

## IMPACT OF WORK FAMILY CONFLICT AND WORK LOAD OF THE EMPLOYEE WOMEN

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**Abstract :** The purpose of this research is to investigate the effects of work family conflict, work stress, work load and turnover intention. The study was conducted at women workers in the banking company. The data is processed using the Structural Equation Modeling (SEM) roomates assisted by the application program of Analysis of Moment Structure (AMOS) version 18.0. According to the analysis, it is concluded as the followings: work family conflict has a positive effect on work stress (CR = 2.347); work load has a positive effect on work stress (CR = 4.472); work family conflict has a effect on turnover intention (CR = 2.084); work load has a positive effect on turnover intention (CR = 2.208) and work stress has a not effect on turnover intention (CR = 1.616)

**Keyword :** *Work Family Conflict, Work Stress, Work Load, Turnover Intention*

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### 1. INTRODUCTION

Economic growth, technological developments, information flow, competition and business environment changes so rapidly occurring, brought many changes in various aspects of community life. One big change that occurs is the increasing number of working women. Currently, many large companies are the majority of employees are women. Limitation of roles between men and women in the working world increasingly eroded due to the growth of technology and science that is growing rapidly. Many women have started to realize the importance of education choose to study high as possible. By having a higher education, many women choose to be a career woman. In addition to education there are many motives driving the increasing number of working women, namely for self-actualization where women can express themselves through a creative and productive which will lead to happiness itself, increased confidence, skills and competencies, the need to socialize with other people, and certainly to add to the family financially. Women work also tend to have an open mind and flexible to any changes that occur, it can be dynamic, energetic, and insightful. According Richardus (2011) suggests that women working for women in addition to earn extra money as the economy is also associated with awareness of the status of women both in the family and society, causing women in particular need to strengthen the capabilities and empower themselves to work.

So women will be dual role as a homemaker and wife and as a working woman or a dualcareer. The meeting of two roles at once experienced by a woman will cause a lot of conflict and psychological distress because it will be difficult to balance the two roles is experienced. This is the cause of their dual role conflict (work family conflict). According to

Boles et al in Dian (2008) states that the work family conflict is a conflict because there is an imbalance between the responsibilities of the role in a residence with in the workplace. Meanwhile, according to Greenhaus and Beulell (1985, in Widyaningrum, 2013) states that the work family conflict is the conflict that occurs in individuals as a result bear a dual role both at work (work) and family (family). This trend was due to working hours and workload which is owned by an employee too dense where all the attention and mind too on one role only. Dual role conflict would be felt if the female employee was married because their nature is taking care of the household and children.

The division of roles between family and work into a separate lots problematics faced by woman employees. Although many female employees who already have a variety of ways to get around this, it still raised problems occurred that would cause psychological pressure on him. The stress level of an employee in addition affected by work family conflict also affected the workload on the job. As stated by Suwatno (2014) that the workload is felt an employee can be a source of stress. Excessive workload and the workload is too little can affect the psychological condition of female employees. If a female employee has a work load that is too heavy it will cause high stress levels and cause their work will not be optimal. Work stress is defined as a feeling of pressure or distress experienced by employees in the face of the work (Mangkunagara, 2008). According to Wallace (2005), high stress can be triggered by the work family conflict. Conflicts are common in a company if left alone will cause adverse effects for the company in achieving organizational goals, which will impact on the performance of employees which in turn will reduce the productivity of the organization (Yang, 2000). The long conflict was also able to bring pressure on the employee, that will cause high stress (Nasrudin and Kumaresan, 2006).

**Table 1.1**  
**Research Gap**

<b>No</b>	<b>Problems (Relations between variables)</b>	<b>Research Gap</b>	<b>Author</b>
1	The effect of Work load of the Turnover Intention	A / Work loads have a positive effect on turnover intention  b / Work load does not have a positive effect on turnover intention	A / Abbasi, (2015)  b / Pradana and Salehudin, (2013)
2.	The effect of work family conflict of the work stress	t a / Work family conflict has a positive effect on work stress  b / Work family conflict has no effect on work stress	a / Alsam et al., (2013); Gayyur and Jamal, (2013); Lu et al., (2017)  b / Aslam et al., (2011)
3.	The effect Workload of the work stress	A / Workloads have a positive effect on work stress	A / Crouter et al ., (2001)

