THE INFLUENCE OF WORK FAMILY CONFLICT AND WORK STRESS ON EMPLOYEE PERFORMANCE

[1]LAODE ASFAHYADIN A, [2]NOFAL NUR, [3]H. MUH. TAUFIK, [4]GUSLI TOPAN SABARA, [5]ROSMAWATY, [6]KARTINI, [7]MIRAD

[1,2,3,6,7]Department of Management, Faculty of Economics and Business, Universitas Halu Oleo Kendari Southeast Sulawesi Indonesia
[4]Magister Management Student, Faculty of Economics and Business, Universitas Halu Oleo Kendari Southeast Sulawesi Indonesia
[5]Faculty of Agriculture, Universitas Halu Oleo Kendari Southeast Sulawesi Indonesia
Email: sri_wiyati@yahoo.com

Abstract: Work-family conflict, as role conflict that occurred in employees, which on the one hand he/she had to do 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 interfere with family and family interferes with work. Work stress is an important aspect for the company, especially its association with employee performance. The company should have a good performance and high to help the companies make a profit. Conversely, if performance decreases can be detrimental to the company. This research was conducted at PT. Bank Mandiri (Persero) Tbk Kendari Branch to identify and analyze the influence of work-family conflict and work stress on employee performance. Method of data collection used questionnaires. Analysis technique used multiple linear regression analysis. The results showed that Work-Family Conflict has negative significant effect on Employee Performance in PT. Bank Mandiri (Persero) Tbk Kendari Branch, Work Stress has negative and significant effect on Employee Performance in PT. Bank Mandiri (Persero) Tbk Kendari Branch and Work Family Conflict and work Stress simultaneously has significant effect on Employee Performance in PT. Bank Mandiri (Persero) Tbk Kendari Branch.

Keywords: Work-family conflict, work Stress, Employee Performance.

I. INTRODUCTION

Work and family are the two areas where people spend most of his time. Although different, jobs and families from each other with regard to the fulfillment of one's life. Through the work, someone changed the lives of not only the environment but also himself, enrich and grow the life and spirit. Families also associated with compassion where someone can develop themselves and gain fulfillment of himself, as well as an important place for a happiness and hope. While the work is conditions and the basic needs of family life, and on the other hand is the first school to work for everyone. So the work is intended for a person and the family. How good human society with has implications on business and the economy, depending on the family (Guitian, 2009).

The division of roles work and family duties in the past is very clear. Where the husband is the breadwinner while the wife through her work caring for families and children. In line with the development of the business and the business world, education and work opportunities open not only for men but also women. Today more and more women working in various fields and have their own careers. Thus the structure of the traditional family, where the father works outside the home to earn income for the family and the mother worked at home taking care of the household began to shift.

The tendency of couples who are in big cities today are both working (dual career). This was done not only because the economic needs of households alone, but also as a good father (husband) and mother (wife) have a desire for self-actualization in the society in line with the knowledge they have acquired in school education. Such family patterns lead to difficulty the division of time between work and family demands. In their working lives are often in conflict work, such jobs are at risk, inadequate working equipment, a variety of work demands from superiors or colleagues, and so forth. In addition they also often have family conflicts, such as the debate on the financial, children, recreation, or other family matters. The difficulty of balancing work and family affairs can cause work-family - conflict (family work conflict), in which the affairs of work interfere with family life and family affairs or interfere with the life of the work that could ultimately affect the performance of either the husband or wife who works.

Frone, Russell & Cooper (1992) defines work-family conflict (conflict of work-family), as role conflict that occurred in employees, which on the one hand he had to do the work in the office and on the other side should pay attention to the family as a whole, making it difficult distinguish between work interfere with family and family interfere with work. Work disturbing the family, meaning that most of the time and attention devoted to doing so kurangmempunyai time for the family. Instead the family interfere with work means most of the time and attention used to resolve family issues so wait for work. Work-family conflict occurs when the life of someone's home clash with their responsibilities in the workplace, such as work on time, completing daily tasks, or work overtime.

As for the work - family conflict (This family-work conflict) can degrade the performance of employees,

while decreasing employee performance can impact on an increasing desire to get out, increased absenteeism, and a decline in organizational commitment (Boles, Howard & Donofrio, 2001). So this is a dangerous situation for the organization, because it can cause the execution of the work is interrupted, which could eventually decline in performance of the organization. It is one that must be considered in the company's Human Resources processes to improve the efficiency and effectiveness (Nurhayati, 2000).

