

# Effect of Work Family Conflict and Work Stress on Employee Performance

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**Abstract.** The purpose of this study was to determine the effect of work family conflict and work stress on employee performance at PT. BPD Bali. Data collection methods using questionnaires and interviews. The sampling method used purposive sampling where the criteria for employees who become respondents are employees who are married. The sample taken is 70 employees. The research instrument test used the validity and reliability test. The data analysis technique uses multiple linear regression analysis techniques. The result of this research is work family conflict has a negative effect on employee performance, while job stress has no effect on employee performance factors of work family conflict and work stress only have an effect of 9.7 percent, so further research is needed on the factors that are more dominant in affecting the performance of employees at PT BPD Bali.

## 1 Introduction

Human resources are a very important element in a company or organization (Kalangi, 2015). Human resources are part of an advancement in science, development, and technology.

Humans are resources who have feelings and thoughts so that their abilities need to be improved in order to achieve organizational goals. Employees are a valuable resource (asset) for the organization. The success or failure of the organization depends on employee performance (Hameed, 2014). Organizations or companies that are able to withstand a prolonged crisis are not organizations or companies that rely solely on the company's finances.

Bank is a business entity collecting funds from the public in the form of savings and channeling it back to the public in the form of credit funds or other forms in order to improve the standard of living of the people at large.

Employee performance is the work result in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him. In this very dynamic era, the good performance of employees can lead to good company performance which in turn makes the company more successful and effective. From

this statement it can be concluded that to improve company performance, first improve individual performance. According to Sari in Dwi Septianto (2010), factors that affect performance are work family conflicts and work stress. When someone experiences work family conflicts and work stress, the fulfillment of one role will interfere with the fulfillment of other roles so that it will have an impact on performance.

According to Frone, Rusell & Cooper (2013). Work family conflict is a role conflict that occurs in employees, where on the one hand women have to do work in the office, while on the other hand women have to pay attention to the whole family, so it is difficult to distinguish between work disturbing the family and the family interfering with work. According to Azazah (2018) Work Family Conflict affects employee performance, especially in housewives who work as employees, resulting in someone tends to have an impact on one of these roles. According to Jackson and Arianto's (2017) research, Work Family Conflict has a significant effect on employee performance. The higher the work family conflict, the higher the employee's performance. In addition to the Work Family Conflict factor, there is a work stress factor.

Job stress is a condition of tension that creates a physical and psychological imbalance, which affects the emotions, thought processes and conditions of an employee, this pressure is caused by the work environment in which the employee works (Veithzal, 2014: 516). Job stress is excessive workload, hard feelings and emotional tension that can hinder performance or the performance of the individual (Robbins in Almasitoh, 2017). If employees experience high work stress, it can cause disruption of both physical and non-physical health which can cause a decrease in the employee's performance.

According to Hasanah and Suharmono (2016), it is explained that in the banking sector in completing their duties, employees need to do overtime when there are tasks or jobs that must be completed on the same day and work that needs to be done in a hurry (deadline). It takes high dedication for employees to be able to divide their time and attention for their families and for work as employees. This factor is high enough to cause and cause pressure that affects employee performance.

PT. BPD Bali Head Office which is a company engaged in finance. The company is located on Jalan Raya Puputan Niti Mandala Renon Denpasar. The company employs 235 active employees. PT. BPD Bali Head Office is one of the financial service providers in the city of Denpasar.

## **2 Literature Review**

Hypothesis is a temporary answer to the formulation of research problems, where the formulation of the research problem has been stated in the form of a question sentence (Sugiyono, 2017: 64). According to Suharsimi (2014: 71) the hypothesis is a temporary answer to the research problem, until it is proven through data collected. Based on the theoretical basis above, a research hypothesis can be formulated as follows:

### **2.1 Effect of Work Family Conflict on Employee Performance**

Work family conflict is a form of role conflict in which the demands of work and family roles absolutely cannot be done in several ways. This usually occurs when a person tries to fulfill the demands of a role in work and the business is influenced by the ability of the person concerned to meet the demands of his family. The results of Endang Ruswanti's research (2013) state that work family conflict has a negative effect on employee performance. The higher the level of work family conflict felt by employees, the lower their performance level will be.

H1: Work Family Conflict has a negative effect on Employee Performance at PT. BPD Bali Head Office.

## 2.2 The effect of job stress on employee performance

Winda (2012) states that too much stress can interfere with work execution. Beehr and Newman (2012) define work stress as a condition that arises from interactions between humans and work and is characterized by human changes that force them to deviate from their normal function. The results of Tri Warton's research (2017) state that job stress has a positive effect on employee performance.

