

## **The Effect of Multiple Role Conflict on Performance with Work Stress as an Intervening Variable and Its Implications of Female Employees Career**

(Study P No Office of Women's Empowerment, Child Protection, Control Population and Family Planning Kabupaten Tabalong)

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### **ABSTRACT**

Conflict dual role or Work-Family Conflict in women who work not be avoided, because they relate very strongly with depression also with the traditional roles of women, which until now was not inevitable and unavoidable, because the number of workers or female employees who are closely related to the responsibilities of the manage the household and raise children in the family.

There are two problems faced by women in multiple role conflict, in this case on one side of the work conflict - the family has the effect of decreasing household / family life, and on the other hand disrupts work activities. Based on the data obtained in this study, j otal Employees at the Department of Women's Empowerment, Child Protection, Control Population and Family Planning Tabalong the research object of this, especially for female employees amounted to as many as 35 people were sampled at the same time of the study population. The results of the study found that based on :

H1: Multiple role conflict has a positive effect on work stress and the performance of female employees is declared acceptable.

H2 : Work Stress as a variable intervening conflict dual role with performance, acceptable.

H 3 : Performance spirit of positive about Career Development, is acceptable.

**Keywords:** Multiple Role Conflict, Job Stress, Performance and Development Career

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### **I. INTRODUCTION**

An unfavorable economic situation makes every family in Indonesia have to work hard to meet their daily needs. At this time not only husbands have to work to meet the needs of their families, but many wives also work as employees or employees. Women who in antiquity only act s e like a mother who takes care of ru mah stairs and her children , now has a second role is as a woman who worked in government agencies as well as companies private . The demand to support the household economy is one reason for women to work (Anoraga, 2002 ; 25 ).

Women working or also referred to as career women are associated with jobs that make money, this is because women tend to also want to get a job, income, position, and so on. The term career woman is not right if it is aimed at all women who work in the office, it is not always like that, working whatever is earning income and progress in their lives is a career that is all jobs or positions that belong to (or held during one's work life) ( Susilo, 2000 ; 90 ).

Being a career woman is the desire of women, single women, women yan g has been married would want to be a career woman, had a job to make money and occupy a certain position or positions. This condition is in line with the concept of emancipation, where women also want to be respected as men, besides the demands of life that are increasingly increasing also encourage women to work.

Being situation dual role a woman can be perceived by looking at the increasing number of women who occupy certain positions in a variety of jobs. This can result in multiple role conflicts. Multiple role conflict is a conflict that arises from two roles in the household.

With dual role conflict intensity high, a working mother will experience a decline in its performance as a working mother will shortly g experienced depression, increased stress, increased physical complaints, and low energy levels.

Amid the increasing employment opportunities for women in various fields of work and can get high education, there are still stories that women often choose to stop working or stop going to school especially after having a family. In reality dual roles have severe consequences for women. On the one hand women earn a living to help their husbands even in certain cases women are more reliable in providing support and on the other hand women must be able to carry out their responsibilities as wives and mothers. However the dual role of women is not an impossible choice and this often impacts their attitude towards work.

Multiple role conflict or in other terms Work-Family Conflict for women who work and can not be avoided, because it is very strongly associated with depression as well as the traditional role of women who until now cannot be avoided, because it deals with the responsibility of regulating homes and raising child. Davis et al (2002 ; 75 ), the demands of work are related to the pressure that comes from excessive workload and time, such as work that must be done in a hurry and deadline. Family demands related to the time needed to handle household tasks and take care of children are determined by the size of the family, the composition of the family and the number of family members who have dependence on other family members.

There are two problems faced by women in multiple role conflicts, in this case on the one hand the family work conflict has the effect of decreasing household / family life, and on the other hand disrupts work activities. As with the Women's Empowerment Agency, Child Protection, Population Control and Family Planning in Tabalong District, the success of government agency performance can be seen from the performance of its employees. Oleh therefore, agencies of government demands that its employees were able to show optimal performance for both the poor performance achieved by the employees, especially the effect on the performance of service and the overall success of the government agencies.

When the Head of the SKPD does not involve the issue of multiple role conflicts into policies relating to employees, female employees in these government agencies will experience difficulties in balancing career and family. This can increase pressure on employees, this pressure can affect performance and reduce employee productivity which has a direct impact on the tasks of public services and administrative tasks that they carry out.

The empirical evidence supporting the existence of a relationship / influence between the dual role conflict and work stress on the performance of employees, among others, research Fermayani (2018) which showed that the con Flik dual role ber influence positively and significantly negative and significant to the performance of an employee. Job stress has a negative and significant effect on employee performance. .

In contrast to the results of the above research, research conducted by Indriyani (2009) shows the results that multiple role conflict has a positive and significant effect on the performance of female nurses. Work stress has a positive effect and is significant for women's care performance Research that a right writers are doing this is to discuss the influence of the double role conflict and work stress on employee performance women. Based on the description above, this study entitled "The Effect of Dual Role Conflict on Performance and Job Stress as an intervening variable and its implications for Female Employee Careers (Study at the Office of Women's Empowerment, Child Protection, Population Control and Family Planning in Tabalong District)".

#### GENERAL PROBLEMS

Based on the above, the formulation of the problem in this study as follows: a) Is the conflict dual role is partially air- influence positively on job stress and employee performance women Office of Women's Empowerment, Child Protection, Control Population and Family Planning Ka regencies Tabalong? b) Is Job Stress an intervening variable of dual role conflict and performance of female employees of the Women's Empowerment Office, Child Protection, Population Control and Family Planning in Tabalong District? c) Does performance have a positive effect on the career of female employees in the Women's Empowerment Office, Child Protection, Population Control and Family Planning in Tabalong District?