Guitian (2009) cites the opinion of some of the results of previous research that suggests that work-family conflict (conflict of work-family) correlated with absenteeism, reduced productivity, lack of job satisfaction, decreased organizational commitment, lack of life satisfaction, anxiety, fatigue, distress psychological, depression, physical illness, use alkolhol, or tension in the marriage. In addition, family work conflict also can degrade performance. In addition Guitian (2009) also found the presence of family work conflict resulted in employees' lives become less human.

Conditions as above often trigger conflicts that occur in the life of the company, if not taken seriously will result in a very meaningful to achieving the company's goals, one of which is the low performance of the employees as a whole will affect the productivity of the company (Anoraga, 1992). But not only that caused by a conflict that is not handled properly and wisely, can also result in direct on the employee, because they are in a state of the atmosphere awry thus experiencing mental stress.

PT. Bank Mandiri (Persero) Tbk is a banking financial institution formed through the merger of four (4) state banks, namely Bank Dagang Negara, Bank Bumi Daya, the Export Import Bank, and Bank Pembangunan Indonesia (BAPINDO). PT. Bank Mandiri (Persero) Tbk is a bank that strives to improve the job satisfaction of employees to the employee's performance that they give to customers increased. It is clear that one of the strategies that can support business success in the banking sector is trying to offer quality services with high service quality which is evident in the performance or the performance of existing services, such as by providing a stimulus such remuneration as attractive and profitable.

As an ordinary person, the employees at PT. Bank Mandiri (Persero) Tbk is certainly faced with a dilemma conditions. On the one hand they have to work to focus on the company's vision is to give satisfaction to the customers and following the rules as well as the work schedule is quite time consuming, while on the other hand they also have to pay attention to family issues and give attention to his family members. The condition can lead to stress and ultimately impact on the employee's performance.

Based on the reasons and conditions of the above researchers are keen to appoint a study entitled: "Effects of Work-Family Conflict and Job Stress on Employee Performance PT. Bank Mandiri (Persero) Tbk Branch Kendari.

II. LITERATUR REVIEW

Work - Family Conflict

The changing demographics of the workforce as an increase in the number of working women and couples who both work has pushed the conflict between work and family life, it makes many researchers are interested in examining the impact of the conflict since the work-family (work-family conflict) is. Greenhaus and Beutell (1985) defines the Work-family conflict as a form of role conflict in which the demands of work and family roles are not mutually comparable in some hal.Hal This usually happens when someone is trying to meet the demands of the role in the work and effort is influenced by the ability of people concerned to meet the demands of her family or vice versa, where the fulfillment of the demands of the role in the family is affected by the person's ability to meet the demands of the pressure that comes from an excessive workload and time as work to be done in a hurry and deadlines while family demands related to time needed to handle household chores. Family demands determined by the majority of families, family composition and number of family members who have ketegantungan towards other members (Yang, 2000).

Frone, Russell & Cooper (1992) defines conflict of work-family (work-family conflict) as role conflict that occurred in employees, which on the one hand he had to do the work in the office and on the other side should pay attention to the family as a whole, making it difficult to distinguish between work and family waiting for a family to interfere with work. Employment disturbing the family, which means that most of the time and attention devoted to do the job so have less time for family. Instead the family interfere with work means most of the time and attention used to resolve family issues so wait for work. Work-family conflict occurs when the life of someone's home clash with their responsibilities in the workplace, such as work on time, completing daily tasks, or work overtime. Likewise, the demands of home life that prevents someone to take the time to work or activities related to career. Agree with Frone, Greenhaus and Parasuraman (1992) named that work-family conflict occurs because the employees trying to balance between demand and pressures that arise, either from the family or from work.

Job stress

Job stress is an adaptive response, connected by the characteristics and individual psychology or process that is a consequence of any external action, a situation or event that puts psychological and or physical demands special someone (Ivancevich and Matteson, 1980). Stress is usually considered a

negative term, stress is thought to occur because they are due to a poor but not necessarily so because of stress in question is the job stress means a form of individual interaction to the environment. Stress has a positive or negative impact. The positive impact of stress at a low level to a moderate level functional in the sense of acting as drivers of employee performance improvement while on the negative impact of stress at a high rate is a decrease in employee performance dramatically (Gitosudarmo and Suditta, 1997). Employees who have high levels of job stress tend to have the feature towards the physiological symptoms while employees with job stress level that currently does not have physiological symptoms.

