121	0.044692	0.584463	0.5603

R-squared	0.073787	Mean dependent var	0.410703
Adjusted R-squared	0.044843	S.D. dependent var	0.302783
S.E. of regression	0.295916	Akaike info criterion	0.441696
Sum squared resid	8.406366	Schwarz criterion	0.545903
Log likelihood	-18.08481	F-statistic	2.549302
Durbin-Watson stat	1.748179	Prob(F-statistic)	0.060280

Multicoliniearity Test

Table 2: Multicollinearity Test Output

Correlation Matrix				
	X1	X2	X3	
X1	1.000000	0.444613	0.250335	
X2	0.444613	1.000000	0.399766	
X3	0.250335	0.399766	1.000000	

Autocorelation Test

Figure 4: Autocorrelation Test Output

Breusch-Godfrey Serial Correlation LM Test:

F-statistic	2.173704	Probability	0.119441
Obs*R-squared	4.420461	Probability	0.109675

Test Equation:
Dependent Variable: RESID
Method: Least Squares
Date: 07/05/18   Time: 21:25
Presample missing value lagged residuals set to zero.

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	-0.054219	0.249402	-0.217397	0.8284
X1	-0.021368	0.074453	-0.286997	0.7747
X2	0.055456	0.086216	0.643223	0.5216
X3	-0.009963	0.077806	-0.128043	0.8984
RESID(-1)	0.207601	0.107624	1.928948	0.0568
RESID(-2)	-0.121437	0.107159	-1.133235	0.2600

R-squared	0.044205	Mean dependent var	4.22E-17
Adjusted R-squared	-0.006636	S.D. dependent var	0.511916
S.E. of regression	0.513612	Akaike info criterion	1.563426
Sum squared resid	24.79690	Schwarz criterion	1.719736
Log likelihood	-72.17128	F-statistic	0.869482
Durbin-Watson stat	2.018017	Prob(F-statistic)	0.504732

The following discussion on the classical assumption test for independent variables using Eviews shows that:
1. The normality test is carried out to see whether the residual value is normally distributed or not and in the data testing the assumption of normality is completed. This is indicated by the value of probability> α which is 0.322724.
2. Heteroscedasticity test is used to see whether there is a variance inequality from residual one observation to another observation, and heteroscedasticity does not occur in data testing. This is indicated by the F-statistic <α, which is 0.060280

3. Multicolinearity tests are conducted to see whether or not there is a high correlation between the independent variables in a multiple linear regression model, and in the data testing, there is no multicollinearity in the regression model. This is indicated by the absence of variables that have a value of more than 0.8.

4. Autocorrelation test is conducted to see whether the regression equation is feasible or not suitable to be used for prediction, a good regression equation is not having autocorrelation problems and free testing of autocorrelation problems. This is indicated by the value of probability> α, which is 0.109675

5. Conclusion: it can be assumed that the model can be used as a good predictor because there are no problems contained in the classical assumption test.

Multiple Linear Regression Test with SPSS

Table 3: Annova Output

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9.616	3	3.205	11.861	.000[b]
	Residual	25.944	96	.270		
	Total	35.560	99			

From the output it is known that the F value calculated = 11.861 with a significant level of 0.000 <0.05, then the regression model can be used to predict performance variables or in other words there is an influence of work-family conflict variables (X1), family work conflict (X2) and job stress (X3) on employee performance (Y)

Table 4: Output Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.042	.247		4.212	.000
	X1	.015	.072	.020	.203	.840
	X2	.236	.083	.294	2.848	.005
	X3	.261	.079	.317	3.324	.001

From the table above can be known the multiple linear regression equation as follows:
Y = 1042 + 0.015X1 + 0.236X2 + 0.261X3
The regression equation model that can be written from the results in the form of a regression equation is as follows:

1. The regression coefficient (β) X1 of 0.015 means that the work-family conflict (X1) has a positive influence on the performance of female employees in the regional administration of Pasuruan Regency.

2. The regression coefficient (β) X2 of 0.236 means that family-work conflict (X2) has a positive influence on the performance of female employees in the local government of Pasuruan Regency (Y).

3. The regression coefficient (β) X3 of 0.261 means that work stress (X3) has a positive influence on the performance of female employees in the regional administration of Pasuruan Regency (Y).

The multiple linear regression equation above shows that the variable family work conflict (X1), family work conflict (X2) and work stress (X3) variables simultaneously or together have a positive influence on employee performance (Y). it can be concluded that the increasing work family conflict (X1), family work conflict (X2) and work stress variables (X3) will further improve employee performance (Y).

The calculation results of standardized coefficients (Beta), it is known that the value of X3 (work stress) of 0.317 is greater than that of the other two variables, namely X2 (family work conflict) of 0.294 and X1 (work family conflict) of 0.020. So that it can be stated that job stress (X3) is the dominant variable influencing employee performance (Y).

Based on the significance value, from the table coefficients only family work conflict variables (X1) which have a significance value above 0.05, this can mean that work family conflict (X1) does not significantly influence the performance of female employees in the regional administration of Pasuruan Regency (Y) in other words if there is a conflict within the family, it will not affect the work that automatically intersects with the employee's work, so that it is suspected that employees are professionally able to sort out good time while with family and while working.

V. Discussion

H1: Work conflict (X1), work family conflict (X2) and work stress variables (X3) simultaneously influence the performance of female employees (Y) of the Regional Government of Pasuruan Regency.

The hypothesis is accepted because all variables both multiple role conflict variables and job stress variables simultaneously influence the performance of female employees of the Regional Government of

Pasuruan Regency. This is indicated by F count of 38,774 with a significant level of 0.00. This means that the work achieved by female employees of the Regional Government of Pasuruan Regency is not in accordance with the authority / responsibility of each employee during a certain period, this occurs due to pressure as parents , the number of task demands and the duty burden.

H1: Work conflict (X1), Work family work conflict (X2) and work stress variables (X3) simultaneously influence the performance of female employees (Y) of the Regional Government of Pasuruan Regency.

The hypothesis was rejected, because the Family Work conflict did not significantly influence the performance of female employees of the Regional Government of Pasuruan Regency. This is shown by the result of t count of 0.203 with a significance of 0.840. That is, female employees of the Regional Government of Pasuruan Regency are able to fulfill responsibilities in the family so as not to interfere with work activities and performance in the organization.

VI. Conclusion& Suggestions

Conclusion

This research produces several conclusions that can answer the formulation of the problem, namely:
1. Multiple role conflict variables and job stress variables simultaneously influence on the performance of female employees of the Regional Government of Pasuruan Regency. This is indicated by F count of 38.774 with a significant level of 0.00.
2. Family Conflict Work has no significant effect on the performance of female employees of the Regional Government of Pasuruan Regency. This is shown by the result of t count of 0.203 with a significance of 0.840.

Suggestion

Based on the results of the research, as for the suggestions and input that want to give is as follows:
1. For female employees of the Regional Government of Pasuruan Regency (who are married) it is advisable to be able to improve their performance as professional employeeswhich is certainly needed to support organizational performance. This increase in the performance of the interest begins with each individual who must be able to balance work and family affairs.
2. For further research suggested that the researcher further add the independent variables in order to be able to provide almost all the information needed to predict the variation of the dependent variable because viewed from the goodness of fit that the R square value or terminated coefficient is fairly low at 27% .

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