#### T RESEARCH EXAMINATION

Based on the formulation of the problem that has been raised, the objectives of this study are as follows: a) To find out and analyze the influence of multiple role conflict on work stress and the performance of female employees of the Women's Empowerment Service, Child Protection, Population Control and Family Planning Tabalong District. b) To find out and analyze whether work stress is an intervening variable between multiple role conflict and the performance of female employees in the Women's Empowerment Office, Child Protection, Population Control and Family Planning, Tabalong District. c) To find out and analyze the influence of Performance on the career development of female employees of the Women's Empowerment Office, Child Protection, Population Control and Family Planning, Tabalong District.

## RESEARCH BENEFITS

The benefits of this research can be viewed from two aspects, namely : a) Theoretically, this research is expected to be able to contribute to science, especially in the field of Human Resources in this case related to multiple role conflict , work stress , performance and career development female employee. b) Practically, this research is expected to be an input for local government agencies, especially those relating to matters relating to multiple role conflict, work stress, performance and career development, especially female employees.

## II. LITERATURE

Previous research

Following are some of the previous studies and the results of their research

Riche Fermayani (2018 ) in his research entitled "The Effect of Double Role Conflict on Employee Performance at PT. Perkebunan Nusantara V "with the conclusions of the dual role conflict negative and significant effect on employee performance. Job stress has a negative and significant effect on employee performance. The equation in this study is to use multiple role variables and work stress, while the difference is in the object of research, previous research on female employees of private agencies while in research conducted by researchers on female employees of government agencies.

Dinnul Alfian Akbar (2017) in his research entitled " Conlik the Dual Role of Women and Job Stress " the results of the research conclusions that cause multiple role conflict is the lack of time for family and community. The thing that causes stress on female employees / employees is excessive workload, and climate in the work environment. The equation in this study is both using multiple role variables and work stress, while the difference is in the Performance variable.

Monique P. Kalendasang et al (2017) the title "Relationship Conflict Nurse Women's Dual Role as a Care Giver with Job Stress inpatient room DR.VLRatumbusang Mental Hospital of North Sulawesi province" with the results of the researcher 's are conflicted relationship pe ran double-nurses with work stress. The equation in this study is to use multiple role variables and work stress, while the difference is in the object of research, in previous studies on female nurses in the health sector while the research conducted by researchers on female employees in the social field.

Kristian Yani Kusuma et al (2017), with the title of the research "Relationship of Multiple Role Conflict and Job Stress with Organizational Workers' Housekeeping Commitments" the results of the study: There is a relationship between multiple roles with organizational commitment. There is a relationship between work stress and Organizational Commitment, and there is a relationship between multiple role conflict and work stress with organizational commitment. The equation in this study were using the same variable multiple roles and work stress, while the difference is in the earlier study discusses the dual role, the stress of work and commitment org a ization, whereas in the study conducted by researchers in this study is a double role, the stress of work and the performance.

Wahyuni Awalya Nahwi (2017) with the title "The Effect of Dual Role Conflict on Women's Performance with Job Stress as an intervening variable in PT. Telecommunications Indonesia Tbk" with conclusions Multiple role conflict has a positive and significant effect on Performance. The equation in this study is to use multiple role variables and work stress, while the difference is in the object of research, in previous studies on female employees in state-owned companies while in research conducted by researchers on female employees of government agencies.

Astrani Mahareni (2015) in her research entitled " The Effect of Multiple Role Conflicts and Fear of Success on Women's Performance plays a dual role" Results of conclusions Multiple role variables and Fear of Success have no effect on women's performance. The equation in this study is to use multiple role variables and performance, while the difference is that previous studies used multiple role variables, fear of success and female employee performance, whereas in the research conducted researchers used multiple role variables, work stress and female employee performance Government agencies.

Desi Wulandari et al (2014) with the research title "The Relationship between Dual Role Conflict and Job Stress in Married Female Nurses" with conclusions there is a significant relationship between multiple role conflict and work stress on married nurses. The equation in this study is to use multiple role variables and work stress, while the difference is in the performance variable, in the previous study saw a dual role relationship with work stress, while the research conducted by researchers was to discuss partially the dual role of performance, stress work on performance and simultaneously discuss multiple roles and work stress on performance.

Azazah Indriyani (2009) research title "The Effect of Multiple Role Conflict and Job Stress on Hospital Women's Nurse Performance (Study at Roemani Muhammadiyah Hospital Semarang)" with the conclusions of the research results: Multiple role conflict has a positive and significant effect on work stress. The equation in this study is to use multiple role variables, work stress and performance, while the difference is in the object of research, in previous studies female employees in the health sector while in research conducted by researchers on female employees in the social field.

## **Multiple Role Conflict**

Conflict is something that cannot be avoided by each individual among various different interests where he has the same level and interests, and this conflict occurs a lot in human life without seeing whether he is a man or a teenager, a teenage girl or a woman adult. This conflict can occur within an individual or outside an individual, depending on the choice taken.

According to Clinton F. Fink (in Kartono 1992 ; 73 ) defines conflict as follows:

1) Conflict is antagonistic psychological relations, related to objectives that cannot be adjusted to exclusive and irreconcilable interest-interest, hostile emotional attitudes, and different value structures.

2) Conflict is an antagonistic contraction, encompassing outwardly visible behaviors, from subtle forms of resistance to uncontrolled forms of resistance.

The role is a set of formulas that restrict behaviors that are expected of a holder of a certain position by Agasti (in Aryadi 2006 ; 121 ) every working woman will experience role conflict, in time for the survival of at least k Secondly task of assuming. According to Aryadi, defining that women who have a dual role are women who are faced with the fact that they inevitably have to make a choice between a career outside the home while managing a household, or a career outside without a household.