		b / Workload does not have effect on work stress	b / Buckingham, (2004)
4.	The effect work family conflict of the turnover intention	a / Work family conflict has a positive effect on turnover intention  b / Work family conflict has no effect on turnover intention	a / Alsam et al. , (2013); Gayyur and Jamal, (2013); Lu et al., (2017); Hang-Yue et al., (2005)  b / Aslam et al., (2011), Riley (2006) in Alsam et al., (2013)
5.	The effect of work stress of the turnover intention	A / Work stress has a positive effect on turnover intention  b / Swork stress has not an effect on turnover intention	a / Abbasi, (2015); Arshadi and Damiri, (2013); Lu et al., (2017); Hang-Yue et al., (2005)  b / Pradana and Salehudin, (2013)

## **2. Literature Review and Theoretical Framework**

### **Work Family Conflict**

Boles et al., (Dian, 2008) stating that the dual role conflict(work family conflict) is a conflict because there is an imbalance of the role of the responsibilities at work with in the residence ". Based on some of the above definition can be said that the work family conflict caused by a person is not able to balance the role that happened to him, whether it is the role of the family which suppress the role of work and the role of work that suppress the role of the family.

### **Workload**

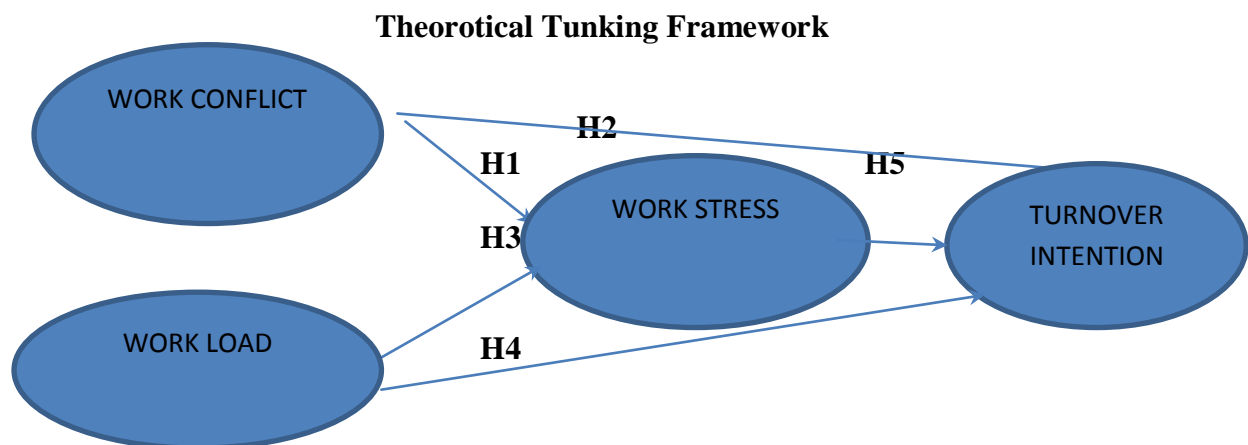
According to Schultz and Schultz (2006) "the workload is a condition in which an employee performs work too difficult or too much work than time available". "The workload of the employees must be adjusted to the quantity and quality of work. The quantity of work related to the amount of work to be done whether too much or little, the quality of jobs related to the ability and the skills required to do the job. Because if the work is not comparable with the capabilities and expertise of an employee and the time available, it can be stressful (Elias, 2000).

### **Work Stress**

According to Indrawan (2009) work stress can occur in all types and conditions of employment, which is caused by the imbalance between personality characteristics of employees with the characteristics of his work. Work stress, according Marihot (2002) occurs when a person experiencing tension or emotional distress because of the demands of a very large, occur barriers and lost a very important opportunity that can affect the mind, emotions, and physical condition.

### **Turnover Intention**

Robbins (2006), states that (Voluntary turnover or quit) caused due to several factors regarding how interesting work experienced by employees today or whether there are other employment alternatives.