H2: Job stress has a positive effect on Employee Performance at PT. BPD Bali Head Office.

## 3 Method

### 3.1 Sample

In determining the sample in this study using nonprobability sampling with a purposive sampling technique. Purposive sampling is a sampling technique or data source with certain considerations Sugiyono (2016: 85). The reason for using purposive sampling technique is because not all samples have criteria in accordance with the phenomenon being studied. The criteria used as research samples are employees who are married. The sample was taken from the population using a tolerable error rate of 10%. Determination of the sample size of respondents using the Slovin formula which is shown as follows:

$$n = \frac{N}{1 + Ne^2} \dots \dots \dots (1)$$

Based on this formula, the results of calculations using the Slovin formula state that the minimum sample in this study is 70 respondents.

### 3.2 Data Collection

Interview collection techniques using questions and answers to employees of PT. BPD Bali Head Office who is competent on the problems examined in this study. This data collection technique is also used to complement if the respondent's answer to the questionnaire given is unclear.

Data collection techniques using research instruments that have been prepared and addressed to respondents. The questionnaire is the main research instrument which contains a number of closed statements that are compiled based on the results of theoretical and empirical studies. After the research instrument was compiled, the face & content validity was assessed first.

### 3.3 Analysis Data

#### 3.3.1 Reliability Test

A reliable instrument is an instrument that, when used several times to measure the same object, will produce the same data. The use of reliable instruments in data collection,

it is hoped that the results of the research will be reliable too, reliable instruments are also an absolute requirement to get reliable research results.

### 3.3.2 Multiple Linear Regression

Multiple linear regression analysis is a linear relationship between two or more independent variables (X1 and X2) and the dependent variable (Y). This analysis is to determine the direction of the relationship between the independent variable and the dependent variable whether each independent variables associated positive or negative, and to predict the value of variable.

### 3.3.3 Coefficient of determination ( $R^2$ )

The coefficient of determination ( $R^2$ ) is used to determine the contribution of independent variables Work Family Conflict(X1)and Job stress (X2) the dependent variable Employee Performance (Y) which is indicated by the value of R square. Coefficient of determination is antara zero till one ( $0 < R^2 < 1$ ). R value2 small means the ability of the dependent variables in explaining the variation of the dependent variable is unbelievably limited. It can be seen that the coefficient of determination adjusted  $R^2$ (coefficient of determination adjusted) amounted to 0.097 This means that 9.7 per cent of the variable performance of employees at PT. BPD Bali Head Office can be explained by thevariables Work Family Conflict (X1) and Work Stress (X2).

## 4 Results

Based on the analysis using SPSS 25 for windows, which has been described, it shows that there is a partially significant effect of work family conflict and work stress on employee performance. The following describes a discussion of the answers to the research hypothesis:

### 4.1 Hypothesis Testing 1

H1: Work Family Conflict has a negative effect on employee performance at PT. BPD Bali

Head Office. Based on Table 5.12, the estimation results of thevariable Work Family Conflict(X1) with a coefficient value (-0.876) with a significance t of 0.03 are smaller than the significance level used, namely  $\alpha = 0.05$ . Then H1 is accepted and the direction of the regression coefficient is negative (-0.876). Therefore, the first hypothesis which states that Work Family Conflict has a negative and significant effect on employee performance is accepted.

### 4.2 Hypothesis Testing 2

H2: Job Stress has a negative effect on employee performance at PT. BPD Bali Head

Office. Based on Table 5.12, the estimation results of the Job Stress variable (X2) with a coefficient value (0.082) with a significance t of 0.611 are smaller than the significance level used, namely  $\alpha = 0.05$ . Then H2 is rejected and the direction of the regression coefficient is positive (0.611). Therefore, the second hypothesis which states that Job Stress has no effect on employee performance. This is because employees at PT. BPD Bali Head Office manages its employees to avoid work stress. Employees are usually given high incentives so that the level of work stress of PT. BPD Bali Head Office is low and has

no effect on employee performance. Employees are also not given too much work, are given sufficient time off, so that the performance of employees at PT. BPD Bali Head Office is still good. This is in accordance with research conducted by Tri Wartono (2017) which states that job stress has a positive effect on employee performance. The results of Bashir and Muhammad's research (2010) state that job stress has a positive effect on employee performance. Where this means that any increase in Work Stress will reduce the performance of employees in a company.

## 5 Conclusion

Based on the data obtained from the results of the analysis, the conclusion of this study is from the results of partial data analysis that the variable Work Family Conflict (X1) has a negative and significant effect on employee performance at PT. BPD Bali. From the results of partial data analysis, it is found that the variable job stress (X2) has no effect on employee performance at PT. BPD Bali.

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