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The Effect of Work-Family Conflict on Job Satisfaction and Employee Performance

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Stress is a condition in the workplace can be affect job satisfaction and employee performance. The aims of this research to analysis the effect of job stress on job satisfaction job stress on employee performance, and job satisfaction on employee performance. In this study, the observation data taken from 46 employees by using sampling technique. The descriptive and inferential analysis with partial least square (PLS) to test the hypotheses is used to obtain result. The result of the research shows that job stress has negative and significant effect on job satisfaction, job stress has negative and significant effect on employee performance, and job satisfaction has negative significant effect on employee performance. Furthermore, Job satisfaction cannot mediate relationship between job stresses on employee performance.

Keywords: Job stress, Job satisfaction, and Employee performance

1. INTRODUCTION

The existence of a gap between work and family that will have a negative effect on performance and family is called work-family conflict Work-family conflict often arises when one of the roles in the job demands more or more attention than the role in the family. It is undeniable that these conflicts cause various problems affecting the family life and work of the woman, on the one hand women are required to be responsible for the care and care of the family well, on the other hand as a worker, women are required to work in accordance with the standard of good performance. However, not all of them can align the role in work with the role in the family, which lead to the occurrence of work-family conflict. Work-family conflict is considered to be a serious problem in today's business world [1]. Work-family conflict in Indonesia is one of the inter role conflict forms of pressure or an imbalance of roles between roles in the job and the role within the family.

Work-family conflict can be defined as a form of role conflict where the mutual demands of work and family roles cannot be aligned in some respects [2]. Work-family conflict has a negative and significant effect on employee performance [3]. The higher level of work-family conflict is employees have, the lower the employee's performance in a company. Research conducted that work-family conflict has negative and significant effect on employee performance, work-family conflict also has negative and significant effect to job satisfaction and job satisfaction has significant effect to employee performance [4].

2. METHODOLOGY

A. Work-Family Conflict

Work-family conflict is one form of dual role conflict where the role and job pressures of the family cannot be aligned or contradictory in some aspects [5]. Work-family conflict is a conflict that occurs in individuals due to bear multiple roles, both in work (work) and family (family), where due time and attention too devoted to a single role, so the role demands others, cannot be met optimally [6]. The emergence of a conflict usually occurs when a person

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seeks to fulfill the role demands of the job and the business is affected by the person's ability to fulfill the demands of his family, or vice versa, where the fulfillment of the role's demands in the family is influenced by the person's ability to meet his job demands [7].

B. Job Satisfaction

Job satisfaction relates to a person's feelings or attitudes about the job itself, salary, promotional or educational opportunities, supervision, co-workers, workload and so on. [8]. Job satisfaction is related to the attitude of someone about work, and there are some practical reasons that make job satisfaction an important concept for leaders. Satisfied workers are more likely to survive work for the organization. Satisfied workers also tend to engage in organizational behavior that goes beyond their job descriptions and roles, and helps reduce workload and stress levels within members of the organization.

Job satisfaction an employee can feel his job is fun or unpleasant to work on [9]. Job satisfaction is a generalization of attitude toward his work. The various attitudes of a person to his work reflect a pleasant and unpleasant experience in his work, as well as expectations of future experiences. The job gives satisfaction to the owner. The opposite event, dissatisfaction will be obtained when a job is not a tedious thing to do [10].

C. Performance

The performance of human resources is the performance of work or output (output) both quality and quantity achieved human resources per unit time period in carrying out its work duties in accordance with the responsibilities given to him [11]. Performance also has a broader meaning, not just Performance is about what to do and how to do it. Performance refers to the level of achievement of tasks that make up an employee's job. Performance reflects how well employees meet the requirements of a job [12]. How organizations appreciate and treat employees will affect their behavior in running performance [13].

D. Research Hypothesis

An employee's performance will be maximized if not stressful and employees should be able to keep up with time between work and family, and not bring home office affairs and vice versa. Work-family conflict negatively and significantly impacts job satisfaction, which means that the higher level of work-family conflicts perceived by employees will lead to lower job satisfaction [15]. Job satisfaction is a positive and significant effect on employee performance. Based on data indicates that the higher level of job satisfaction will result in better employee performance. Performance is an important aspect for a company. The company will run smoothly and successfully if the resulting performance of the employee good and positive [15]. The better performance

of employees is faster the achievement of the vision and mission of the organization. The success of the achievement of organizational goals indicates the company's management is running well and the performance of employees owned by the organization of course also good [15]. Based on current study, we have seven hypotheses as follows:

- H₁: Work-family conflict has a negative and significant effect on job satisfaction.
- H₂: Work-family conflicts have a negative and significant effect on employee performance.
- H₃: Job satisfaction has a positive and significant effect on employee performance.
- H₄: Job satisfaction mediates the effect of work family conflict on employee performance.