### **3. Research Methods**

#### **Population and Sample**

The population in this study were employees of a married woman to the status of the work on the Bank Mandiri Central Java area, which is 1,213 people. The sampling technique used purposive sampling. Sekaran (2006) found that a purposive sampling is one of the non-random sampling technique where the sampling is based on certain considerations, among others:

1. Employees who serve as the respondent is an employee with permanent status in the company.
2. Employees woman and have been married.
3. Employees with a minimum term of two years. Thus, in this study determined a sample of 120 female employees in consideration of the above, where it has met the minimum sample size of 100 samples.

#### **Mechanical Analysis**

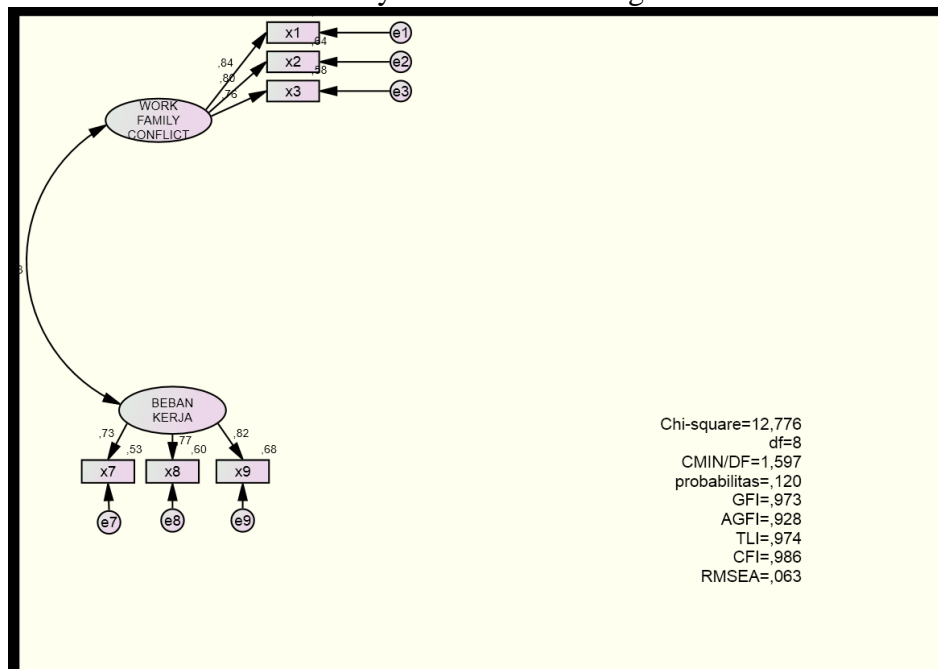
Analysis of the data used to answer questions and solve problems research to study tested the H1 to H5 in this study used Structural Equation Model in AMOS program.

### **4. DATA ANALYSIS**

#### **Factor Analysis(Confirmatory Factor Analysis)**

##### **1) Exogenous Factor Analysis Discriminant Validity**

Figure 4.1  
Validity Discriminant Exogenous



Sources: Primary data are processed, 2021

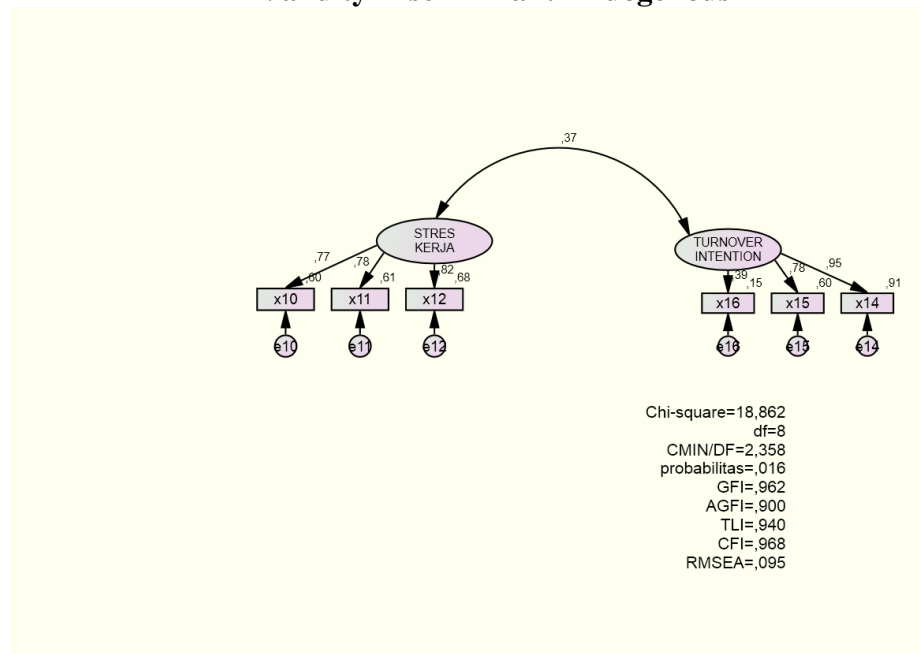
**Table 4.1**  
**Testing Results Constructs Exogenous Validity Discriminant**