Goldman and Milman (1969) state that role conflict is a situation where the expectations of one's role come at the same time, both from the individual himself and from the environment, but are contradictory. Multiple role conflict according to Bedeian, Burke and Moffet, 1988; Burden and Goorgins, 1987; Greenhaus and Parasuraman, 1987; Pleck, 1989; and Shinn, 1989, namely: multiple role conflict is evidence that family and work rules indicate a psychological and physical decline in employee welfare.

According to Netemeyer et al (in Hennesy, 2008 ; 64 ) defining multiple role conflict as a conflict arising from work-related responsibilities interferes with demand, time and tension in the family. Furthermore Hennesy (2008 ; 76 ) also provides definitions of multiple role conflicts, namely conflicts that occur when conflicts are the result of work obligations that disrupt domestic life. Gardi Armawan (2006 ; 85 ) defines multiple role conflict as a form of conflict between roles where the pressure of roles in work and family are conflicting, namely carrying out roles in work becomes more difficult because it also carries out roles in the family, and vice versa, carrying out roles in the family it becomes more difficult because it also plays a role in the job.

Factors causing multiple role conflict, including:

Demand for time will be one role mixed with taking part in another role.

Stress that starts in one role that falls into another role is reduced from the quality of life in that role.

Anxiety and fatigue caused by tension from one role can make it difficult for the other role.

Effective and appropriate behavior in one role but ineffective and inappropriate when transferred to another role (Grenhaus and Beutell , 1985).

From several conceptual opinions that can be used as a reference to measure multiple role conflict, namely: work interfere with family , mixed work problems with family. Family intefere with work , mixed family problems with work. Job involvement, the extent of involvement in work. Family involvement, the extent of involvement with children and families. Pressure in the family, partner support, pressure and relationships in marriage. Pressure at work, obscurity of roles or obscurity of daily tasks, expectations, work goals.

Multiple role conflict arises when women feel the tension between the role of work and the role of the family, Grenhauss et al (1985) in Nyoman Triaryati (2003 ; 174 ) there are three types of role conflict or not, namely:

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).

Starin-based conflict Pressure from one of the roles influences other performance. Behavior-based conflict Associated with a mismatch between behavior patterns and those desired by both parts (work or family).

Multiple role conflicts can be seen through:

Conflict of work - family (work-family conflict)

Frone (1992) defines conflict of jobs tied a RGA as role conflict occurring in employees, which on the one hand he had to do the work in the office and on the other hand have to pay attention to the family as a whole, making it difficult to distinguish between the work of men gganggu family or family interfere pekerjaan . Job-family conflicts occur because employees strive to balance the demand and pressure that are generated, both from the family and from the work.

According to Nyoman Triaryati (2003 ; 176 ), job demands relate to pressures that come from excessive workload and time, such as work that must be completed in a hurry and deadline.

According to Boles (200 1), the indicators of work-family conflict are work pressure, many demands of the task, lack of family togetherness, busy with work, conflict of commitment and responsibility to the family.

Grenhauss and Beutell in Anafarta (2011 ; 93 ) define work-family conflict as a form of role conflict where the demands of mutual work and family roles cannot be equated in several respects. While Natemeyer et

al (in Yavas et al, 2008 ; 138 ) defines the work-family conflict as a form of conflict in mana general demand, time and tension that comes from work interfere with the employee's responsibility to family.

Work-family conflict is a form of inter-role conflict where the pressure of roles from work and family domains is contradictory in several respects (Greenhaus & Beutell, 1985), so participation in the domain becomes more difficult due to the demands of participation in other domains and vice versa. Work-family conflicts are considered bi-directional, that is, work can interfere with the family (work-to-family conflict, WFC) and the family can interfere with work. (family-to-work, FWC).

According to Boles et al (in Indriyani, 2009) indicators of work-family conflict are:

Work pressure

Number of task demands

Lack of family togetherness

Busy with work

Commitment conflicts and family responsibilities

Family -work conflict

According to Frone (1992), indicators of family-work conflict are pressure as parents, marital pressure, lack of involvement as a wife, lack of involvement as parents, and work interventions.

Work family conflict refers to a form of role conflict in general demands of the time for the family, and the tension created by the family of the employee's responsibility to interfere with the work (Natemeyer et al, in Yaves et al, 2008: 1 10).

Greenhaus and Beutell (1985), as quoted by Daalen, Willemsen and Sanders, (2006) define family-work conflict as a conflict in which the role of work and family domains are conflicting in several ways. Conflict is understood to arise when someone has to do many roles, such as workers, spouses, and parents. Each of these roles imposes demands on their old players, requires time, energy and commitment. They report that, as work family conflict originates from various conditions, various forms of conflict are distinguished.

According to Frone e t al (in Indriyani, 2009) indicators of family conflict - work is:

Pressure as a parent

Pressure as a parent is a workload as a parent in the family. The burden borne can be in the form of the burden of domestic work because it cannot help and get hit by the child.

Marital pressure

Marriage pressure is a burden as a wife in the family. The burden borne can be in the form of domestic work because the husband cannot help, there is no husband's support and the attitude of the husband who takes the decision is not jointly.

Lack of involvement as a wife

Lack of involvement as a wife measures a person's level in psychologically siding with her role as a spouse (wife). Involvement as a wife can be in the form of willingness as a wife to accompany her husband and when needed by a husband.

Lack of involvement as parents

Lack of involvement as parents measures a person's level in favor of his role as a parent. Involvement as a parent to accompany children and when needed by children.