The populations in this study were employees at Balai Sungai Bali-Penida, DG of Water Resources, Ministry of Public Works and People's Housing (PUPR), with female gender, with 76 civil servants status. The sample is part of the total population owned by the population, i.e. women who have a family with the Status of Civil Servants (PNS) of 46 people. This study uses questionnaires accompanied by five answers with liker scale that must be selected and considered appropriate according to respondents.

3. RESULT AND DISCUSSION

Before analysis the data, the instrument was test using SPSS ver20. The result of validity and reliability instrument test is showed in Table I.

Table I. Validity and Reliability Instrument

| Var. | Indicator | Product Moment | Description | Cronbachs (alpha) | Descrip. |
|----------------------|-----------|----------------|-------------|-------------------|----------|
| Work-family conflict | X11 | 0.847 | Valid | 0.951 | Reliable |
| | X12 | 0.808 | Valid | | |
| | X13 | 0.809 | Valid | | |
| | X14 | 0.910 | Valid | | |
| | X15 | 0.790 | Valid | | |
| | X16 | 0.847 | Valid | | |
| | X17 | 0.831 | Valid | | |
| | X18 | 0.890 | Valid | | |
| | X19 | 0.905 | Valid | | |
| Job Satisfaction | Y11 | 0.835 | Valid | 0.959 | Reliable |
| | Y12 | 0.860 | Valid | | |
| | Y13 | 0.756 | Valid | | |
| | Y14 | 0.871 | Valid | | |
| | Y15 | 0.861 | Valid | | |
| | Y16 | 0.929 | Valid | | |
| | Y17 | 0.858 | Valid | | |
| | Y18 | 0.897 | Valid | | |
| | Y19 | 0.879 | Valid | | |
| | Y110 | 0.851 | Valid | | |
| Employ Perform | Y21 | 0.878 | Valid | 0.967 | Reliable |
| | Y22 | 0.884 | Valid | | |
| | Y23 | 0.914 | Valid | | |
| | Y24 | 0.805 | Valid | | |
| | Y25 | 0.884 | Valid | | |
| | Y26 | 0.812 | Valid | | |
| | Y27 | 0.918 | Valid | | |
| | Y28 | 0.881 | Valid | | |
| | Y29 | 0.790 | Valid | | |
| | Y210 | 0.848 | Valid | | |
| | Y211 | 0.936 | Valid | | |

Based on Table I it can be seen that this research has a correlation coefficient of more than 0.361 so that all items in the instrument are said to be validated. Alpha Cronbach the whole instrument is greater than 0.6. This suggests that such measurements can provide consistent results when re-measurements are taken on the same subjects. Convergent validity is used to know the item - item instrument that can be used as an indicator of the overall latent variables. The results of this test are measured based on the mean loading factor (outer loading) of the construct indicator. The following test results of convergent validity are presented in Table II.

Table II. Convergent Validity

| Variable | Indicator | Outer Loading | Description |
|----------------------|-----------|---------------|-------------|
| | X11 | 0.857 | Valid |
| | X12 | 0.845 | Valid |
| | X13 | 0.843 | Valid |
| Work-family conflict | X14 | 0.890 | Valid |
| | X15 | 0.840 | Valid |
| | X16 | 0.761 | Valid |
| | X17 | 0.834 | Valid |
| | X18 | 0.907 | Valid |
| | X19 | 0.876 | Valid |
| | Y11 | 0.740 | Valid |
| | Y12 | 0.827 | Valid |
| | Y13 | 0.696 | Valid |
| | Y14 | 0.869 | Valid |
| Job Satisfaction | Y15 | 0.830 | Valid |
| | Y16 | 0.916 | Valid |
| | Y17 | 0.846 | Valid |
| | Y18 | 0.791 | Valid |
| | Y19 | 0.870 | Valid |
| | Y110 | 0.850 | Valid |
| | Y21 | 0.832 | Valid |
| | Y22 | 0.861 | Valid |
| | Y23 | 0.872 | Valid |
| | Y24 | 0.786 | Valid |
| Employee Performance | Y25 | 0.846 | Valid |
| | Y26 | 0.786 | Valid |
| | Y27 | 0.896 | Valid |
| | Y28 | 0.862 | Valid |
| | Y29 | 0.778 | Valid |
| | Y210 | 0.804 | Valid |
| | Y211 | 0.882 | Valid |

The testing over Table II shows all outer loading has a value greater than 0.5. Thus, this measurement can be summarized as having met the requirements of convergent validity. Test results Table III shows all outer loading has a value greater than 0.5. Thus, this measurement can be summarized as having met the requirements of convergent validity.