According to Gibson (1996: 339), suggesting that job stress is a response adjustment mediated by individual differences and or psychological process that is a consequence of any action from the outside (environment), situations or events that define the demand of psychological and or physical excessive to someone.

According to Panji Anoraga (2001: 108), work stress is a response to a person's shape, both physically and mentally to a changing environment that felt intrusive and resulted in his being threatened

Performance

Basically the employee's performance is the way employees work in a company for a certain period. A company that has employees that can perform well then most likely the company's performance will be good, so there is a strong correlation between the performance of individuals (employees) and corporate performance. Performance is the result of the quality and quantity of work achieved by the employee in performing their duties in accordance with the responsibilities given to him, (Mangkunagara 2001: 67).

The measure of success achieved by the employees can not be generalized to other employees because they have adjusted to the size of the force and the type of work done (Steel Johnson, et al 2000). According Bernadin and Russell (1998), the performance of the work is a record of the effects produced in a particular job function or activity within a certain set time period. An individual job performance is a combination of ability, effort dankesempatan which can be measured from the consequences that produced therefore the performance of work not involving personal characteristics addressed by someone, but the work that has been and will be done by someone.

According Motowidlo and Van Scotter (1994), performance refers to the results obtained from subtantit tasks that differentiate a person's job with other jobs as well as include aspects of more technical about the performance. Performance of work to contribute to the organization by transforming raw materials as part of steps to produce the organization.

Relationships Work-Family Conflict To Performance

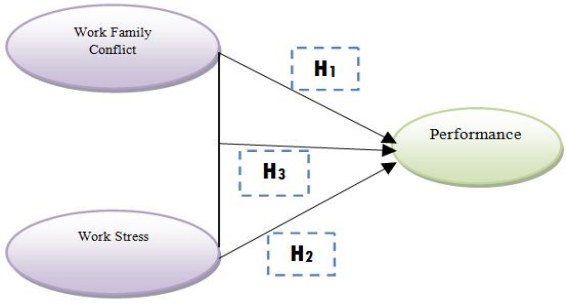
Work-Family Conflict (Work-Family Conflict) can affect the performance of employees in a company. Conflict is unfair competition based on ambition and emotional attitudes in obtaining a victory that can cause tension, confrontation, arguments, stress and frustration if their problems can not be solved.

It certainly will hurt the company in the form of a drop in performance caused by stress and conflicts in their work environment. It is important to be known by the company in order to take measures of work-family pencegahan.Konflik negatively related to employee performance, as well as family-work conflict is negatively related to employee performance. Low levels of performance in relation to the employee's performance in a role that can be experienced when a person often fails to fulfill that role for employees whose work does not interfere with their family life. Employees who experience work-family conflict level higher reported declining performance because they feel more dominated by work which resulted employee can not fulfill their family responsibilities, because it reduces the quality of family life. The same explanation can be given to the relationship Work¬-Family Conflict with employee performance (Frone, et al, 1994).

Work Stress Relationship with Employee Performance

Robbins (2003) states that the stress level is able to be controlled is able to make employees do its job better, because it makes them able to increase the intensity of work, vigilance, and the ability to be creative, but the level of excessive stress makes their performance will decline. Williams, et al, (2001) found that high stress both physically and short-term behavior is the result of job stress that can affect the performance of employees is low. Stress on employees is not something that always adversely affects the employee and their performance, but stress can also provide motivation for employees to foster a sense of spirit in carrying out any work to achieve a good performance for the careers of employees and for the progress and success of the company.

Conceptual Framework



Hypothesis :

1. Work family conflict has significant effect on performance.
2. Work Stress has significant effect on Performance
3. Work family conflict and Work Stress has significant effect on Performance

III. METHOD

The population in this study is the entirety of the number of employees is PT. Bank Mandiri (Persero) Tbk Branch Kendari totaling 130 people. Type or way of sampling in this research is conducted in two stages. The first is nonprobabilitas, ie purposive sampling or purposive sampling and selecting subjects based on specific criteria set researcher. The criteria in question are employees who are married and dependent child discount. The number of employees who meet the criteria numbering as many as 40 people. Because of the number of employees who meet the criteria are relatively small, the selection of respondents will be selected by census method. Where all samples were taken as respondents.