Interference with work

Job intervention assesses the degree to which one's work interferes with his family's life. Interference with work can take the form of work problems that interfere with relationships within the family.

### **The Effect Between Multiple Role Conflict and Performance**

According to Nete meyer et al. in Hennesy (2008; 156 ) defines multiple role conflict as conflicts arising from work-related responsibilities that interfere with demand, time and tension in the family, and in work can affect performance.

Fridawati (2014) states that the dual role conflict (work-family) had an influence on employee performance be r in a factory environment, despite the non working time shifts are 08:00 am until 16:00 pm.

### **Work stress**

Job stress is an adaptive response, connected by characteristics and / or individual psychological processes that are a consequence of any external action, situation or event that places special psychological and / or physical demands on someone (Ivancevich and Matteson, 1980). Job stress is usually regarded as a negative term, work stress is considered to occur because it is caused by a bad thing but does not always mean that

because the work stress in question is work stress which means a form of individual interaction with the environment. Job stress has a positive or negative impact. Positive impact of work stress at low to high levels.

Lazarus and Launier (1978) stress is a situation that occurs due to the demands of the environment exceeding the capabilities possessed by the individual concerned and the impact can affect the surrounding environment. Rice (1992) stress or tension arises as a result of an imbalance between the person's perception of the demands he faces and his perception of his ability to cope with these demands.

Behr & Ne Wman (in Rice, 1999) work stress is a condition where work goes up and down so that workers carry out the same activity . These interactions and working conditions will affect changes in the physical and psychological functions of a worker.

Cooper (in Rice, 1999) suggests that work stress is the inability to understand or deal with stress, where stress is different for each individual and reacts according to changes in the environment or circumstances.

Rice (1992), a person can experience work stress if:

Affairs of stress experienced by someone also involves the organization or company where the individual works. But the cause is not only within the company, because the problems of the household that are carried into work and the problems of work carried over into domestic affairs can also be a cause of work stress.

Resulting in negative impacts for individuals and companies. Therefore, cooperation between the two parties is needed to resolve the stress problem.

Behr and Newman (in Rice, 1999) have examined a number of studies on work stress and are summarized into 3 types of individual negatives of work stress namely physical symptoms, psychological symptoms, and behavioral symptoms.

a) Physical symptoms of work stress

Which is included in physical symptoms, namely:

- 1) Increased heart rate and blood pressure
- 2) Increased adrenaline and non-adrenaline secretion
- 3) Abdominal disorders arise
- 4) Physical fatigue
- 5) Death
- 6) The onset of cardiovascular disease
- 7) Muscle tension
- 8) Excessive sweating
- 9) Skin disorders
- 10) Headaches
- 11) Cancer
- 12) Sleep disorders

One mas a one who makes the relationship between work, stress, health are some women who work to bring physical health problems into work. This can be related to behavior that is at high risk in the social environment. Workplace conditions can aggravate health problems, although this makes it more real but work is the one that has great health problems.

b) Psychological symptoms of work stress

Which is included in psychological symptoms, namely:

- 1) Tension, anxiety, confusion and irritability
- 2) Feeling frustrated, angry and upset
- 3) Emotions that become sensitive and hyperactive
- 4) Feeling depressed
- 5) The ability to communicate effectively becomes less
- 6) withdrawal and depression
- 7) Feelings of isolation and isolation
- 8) Boredom and dissatisfaction at work
- 9) Mental fatigue and decreased intellectual function
- 10) Decreased self-esteem

Most likely the prediction of the effect of work stress is job dissatisfaction. When this occurs, someone feels less motivated to work, does not work well, or does not continue work. These symptoms appear at different stages in the course of the work, and vary from one person to another.

c) Symptoms of behavior from work stress

Which is included in behavioral symptoms, namely:

- 1) Lazy and avoid work
- 2) Performance and productivity decrease
- 3) Increased use of alcohol and illegal drugs
- 4) Conduct sabotage pada job
- 5) Overeating as an escape that can lead to obesity
- 6) Reducing eating as a withdrawal behavior and in combination with depression
- 7) Loss of appetite and sudden weight loss
- 8) Increased high-risk behavior
- 9) Aggressive, brutal and stealing
- 10) Relationships that are not harmonious with family and friends
- 11) The tendency to commit suicide

The description above shows that the symptoms of work stress are complex symptoms, which include physical, psychological, and behavioral conditions. However, these symptoms do not appear at the same time in someone, their appearance is cumulative, which actually has happened in a long time, it's just not detected if it does not show certain behavior.

### **Dimensions of Job Stress**

Cooper (in Rice, 1999) identifies the sources of work stress as follows:

Job Conditions

Job conditions include:

- 1) Work Environment . K ondisi poor work could potentially be the cause of the employee is ill, easily stressed, difficulty concentrating, and decreased work productivity.
- 2) Overload, can be distinguished quantitatively and qualitatively. Told ov e r load quantitatively if the targeted amount of work exceeds the capacity of these employees. As a result the employee is easily tired and is in "high voltage". Qualitatively overload if the work is very complex and difficult, thus seizing the technical and cognitive abilities of employees.
- 3) Deprivational stress , which is a job condition that is no longer challenging, or is not attractive to employees. Usually the complaints that arise are boredom, dissatisfaction, or the work lacks social elements (lack of social communication).
- 4) Work gives high risk . The type of work that give siko highest, or harmful to the safety, for instance, work on an offshore oil mining, soldiers and firefighters, potentially m enimbulkkan stress because of their job every time faced with the possibility of accidents.

