

The Effect of Dual Role Conflict on the Performance of Female Employees with Work Life Balance as a Mediating Variable

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Abstract

This study aims to determine the effect of multiple role conflict on the performance of female employees mediated by work life balance. This research is a quantitative research with data collection techniques using a questionnaire. The sample in this study were female employees, totaling 56 employees. This research used non-probability sampling technique with purposive sampling method. The analytical tool used is path analysis with the help of the SPSS 29 program. The results showed that multiple role conflict has a positive and significant effect on employee performance, multiple role conflict has a negative and significant effect on work life balance, work life balance has a positive effect and significant effect on employee performance, and work life balance can be a mediating variable between multiple role conflicts on employee performance.

Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh konflik peran ganda terhadap kinerja pegawai wanita dimediasi oleh *work life balance*. Penelitian ini adalah penelitian kuantitatif dengan teknik pengumpulan data menggunakan kuesioner. Sampel dalam penelitian ini adalah pegawai wanita yang berjumlah 56 pegawai, penelitian ini menggunakan pengambilan sampel dengan teknik *nonprobability sampling* dengan metode *purposive sampling*. Alat analisis yang digunakan yaitu analisis jalur (*path analysis*) dengan bantuan program SPSS 29. Hasil penelitian menunjukkan bahwa konflik *peran* ganda berpengaruh positif dan signifikan terhadap kinerja pegawai, konflik peran ganda berpengaruh negatif dan signifikan terhadap *work life balance*, *work life balance* berpengaruh positif dan signifikan terhadap kinerja pegawai, dan *work life balance* mampu menjadi variabel mediasi antara konflik peran ganda terhadap kinerja pegawai.

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1. INTRODUCTION

Human Resources (HR) is one of the assets that is very important for the sustainability, success and existence of an organization to achieve the goals set by the organization. Every organization is managed by humans, without humans the organization does not exist. Therefore, it is imperative that human resources be managed and maintained well so that their work enthusiasm always has a positive impact on the development of the organization.

In organizations there are human resources which are seen as an element that really determines the success of an organization in achieving its goals. Therefore, human resources are not only objects of achieving goals, but also actors in realizing the organization's goals. An important human resource for an organization is employees. Employees are expected to be able to achieve the goals of the organization. Without employees, an organization cannot run well. The success or failure of an organization also depends greatly on the ability of employees as human resources in carrying out the work they are given.

One of the factors that influences the level of success of an organization is performance. According to Mangkunegara (2017:67) performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities that have been given to him. Every organization always hopes for employees who have achievements, because by having employees who have achievements they will be able to provide optimal contributions to the organization. Apart from that, by having employees who excel, the

organization can improve its organizational performance. Thahrim (2011:30) says that performance is a person's success in carrying out tasks.

Women who are married and decide to work must have thought about the consequences. Working women who have families will assume two roles, namely the work environment and the family environment Susanto (2009:48). In the scope of work, women must be able to work according to job demands and show good performance, apart from that, in the family environment, women must be able to fulfill their obligations as housewives. To be able to carry out these two roles, women must maintain a good work balance or what is usually called work life balance. According to Valen (2017:10) work life balance is a balance of work and life where a person is balanced between work responsibilities and responsibilities in family and personal life. Work life balance is a level of satisfaction related to multiple roles in a person's life Nur and Kadarisman (2016:61).

Puskesmas (Public Health Center) is a first level health facility which is responsible for carrying out public health efforts and first level individual health efforts, to achieve the highest level of public health in the South Bacan region which aims to create a society that has healthy behavior, where people who have the awareness and ability to live a healthier life. South Bacan Community Health Center employees, apart from having the main task of serving patients seeking treatment, each employee is given the task of holding their own program, the program consists of 12 programs, each program consisting of two or three employees who have been given the trust of the South Bacan Community Health Center leadership, where each program has a target that must be met, namely 100% and must be completed within the specified time.

Women who work as medical personnel are required to be able to work professionally in carrying out their main duties, namely serving and caring for all patients. On the other hand, a woman's role in the family as a wife and housewife requires her to be able to serve her husband, care for children, manage household tasks and be responsible for all the needs of its members. Conditions that show various multiple role conflicts in women who work as paramedics above, if not managed well, will have a negative impact on individuals, families, organizations and the environment. If this dual role conflict is not managed well, it can lead to stress at work because it forces a person to act out behavior that conflicts with different authorities, such as spending long hours with family and working long hours (Failasuffudien, 2003: 144) . This phenomenon of dual role conflict is interesting to research considering the many negative impacts it has, both on working women themselves, their families and the agencies where they work. The bad impact usually occurs when stress occurs when carrying out duties as a medical worker, or carrying out duties in taking care of the household. This happens because of the lack of implementation of work life balance. So the role of work life balance is very necessary to overcome this problem.