Method of data analysis used in this research is multiple linear regression analysis with the help of program statical Program For Social Science (SPSS).

IV. RESULT AND DISCUSSION

4.1. RESULT

Multiple linear regression analysis is basically aimed to find out how much the relationship that exists between the two variables, independent variables and the dependent variable. The results of multiple linear regression calculation using SPSS 16.0 is complete can be seen in table 1:

Table 1
Results of Multiple Linear Regression Analysis

Variables	Coeficient Beta	t_{count}	t Sig	Description
X_1*(work-family conflict)*	-0,276	-1,289	0,005	Significant
X_2 (Work stress)	-0,530	-2,595	0,013	Significant
α = 0,05				
b_0 = 33,484				
e = 3,134				
R-Square = 0,407				
Adjust R-Square = 0,575				
Coefisien Corelation (R) = 0,638				
F-count = 12,699				
Significant = 0,000				

Data source: processed in 2013

The regression model obtained based on table 1 are as follows:

Y = 33,484-0,276x1-0,530x2

From the equation above can be explained that:

Y is a performance with indicators of quality of work that can be seen from the item in question "during the work, I feel the quality of my work good enough", then the indicator quantity of work that can be seen from the item to the question "I feel I complete the work in accordance with the number of assigned task", then indicators Timeliness can be seen from item question "I can finish the work by the deadline given by the company", then the indicator level of absenteeism can be seen from the item in question "during the work I have absenteeism good enough", and indicators of responsibility to seen from item to the question "I am always responsible for the work I do and work on target to be achieved" in an effort to improve the performance of employees of PT. Bank Mandiri (Persero) Tbk branch kendari.

The constant value of 33.484 with a significance of 0.000 is smaller than the value of alpha (0.000 <0.05), so it can be interpreted that statistically constant value is different from 0. Therefore constant value (33.484) was added to the regression model.

B¬1 coefficient value of -0.276 means that the higher the Work-Family Conflict happens or faced by the employees, then the employee's performance will decline, and vice versa.

B2 coefficient value of -0.530 means higher work stress experienced by the employee, the employee dri performance will decrease, so does sebalikya.

Determination Coefficient used to determine how much influence the independent variables affect the dependent variable. In this case the R-square is used as the coefficient of determination, the test results can be seen in the model table summary

From Table 1 is known that the value of R square is equal to 0,407, which means 40.7% of the total diversity of the dependent variable Performance (Y) is able to be explained by the independent variable is the Work-Family Conflict (X1) and Job Stress (X2) involved and the balance of 59.3% is explained by other independent variables.

Rated R (figure correlation coefficient) of 0.638. It shows that the relationship directly jointly between variables Work-Family Conflict (X1) and Job stress (X2) on the performance variable (Y) is approximately 63%.

4.2. DISCUSSION

Effect of Work-Family Conflict on Employee Performance

The results showed, Work-family Conflict partially significant negative effect on the performance of employees of PT. Bank Mandiri (Persero) Tbk Branch Kemdari. In other words, the higher the level of work family conflict that occurred on the employee, then the employee's performance will decrease. It is not merely happen to employees, but

the dilemma triggered by employees who must divide their time between work in the office and time together with his family. This is due to work schedules, time-consuming and regulations adopted by the company so that employees become difficult to make the time division. But for employees who have had a pretty good time management can minimize the work-family conflict, so that employees can boost concentration without being distracted by time division anatara work and family.

The results of this study are also in line with the opinion of the (Bolles, Howard & Donofrio, 2001, that work - family conflict (conflict of work-family) may also degrade the performance of employees, while decreasing employee performance can impact on an increasing desire to get out, increased absenteeism, and menurunya organizational commitment.

In addition, these results are also consistent with the findings of Guitian (2009) previously explained that work-family conflict (conflict of work-family) correlated with absenteeism, reduced productivity, lack of job satisfaction, decreased organizational commitment, lack of life satisfaction, anxiety , fatigue, psychological distress, depression, physical illness, use alkolhol, or tension in a marriage and can degrade performance.