Stress due to role

Most employees working, especiall y a women who reportedly worked as the party experiencing stre s higher than den g a n men. The problem is that working women face role conflicts as career women as well as housewives. Especially in the realm of Indonesian culture, women are highly charged role sebaga i housewife is good and true that many career women who feel guilty when I have to work. Feelings of guilt coupled with demands from two sides, namely work and home economy, have the potential to cause women to work experiencing stress.

Interpersonal factor

Interpersonal relationships at work are very important at work. Support from fellow workers, management, family, and friends is believed to inhibit stress.

Career development

Employees usually have various expectations in the life of their work career, which are aimed at achieving and fulfilling the need to actualize themselves. If the company cannot fulfill the employee's need for a career, for example an unclear promotion system, no opportunity to increase income, employees will feel hopeless, growing feelings of uncertainty that can lead to stressful behavior.

Organizational structure

Organizational structure has the potential to be stressful if it is applied rigidly, management neglects employee initiatives, does not involve employees in the decision-making process, and does not have support for employee criteria .

Display of home-work

When work runs smoothly, the pressure at home tends to be eliminated. For most people, the home is a place to relax, gather and rebuild lost strength. However, when silence is interrupted, due to work or conflict at home, the effects of stress tend to increase.

### **Effect of Job Stress on Employee Performance**

Robbins (2006 ; 128 ) states that work stress levels that are able to be controlled can make employees do their jobs better, because it makes them able to increase the intensity of performance, alertness and creative ability, but excessive work stress levels make their performance decrease .

Williams, et al, (2001) in Jane Y. Roboth (2015) argue that high work stress both physical and behavioral are short-term results of job stress work that can affect low employee performance. Job stress on employees is not something that is always bad for employees and their performance, but work stress can also provide motivation for employees to foster a sense of enthusiasm in carrying out every job to achieve a good work performance for the career of employees and for the progress and success of the company.

Price (2003) in Jane Y. Roboth (2015) says that work stress in the workplace is also positively related to employee performance, job stress can create a competitive advantage for companies with good management.

### **Performance**

According to Dessler (2008 ; 84 ) performance is a work achievement, which is a comparison between work results that are tangible to the work standards set.

According Mahson (2006 ; 129 ) the performance of a dalah overview of the level of pen c apaian execution of an activity or program policies in realizing the goals, objectives, vision and mission of the organization as stated in the strategic planning of an organization.

Bernardin and Russell (1993; 237), propose six criteria that can be used to measure performance, namely:

- 1) Quality, is the degree to which the process or results of activities are close to perfection or approaching the expected goals;
- 2) Quantity, is the amount generated, such as the number of rupiahs, the number of units, and the cycle of activities completed;
- 3) Timeliness, the extent to which an activity is completed at the desired time by taking into account the coordination of other outputs, as well as the time available for other activities;
- 4) Cost Effectiveness , the extent to which the use of organizational resources (human, financial, technological, material) is maximized to achieve the highest yield or reduction in losses from each unit of use of resources;
- 5) Need for supervision , is the degree to which a worker can carry out a job function without requiring supervision of a supervisor to prevent undesirable actions;
- 6) Interpersonal Impact , is the degree to which employees have self-esteem, good name and cooperation between colleagues and subordinates.

The six explanations above show that performance connotes the degree of work that can be measured using the standard set, by using instruments developed in the study incorporated in several performance measures, and in this study the performance variable is measured through the six indicators above.

### **Career development**

Career development is an important effort in planning and implies it in achieving goals and balance between the development of individual careers with work capabilities required by the organization. The benefits of career development according to sa msudin (2006) include: a) Meng revealing the potential of individuals, b) Encouraging growth, c) Satisfying individual needs, d) Helping the implementation of plans for agreed activities .

Hedge et al (2006) in Iskandar (2007) factors that shape career development include: a) organizational needs, b) supervisor / leadership role, c) qualifications , and d) reward system .

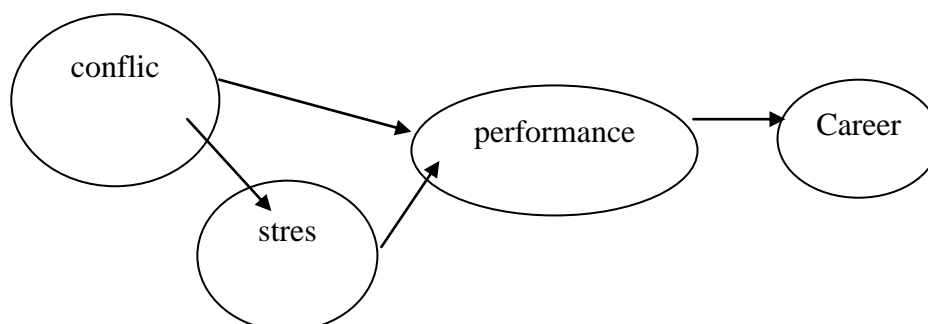
In this study Career Development variables are measured through the emat indicators above.

### **CONCEPTUAL FRAMEWORK**

Based on the stated theoretical foundation, the conceptual framework in this study can be stated as shown in the following chart 1:



Chart 1  
Conceptual framework



### Hypothesis

1. H1: multiple role conflict has a positive effect on work stress and female employee performance .
2. H 2 : Work Stress as a variable inte r vening Conflict dual role with Performance.
3. H 3 : Performance has a positive effect on Career Development.

## III. RESEARCH METHODS

### Types of research

This type of research is explanatory quantitative research that is research that aims to explain the influence of the variables studied by conducting an analysis process to carry out hypothesis testing (Singarimbun and Effendi, 2011 ; 79 ). In this study, the role conflict variable ga n da , job stress , employee performance and career development of women will be tested using SEM analysis-PLS-Warp.PLS 3.0 , then the results of the analysis will explain the purpose of research and hypothesis proposed. .