Goodness of Fit Index	Cut-off Value	Analysis	Model Evaluation
Chi - Square	<15.507 df 8	12,776	Good
Probability	≥ 0.05	0,120	Good
RMSEA	≤ 0.08	0,063	Marginal
GFI	≥ 0.90	0,973	Good
AGFI	≥ 0.90	0,928	Good
CMIN / df	≤2,00	1,579	Good
TLI	≥ 0.95	0,974	Good
CFI	≥ 0.95	0,986	Good

Source: primary data are processed, 2018

**2) Endogeneous Factor Analysis Discriminant Validity**

**Figure 4.2**  
**Validity Discriminant Endogenous**



Sources: primary data processed, 2021

In table 4.2. below are presented on the results of testing the construct endogenous

**Table 4.2**  
**Testing Results Construct Endogenous**

<b>Goodness of Fit Index</b>	<b>Cut-off Value</b>	<b>Analysis</b>	<b>Model Evaluation</b>
Chi - Square	<15.507 df 8	18.862	Marginal
Probability	≥ 0.05	0,016	Marginal
RMSEA	≤ 0.08	0,095	Marginal
GFI	≥ 0.90	0,962	Good
AGFI	≥ 0.90	0,900	Good
CMIN / df	≤2,00	2,358	Marginal
TLI	≥ 0.95	0,940	Good
CFI	≥ 0.95	0,968	Good

Source: primary data are processed,2021

**the SEM Assumptions Testing Results**  
**Data Normality test**

**Table 4.3**  
**Normality Data**

Variable	min	max	skew	c.r.	kurtosis	c.r.
x16	4,000	9,000	,040	,200	-,502	-1,259
x15	3,000	9,000	-,415	-2,080	-,152	-,381
x14	4,000	10,000	,137	,688	-,657	-1,647
x10	3,000	10,000	,010	,051	-,067	-,168
x11	3,000	10,000	,053	,266	-,513	-1,287
x12	3,000	10,000	-,053	-,265	-,153	-,384
x7	3,000	9,000	-,460	-2,305	-,067	-,167
x8	3,000	10,000	,096	,484	-,077	-,192
x9	3,000	10,000	,027	,134	-,519	-1,301
x3	3,000	10,000	-,367	-1,842	-,766	-1,920
x2	4,000	10,000	-,148	-,741	-,418	-1,049
x1	4,000	10,000	-,088	-,439	-,191	-,480
Multivariate					-2,861	-,959

Sources: Primary data are processed, 2021

has been qualified research data because the data normality as seen in table 4.3 above there is no value CR skewness outside +\_2,58.