Effect of Job Stress on Employee Performance

The results showed that the Job Stress negatively affect the performance of employees of PT. Bank Mandiri (Persero) Tbk Branch Kendari. It is indicating that higher job stress faced by employees of PT. Bank Mandiri (Persero) Tbk Branch Kendari will affect the performance which resulted in a decrease in employee performance. Work stress experienced by employees can be triggered by a work schedule that takes times implemented by the company and the jobs which are repeatedly performed every working day. Employees who experience job stress dapai assessed with indicators among other amount received workload, pressure from superiors, tension and mistakes, as well as interpersonal relationships menutrunnya. So if by observing and anticipating Work stress is highly redundant, the employee can focus on work so that it can improve the performance of employees of PT. Bank Mandiri Branch Kendari.

The results also reinforce the notion of Gitosudarmo and Suditta (1997), that stress has positive and negative effects. The positive impact of stress at a low level to a moderate level functional in the sense of acting as drivers of the increase in employee performance, while at the negative level of stress at a high rate is a decrease in employee performance drastically.

The results of this study supported by research conducted by Hulaiffah Gaffar (2012). The results showed that the Job Stress significant effect on performance. This means Work Stress pretty big influence, because of the stress of work managed properly can improve employee performance and vice versa if the employee stress levels are very high and uncontrolled, it can degrade the performance of employees.

Effect of Work Family Conflict and Job Stress on Employee Performance Simultaneously

The results of this study indicate that Work Family Conflict and Stress work simultaneously significant negative effect on the performance of employees at PT. Bank Mandiri (Persero) Tbk Branch Kendari. This shows that the conflict between work and family faced an employee and job stress occurs on the employee, then the simultaneous performance of the employee can be decreased.

Similarly, for an explanation of the negative effect of Work-family Conflict and Job Stress on employee performance is also supported by the results of the analysis besifat negative correlation value of -0.547 and -0.617 respectively. It shows that the relationship between independent variables and the dependent variable showed a negative correlation that has meaning if work family conflict and stress for employees increases, the performance generated by the employee will decrease.

It is based on a picture of some of the employees of PT. Bank Mandiri (Persero) Tbk branch of Kendari which have been sampled or respondent to answer some questions on the questionnaire that has given researchers on variables related Work-Family Conflict, Job Stress and employee performance. Of the 40 respondents, to question the variable Work Family Conflict, the average of respondents who have the highest value item that is on working pressure indicator. This proves that the division of labor applied by PT. Bank Mandiri (Persero) Tbk Branch Kendari been measured and standardized in accordance with the fields of the employee in question, does not rule out the possibility birth to a working pressure triggered by role conflict that occurred on the employee. So the work that has been standardized in accordance with the basic tasks that will make employees become slightly depressed by the difficulty of sharing time with family.

CONCLUSIONS

Based on the analysis and discussion obtained, it can put forward the conclusion that:

1. Work-family Conflict has significant negative effect on the performance of employees at PT. Bank Mandiri (Persero) Tbk Branch Kendari. In other words, the higher the conflicts faced by employees it will be, the lower the performance of the employee. This means that by minimizing and anticipation of Work-Family Conflict well, it will improve the performance of employees.
2. Work stress significant has negative effect on the performance of employees at PT. Bank Mandiri

(Persero) Tbk Branch Kendari. In other words, the higher the job stress faced by employees, the performance of employees will decrease. This proves that by managing and minimizing the factors that can cause work stress levels that are not controlled, it can improve employee performance itself.

3. Work-family conflict and work stress simultaneously has significant effect on the performance of employees of PT. Bank Mandiri (Persero) Tbk Branch Kendari. This means that the Work-family Conflict and Stress well-managed work can improve employee performance PT. Bank Mandiri (Persero) Tbk Branch Kendari.

SUGGESTION

Based on the conclusions obtained, it can be submitted suggestions or recommendations as follows:

PT. Bank Mandiri (Persero) Tbk Kendari Branch more attention to aspects that could lead to work-family conflict occurs on employees. Because the average respondents were highest in item working pressure indicator. Although the work set by the company in accordance with the basic tasks of each field and has been standardized by banking regulations, it is possible jobs or tasks they can pose a working pressure that is caused by work-family conflict are, therefore, the leadership needs to disseminate to employees who have been married for more priority to good time management so employees can concentrate on his work so that it can also divide his time with the family.

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