### Research Place

The place of research was conducted at the Office of Women's Empowerment, Child Protection, Control of Population and Family Planning in Upaten District, Tabalong .

### Unit of Analysis

The unit of analysis in this study are individuals who bers t atus as female employees at the Department of Women's Empowerment, Child Protection, Control P enduduk and Family Planning, particularly female employees who are married.

### Research population and sample

The population in this study were all female employees who were married to the Office of Women's Empowerment, Child Protection, Population and Family Planning Control totaling 35 people. The sampling method used is the method or the entire population census as respondents as many as 35 people of female workers .

### Method of collecting data

The data collection method used in this study was conducted with a questionnaire method that was filled out by respondents who became the study sample and obtained through questionnaires.

### Research variable

The variables in this study consist of exogenous variables and endogenous variables .

The exogenous variable consists of:

Multiple role conflict ( $X_1$  ), measured on:

- 1) Work pressure ( $X_{1.1}$  )
- 2) Number of task demands ( $X_{1.2}$  )
- 3) Lack of family togetherness ( $X_{1.3}$  )
- 4) Busy with work ( $X_{1.4}$  )
- 5) Conflict of commitment and responsibility for the family ( $X_{1.5}$  )
- 6) Pressure as old ( $X_{1.6}$  )
- 7) Marriage pressure ( $X_{1.7}$  )

- 8) Lack of function as a wife ( $X_{1,8}$ )
- 9) Lack of involvement as se the wife ( $X_{1,9}$ )
- 10) Intervention of work ( $X_{1,10}$ )

Job Stress ( $X_2$ ), measured from:

- 1) kondis i Works ( $X_{2,1}$ )
- 2) Because of the role ( $X_{2,2}$ )
- 3) Interpersonal factors ( $X_{2,3}$ )
- 4) Career development ( $X_{2,4}$ )
- 5) Organizational Structure ( $X_{2,5}$ )

Endogenous variables:

Performance ( $Y_1$ ), measured from:

- 1) Job quality ( $Y_{1,1}$ )
- 2) The quantity of work ( $Y_{1,2}$ )
- 3) Long working hours ( $Y_{1,3}$ )
- 4) Costs ( $Y_{1,4}$ )
- 5) Supervision ( $Y_{1,5}$ )
- 6) Self-Esteem ( $Y_{1,6}$ )

Career Development ( $Y_2$ ), measured from:

- 1) Organizational needs
- 2) Role of Superiors
- 3) Qualifications
- 4) Rewards System

Definition of Operational Research Variables

Multiple role conflict ( $X_1$ )

Conflict is something that cannot be avoided by each individual among various different interests where he has the same level and interests, and this conflict occurs a lot in human life without seeing whether he is a man or a teenager, a teenage girl or a woman adult. This conflict can occur within an individual or outside an individual, depending on the choice taken. This variable is measured by the following indicators :

- 1) Work pressure ( $X_{1,1}$ ) is measured from the questionnaire = I feel the job interest defeats the family's interests;
- 2) The number of the demands of the task ( $X_{1,2}$ ) measured from the point questionnaire = I'm having trouble fulfilling the jaw a b when there is additional work hours;
- 3) Lack of family togetherness ( $X_{1,3}$ ) measured from the questionnaire = I have to change the family activity plan to fulfill work-related obligations;
- 4) Busy with work ( $X_{1,4}$ ), measured from the questionnaire = I am only able to do some household chores because I am tired of going home from work;
- 5) Conflict of commitment and family responsibility ( $X_{1,5}$ ) measured from the questionnaire = I prepare only the minimum family needs to be able to enter work in a timely manner;
- 6) Pressure as or ang parents ( $X_{1,6}$ ), measured from the point questionnaire = I feel kepenting family me ngalahka n the interests of the work;
- 7) Marriage pressure ( $X_{1,7}$ ), measured from the questionnaire points = I feel there are obstacles to working well due to the emergence of tension problems in the family;
- 8) Lack of function as a wife ( $X_{1,8}$ ), measured from the questionnaire = I have difficulty in fulfilling obligations as a wife towards the family because they feel the tension that arises at work;
- 9) Lack of involvement as a wife ( $X_{1,9}$ ), measured by questionnaire = lack of concentration in work because there are family members (children) who are sick;
- 10) The intervention work ( $X_{1,10}$ ), measured from the point questionnaire = difficulties in fulfilling work responsibilities karen a presence tug as-family duty;

**Job Stress ( $X_2$ )**

Job stress is an adaptive response, connected by characteristics and / or individual psychological processes which are a consequence of any external action, situation or event that places a particular psychological and / or physical demands on a person . This variable is measured by the following indicators :

- 1) Job Conditions ( $X_{2,1}$ ), measured from the questionnaire items = I feel that the assignment given in the work is too much;

- 2) Because of the role ( $X_{2.2}$ ), measured from the questionnaire = feeling always chased when completing work;
- 3) Interpersonal factors ( $X_{2.3}$ ), measured from the item questionnaire = I feel the relationship of communication between superiors and subordinates is ineffective;
- 4) Career development ( $X_{2.4}$ ), measured from the questionnaire items = I did not experience improvement in work;
- 5) Organizational Structure ( $X_{2.5}$ ), measured from grain cake s ioner me = I have not seen any benefit from the receipt of a tour of existing organizations;

#### **Performance of female employees ( $Y_1$ ) :**

The performance of a dalah overview of the level of pen c apaian execution of an activity or program policies in realizing the goals, objectives, vision and mission of the organization as stated in the strategic planning of an organization. This variable is measured by the following indicators :