**Multivariate Outliers**

Results of multivariate outliers are presented in Table 4.4 below

**Table 4.4**  
**Multivariate Outliers**

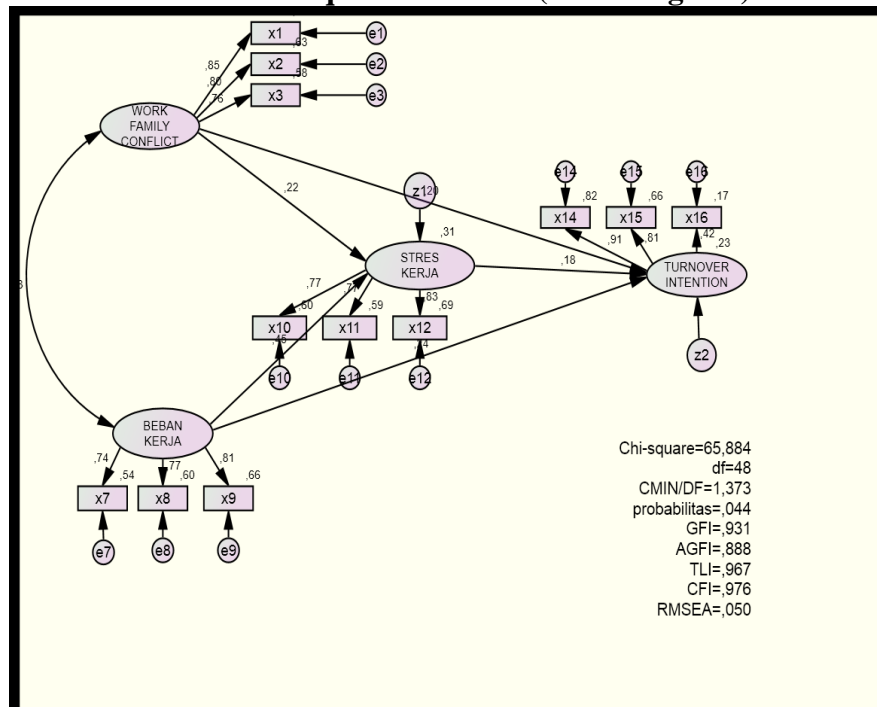
Observation number	Mahalanobis d-squared	p1	p2
47	27,500	,007	,629
151	22,678	,031	,947
47	27,500	,007	,629
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--	--	--	--
85	9,994	,616	,231
69	9,870	,627	,265
82	9,820	,632	,245

Sources: primary data are processed, 2021

**Analysis of Structural Equation Model (SEM)**

In this stage, the suitability test and test statistic, the results of which can be seen in Figure 4.3 below:

**Figure 4.3**  
**Structural Equation Models (Path Diagram)**



Source: primary data are processed, 2021

Table 4.5 below are presented on the results of testing the feasibility of Structural Equation Model (SEM)

**Table 4.5**  
**Results of testing feasibility Model**  
**Structural Equation Model (SEM)**

Goodness of Fit Index	Cut-off Value	Analysis	Evaluation Model
Chi - Square	<65,171 df 48	65,884	Marginal
Probability	≥ 0.05	0,044	Good
RMSEA	≤ 0.08	0,050	Good
GFI	≥ 0.90	0,931	Good
AGFI	≥ 0.90	0,888	Marginal
CMIN / df	≤2,00	1,373	Good
TLI	≥ 0.95	0,967	Good
CFI	≥ 0.95	0,976	Good

Source: Primary data are processed, 2021



**DISCUSSION**

**Table 4.6**  
**Regression Model Equational Structural Weight**

		Estimate	SE	CR	P	Label
WORK_STRESS	<--- WORK_FAMILY_CONFLICT	209,089	2,347	,019		par_9
WORK_STRESS	<- - WORK_LOAD	361,081	4.472	***		par_10
TURNOVER_INTENTION	<--- WORK_STRESS	232,143	1,616	,106		par_11
TURNOVER_INTENTION	<--- WORK_FAMILY_CONFLICT	244,117	2,084	,037		par_12
TURNOVER_INTENTION	<--- WORK_LOAD	248,112	2.208	,027		par_13

Sources: primary data are processed, 2021

**Conclusions**

1. the results of testing the influence of work family conflict of the work stress can conclude work family conflict effect positively to the work stress
2. test results influence the workload of the job stress can be concluded workload positive influence on work stress
3. test results the influence of work family conflict on turnover intention can be inferred work family conflict positive effect on turnover intention
4. penguj Results ian effect of workload on turnover intention can be inferred workload positive effect on turnover intention
5. Results of testing the effect of work stress on turnover intention can be inferred job stress no positive effect on turnover intention

**Recommendations future research**

1. Future research carried out not only from the standpoint of female employees only, it is recommended simultaneously from two perspectives, namely the perspective of the leadership ranks / top management / manager and the employee's own viewpoint.
2. Future research may use samples not only from Semarang and surrounding areas but it can also use a sample of units other cities so as to further describe or predict a problem turnover intention overall employee in a company

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