Based on the background above, the problem formulation in this research is (1) Does dual role conflict affect the performance of female employees? (2) Does dual role conflict affect the work life balance of female employees? (3) Does work life balance affect the performance of female employees? (4) Does dual role conflict affect the performance of female employees with work life balance as a mediating variable?

2. THEORETICAL FRAMEWORK AND HYPOTHESIS

Performance

Performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him Mangkunegara (2017:67).

Multiple Role Conflict

According to Rahmadita (2013: 60), dual role conflict is a form of conflict between roles in which role pressures from work and family conflict, meaning that there are two roles that must be carried out by the woman simultaneously at the same time, namely as mother, wife, , and as a working woman.

Work Life Balance

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Work Life Balance is a balance of roles and responsibilities between work and personal life outside of work that run simultaneously without prioritizing or sacrificing one of them Gunawan (2019:12)

Hypothesis

1. Multiple role conflict has a negative effect on the performance of female employees
2. Dual role conflict has a negative effect on the work life balance of female employees
3. *Work life balance* has a positive effect on the performance of female employees
4. Dual role conflict influences the performance of female employees through work life balance as a mediating variable.

3. RESEARCH METHODS

To obtain data and information in this research, researchers used data collection techniques through the questionnaire method. This research method uses a quantitative approach using SPSS (Statistical Package for Social Science). The population in this research is 91 employees. This research uses sampling using a non-probability sampling technique with a purposive sampling method, where in this research the sampling technique is based on criteria determined by the researcher, namely female employees who are married and female employees who already have children, so the sample in this research is 56 employee. The data analysis technique used in this research is path analysis.

4. RESULTS AND DISCUSSION

Validity and Reliability Test

Instrument Items	Corrected Item Total Correlation	R table	Note.	Cronbach's alpha	Note.
X.1	0.617	0.254	Valid	0.654	Reliable
X.2	0.418		Valid		
X.3	0.556		Valid		
X.4	0.304		Valid		
X.5	0.839		Valid		
X.6	0.813		Valid		
Y1	0.744	0.254	Valid	0.825	Reliable
Y2	0.805		Valid		
Y3	0.753		Valid		
Y4	0.841		Valid		
Y5	0.691		Valid		
M1	0.361	0.254	Valid	0.623	Reliable
M2	0.656		Valid		
M3	0.541		Valid		
M4	0.526		Valid		
M5	0.593		Valid		
M6	0.558		Valid		

Source: data processed 2023

Based on the table above, it shows that the 6 question items for the dual role conflict variable, 5 performance question items, and 6 work life balance question items, the Corrected Item-Total Correlation value is greater than the r table value (0.254), which means that the item is stated valid, and can be used as a research instrument. Apart from that, the table shows that the coefficient *Cronbach's alpha* greater than value from 0.600 This can be stated that all statement

items for each variable have their reliability tested so that they can be declared to be acceptable reliability.

**Equation t test I
Coefficientsa**

Model	Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
	B	Std. Error	Beta		
1 Multiple Role Conflict	(Constant)	30,952	1,824	16,973	0,000
		-0.195	0.084	-2,324	0.024
			-0.302		

Source: data processed 2023

a. Dependent Variable: Work Life Balance

Based on the table above explained in equation I for the dual role conflict variable, the count value is -2.324 > t table 1.674 with a significance level of 0.024 which is smaller than 0.05, so H1 is accepted and H0 is rejected. So it can be concluded that the dual role conflict variable has a significant influence on work life balance.

**Equation t test II
Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
	B	Std. Error	Beta		
1 (Constant)	9,502	4,672		2,034	0.047
Dual Role Conflict	0.228	0.089	0.340	2,548	0.014
Work Life Balance	0.307	0.139	0.295	2,214	0.031

Source: data processed 2023

a. Dependent Variable: Performance

Based on the table above explained in equation II for the dual role conflict variable, the t count value is 2.548 > t table 1.674 with a significance level of 0.014 which is smaller than 0.05, so H1 is accepted and H0 is rejected. So it can be concluded that the dual role conflict variable has a significant influence on performance. For the work life balance variable, the t count value is 2.214 > t table 1.674 with a significance level of 0.031 which is greater than 0.05, so H1 is accepted and H0 is accepted. So it can be concluded that work life balance has a significant influence on performance.