- 1) Quality as work ( $Y_{1.1}$ ), measured from the point questionnaire = quality pekerjaan so far has complied with the procedures and mechanisms established by other agencies / institutions / organizations;
- 2) The quantity of work ( $Y_{1.2}$ ) from the point questionnaire = number of results of the work completed se a long time already according to the demands of the organization;
- 3) Long working hours ( $Y_{1.3}$ ), measured from the point questionnaire = time of completion of each job according to the work schedule;
- 4) Costs ( $Y_{1.4}$ ), measured from the questionnaire = The use of costs for organizational resources can be optimized;
- 5) Supervisi ( $Y_{1.5}$ ), measured from the questions = Required for controlled so that the target results of work as expected;
- 6) Self- esteem ( $Y_{1.6}$ ), Measured from the cake item s = = Have self-esteem, good name, and cooperation between coworkers and subordinates;

#### **Career Development ( $Y_2$ ):**

Career development is an important effort in planning and implies it in achieving goals and a balance between developing individual careers with work capabilities required by the organization.

This variable is measured by indicators:

- 1) The need for organization ( $Y_{2.1}$ ), measured from the questionnaire = Loyalty to the organization always emphasized on p Developing a career;
- 2) Role of Superiors ( $Y_{2.2}$ ), measured from questionnaires = Bosses provide opportunities for all subordinates to develop careers ;
- 3) Qualifications ( $Y_{2.3}$ ), measured from the questionnaire = The level of education plays an important role in career development;
- 4) Rewards System ( $Y_{2.4}$ ), measured from the questionnaire = The reward system applied is in accordance with applicable regulations;

#### **Variable Measurement**

The data have been collected to m then either asks to do a scale of measurement and scoring. The measurement scale used in this study is the Likert scale. This scale interacting 1 s / d 5 with answer choices be r participate:

Very Disagree (STS) is given a score of 1

Disagree (TS) is given a score of 2

Neutral (N) is given a score of 3

Agree (S) is given a score of 4

Sangat Setuju (SS) is given a score of 5

#### **Data Analysis Techniques**

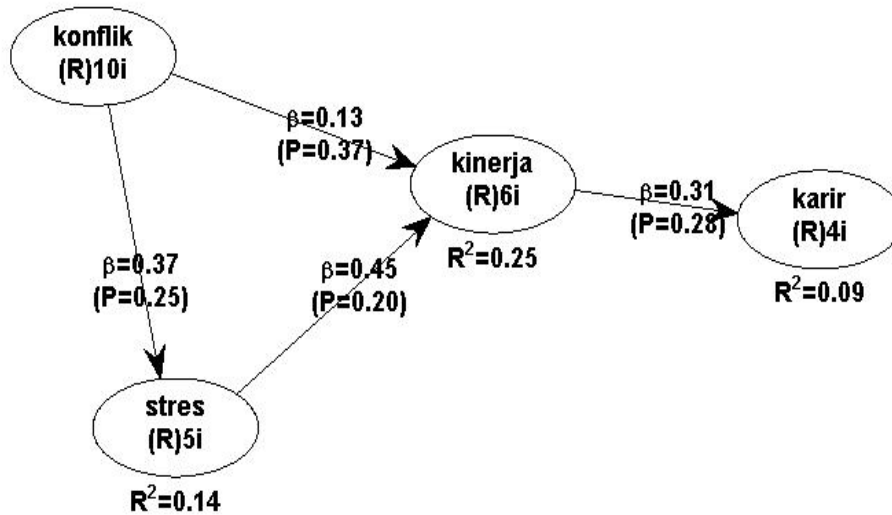
The data analysis technique is used to analyze and answer the hypothesis stated in this study, using the WarpPLS 3.0 version of SEM-PLS analysis which has 13 output results such as 1) General Result Output, 2) Output Path Coefficients and P values, 3) Standard Output Errors and Effect Size for Path Coefficients, 4) Output Combined Loadings and Cross Loadings, 5) Output Patterns Loadings and Cross Loadings, 6) Output Structure loadings and cross loadings, 7) Output Indicator Weight, 8) Latent Output Variable Coefficients, 9) Correlations output among latent variables, 10) Output Block Variance Inflation Factors, 11) Output Correlation among indicators, 12) Linear Output and Non-Linear Relationship among variable latents, and 13) Indirect Output and Total Effects.

In this study the above analysis is not entirely used, but only uses a few outputs that are related to the hypothesis raised.

**IV. RESEARCH RESULT**

Questionnaires answered by respondents were collected and tabulated. The results of the study after tabulation, the program of the WarpPLS 3.0 SEM PLS program is presented as shown in the following figure 2:

**Figure 2  
Research result**



The following are some of the research WarpPLS 3.0 SEM-PLS programs that will be used to answer the hypotheses stated, as shown in Figure 2 above, in detail can be seen in the following data:

1) Output of the General Result,

Fit indices and P values model

APC = 0.313, P = 0.004

ARS = 0.160, P = 0.933

AVIF = 1.076, Good if <5

2) Output Path Coefficients and P values,

Path coefficients

	conflict	stress	performance	career
conflict				
stress		0.373		
performance	0.128		0.447	
career				0.305

P values

	conflict	stress	performance	career
conflict				
stress		0.253		
performance	0.367		0.201	
career				0.283

3) Latent Variable Coefficients Output,

R-squared coefficients

Conflict	stress	performance	career
0.139		0.247	0.093

Composite reliability coefficients

conflict	stress	performance	career
0.291	0.598	0.056	0.101

Cronbach's alpha coefficients

conflict	stress	performance	career
0.180	0.429	-1.042	-0.395

Average variances extracted

conflict	stress	performance	career
0.241	0.339	0.299	0.389

Full collinearity VIFs

conflict	stress	performance	career
1,150	1,109	1,244	1,243

Q-squared coefficients

conflict	stress	performance	career
	0.132	0.220	0.112

4 ) Output of Variance Inflation Factors,

Block variance inflation factors

	conflict	stress	performance	career
conflict				
stressed				
performance	1,076	1,076		
career				

5 ) Indirect Output and Total Effects .