Testing of the mediating effect between the dual role conflict variable (X) on performance (Y) is mediated by work life balance (M) is carried out using Sobel calculations, with the following results:

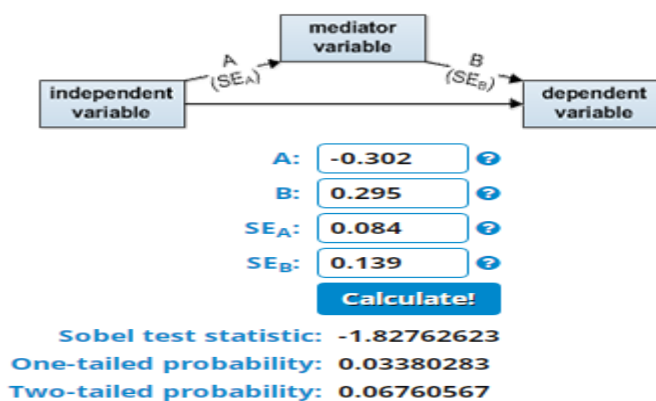
$$M = \frac{ab}{\sqrt{(b^2SEa^2) + (a^2SEb^2)}} = \frac{0,302 \times 0,295}{\sqrt{(0,295^2 \cdot 0,084^2) + (-0,302^2 \cdot 0,139^2)}}$$

$$= \frac{-0,0890}{\sqrt{0,00237}}$$

$$M = \frac{-0,0890}{0,0522}$$

$$T = \frac{ab}{s_{ab}} = \frac{-0,0890}{0,0487} = -1,827$$

Based on the Sobel calculation above, a calculated t value of --1.827 is obtained, which means it is greater than the t table of 1.674, thus the indirect influence model of dual role conflict on performance mediated by work life balance is accepted. So it can be concluded that work life balance can be a good mediating variable between dual role conflict and performance. The following is the sobel calculation using an online calculator



The Effect of Dual Role Conflict on Employee Performance

Based on the results of the research that has been conducted, it is known that the dual role conflict variable has a positive and significant effect on employee performance, which means that there is an increase in dual role conflict, but it can be managed well by employees. Multiple role conflict is something that can lead to a decrease in employee welfare, thereby affecting employee performance and ultimately organizational performance. (Silalahi 2015:3) states that dual role conflict is a conflict within an individual that arises because of role pressure from work which conflicts with family roles.

The Effect of Dual Role Conflict on Work Life Balance

Based on the results of the research that has been conducted, it is known that the dual role conflict variable has a negative and significant effect on employee work life balance, which means that the high level of dual role conflict is due to the low work life balance possessed by employees. Armawan (2006:27) says that dual role conflict is a form of conflict between roles where the pressures of work and family roles conflict, that is, carrying out roles at work becomes more difficult because you also carry out roles in the family, for this a work life balance is needed.

The Influence of Work Life Balance on Employee Performance

Based on the results of the research that has been carried out, it is known that the work life balance variable has a positive and significant effect on employee performance, this indicates that the work life balance of each employee is high so that it can improve performance. Kurnia and Widigdo (2021:13) work life balance is the ability of each employee to manage work and personal matters in a balanced manner so that it has an impact on improving performance.

The Effect of Dual Role Conflict on Performance is mediated by Work Life Balance

Based on the results of research that has been carried out, it is known that in the Sobel calculation it can be seen that the work life balance variable is able to mediate the relationship between dual role conflict and performance. This indicates that role conflict can influence performance directly through work life balance or work balance as a mediating variable. Wenno (2018:22) says that work life balance is something a person does when dividing time

between the workplace and other activities outside of work, which includes individual behavior, which becomes a source of personal conflict and a source of energy for oneself.

5. CONCLUSION

From the results of the research and analysis that has been carried out, it can be concluded that:

1. The research results show that dual role conflict has a positive and significant effect on employee performance.
2. The research results show that dual role conflict has a negative and significant effect on work life balance.
3. The research results show that work life balance has a positive and significant effect on employee performance.
4. The research results show that work life balance is able to mediate multiple role conflicts on employee performance.

6. SUGGESTION

Based on the research results and conclusions, the suggestions that researchers can put forward in this research are that in future research it is hoped that they can add variables in measuring the performance of female employees, and can add samples to increase the accuracy of research results in the future. Because this research only uses one independent, dependent and mediating variable and considering that this research still has shortcomings.

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