Direct and total effects

Direct effects for paths with 2 segments

	conflict	stress	performance	career
conflict				
stressed				
performance	0.167			
career	0.039	0.137		

The P values of indirect effects for paths with 2 segments

	conflict	stress	performance	career
conflict				
stress				
performance	0.229			
career	0.401	0.240		

Sums of indirect effects

	conflict	stress	performance	career
conflict				
stressed				
performance	0.167			
career	0.090	0.137		

Total effects

	conflict	stress	performance	career
conflict				
stress	0.373			
performance	0.295	0.447		
career	0.090	0.137	0.305	

Effect sizes for total effects

	conflict	stress	performance	career
conflict				

stress	0.139		
performance	0.073	0.215	
career	0.034	0.009	0.093

## V. DISCUSSION

Of be follow output above, the results showed:

Output The fit indices and P values model proves that the criteria of the model have been fulfilled or the goodness of fit and not the element of multicollinearity , so the model can be said to have fulfilled the criteria (VIF 1,076 <5);

Output Path coefficients and P values show that multiple role conflict has a positive effect (0.373) in the figure shown by  $\beta = 0.37$  for work stress but not significant because  $P = 0.253 > 0.005$ .

Because all variables in this program have been standardized ( standarized variables ) , so that it can be interpreted that 1 variation of devia the standard of multiple role conflict causes 0.373 variations in the standard of work stress.

Dual role conflict has a positive effect ( 0.128 ) , in the image shown by  $\beta = 0:13$  to performance, so it can be said that one variation of the standard deviation Conf lik dual role led to 0128 variations of performance standards, nam un insignificant since  $P = 0367 > 0005$ .

The effect of work stress on positive performance (0.447) , this shows that 1 variation in standard work stress causes 0.447 , in the picture shown by  $\beta = 0.45$  variations in performance standards, but not significant ( $P = 0.201 > 0.005$ ), as well as the effect of performance on development is a positive career (0305) , in the image shown by  $\beta = 0:31$  which shows that one variation sta ndar 0305 standard variations cause performance career development, na m un insignificant because  $P = 0.283 > 0.005$ ).

From this otput Hypothesis I: multiple role conflict has a positive effect on work stress and performance is stated to be acceptable;

The Latent Variable Coefficients output is one of the most important things because this result presents many estimates that must be reported by the researcher. The results of this output, as shown in some of the outputs noted above, :

R-squared performance of 0.247 in figure  $R^2 = 0.25$  shows that the performance variable can be explained by 24.7% by multiple role conflict variables, work stress and career development.

R-squared job stress by 0139 in the image  $R^2 = 0.14$  shows that work stress variables can be explained s e a large 13.9% by the dual role conflict variable , performance and career development.

R-squared career development of 0. 093 in the image  $R^2 = 0.09$  indicates that the variable career development described sebe sar 9.3 % by variable dual role conflict, job stress and performance .

Output Composite reliability coefficients and Cronbach's alpha coefficients to demonstrate the value of va l iditas and reliability of research instrument where the value of both should be  $> 0.70$ . Because the result is  $< 0.50$  so it can be said that the instrument is invalid and reliable. Similarly, the output of Average variances extracted shows that the treteria has not been fulfilled because the value is  $< 0.5$ . However for Full Collinearity VIFs  $< 3.3$  which means that the model is free from vertical and lateral, cholinearity. Similarly, the output of Block variance inflation factors of the results showed 1,076  $< 3.3$  means that the criteria are met no matter colinearity vertical.

Indirect and total effect, this output is an important output especially to answer Hypothesis 2: Job stress as an intervening variable of multiple role conflict and performance , can be done by looking at the Indirect and total effect output and the P values of indirect effects for paths with 2 segments where the results show :

Direct effects for paths with 2 segments

	conflict	stress	performance	career
conflict				
stress				
performance	0.167			
career	0.039	0.137		

The P values of indirect effects for paths with 2 segments

	conflict	stress	performance	career
conflict				
stressed				
performance	0.229			
career	0.401	0.240		

The effect of multiple role conflict on performance through work stress or in other words work stress as an intervening or mediating variable is indicated by a value of 0.167 and can be categorized into medium effects > 0.15, so Hypothesis 2: work stress as an intervening variable of multiple role conflict and performance is acceptable.

Answering Hypothesis 3: Performance positive effect on career development can be seen from the output Path coefficients and P values which the results showed positive for 0305, in images shown by  $\beta = 0.31$  but insignificant because  $P = 0.283 > 0.005$ , Oleh therefore from these results Hypothesis 3 declared acceptable .

## VI. CONCLUSIONS AND RECOMMENDATIONS

An important finding in this study is that multiple role conflict has a positive effect on work stress and performance, although not significant.

The point is that indeed dual role conflict affects work stress and performance but there are still many other factors or other variables not examined in this study. Job stress is able to mediate or as an intervening variable between work conflict and performance, but only as partial mediation because it is not significant.

In future studies it is recommended to include other variables, so that what can be obtained can affect work stress and performance positively and significantly, as well as on state-owned companies or companies that have many employees or female employees.

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