Table III. Composite Reliability

| Variable | Indicator | Composite Reliability | Description |
|----------------------|-----------|-----------------------|-------------|
| Work-family conflict | X1 | 0.959 | Reliable |
| Job Satisfaction | Y1 | 0.955 | Reliable |
| Employee Performance | Y2 | 0.963 | Reliable |

Based on Table III it can be explained that the results of the composite reliability test show good results because the latent variables are all reliable because

they have a composite reliability value greater than 0.7. This shows all indicators to be measuring tool their respective constructs. Goodness of fit structural model on inner model is tested using value predictive - relevance (Q2). R2 value of each endogenous variable in this study can be seen in Table IV. Building Septic systems in the coastal area are always challenging. The pollution and public health concern due to the release of untreated waste into adjacent coastal and marine environment, resulting in contaminated bottom sediments, shellfish beds and beaches. Therefore, the location, construction and maintenance should be properly planned and designed.

Table IV. Value of R²

| Endogen Variable | R-Square |
|----------------------|----------|
| Job Satisfaction | 0.503 |
| Employee Performance | 0.843 |

The predictive-relevance value is obtained by the formula as follows:

$$Q^2 = 1 - (1 - R_1^2) (1 - R_2^2) \tag{1}$$

$$Q^2 = 1 - (1 - 0.503) (1 - 0.843) \tag{2}$$

$$Q^2 = 1 - (0.497) (0.157) \tag{3}$$

$$Q^2 = 0.922 \tag{4}$$

The above result shows a predictive-relevance value of 0.9220, this value > 0. So it can be interpreted that 92.20% of variation in the variable is explained by the variable used in the model. The rest of 7.80% is explained by other factors outside the model. With this result it is concluded that this model has a relevant predictive value. The Testing hypothesis using Partial Least Square (PLS) because the quantities of the sample in this research is small. Test is done by using t test (t-test) on each path of influence between variables. In the PLS statistical test each hypothesized relationship is performed using simulation with t test. In this case the bootstrap method is performed on the sample. Testing with bootstrap is also intended to minimize the problem of research data abnormalities. The test results with bootstrapping from PLS analysis can be seen in Table V.

Table V Hypothesis Testing Result

| Parameter | Original Sample (O) | Sample Mean (M) | Standard Deviation (STDEV) | T Statistics ((O/STDEV)) | P Values |
|---------------------|---------------------|-----------------|----------------------------|--------------------------|----------|
| Satisfaction -> EP | 0.675 | 0.645 | 0.163 | 4.140 | 0.000 |
| WFC -> Satisfaction | -0.195 | -0.164 | 0.207 | 0.943 | 0.346 |
| WFC -> EP | -0.295 | -0.302 | 0.103 | 2.871 | 0.004 |

The probability of work-family conflict to job satisfaction is 0.346 which is greater than cut off value (0.346 > 0.05), so H0 is accepted. This shows at a significance level of 5 percent, work-family conflict has no significant effect on job satisfaction. The probability of work-family conflict on employee performance is 0,004 which is less than cut off value (0.004 < 0.05), so H0 is rejected. This shows at a significance level of 5 percent, work-family conflict has

a significant effect on employee performance. The probability of job satisfaction on employee performance is 0.000 which is less than cut off value ($0.000 < 0.05$), so H_0 is rejected. This shows at the level of 5 percent significant, job satisfaction has no significant effect on employee performance. The t value of 1.599 is less than 1.96, which is the mediation parameter is not significant. So, the job satisfaction model mediates the influence of work family conflict on employee performance is unacceptable. Which mentions work-family conflict effect on employee performance with mediation job satisfaction is not proven. The t value from hypothesis testing result of 3,696 is greater than 1.96, meaning that the mediation parameter is significant.

4. CONCLUSION

The findings of this study are work-family conflict has a negative and insignificant effect on job satisfaction, and significant to employee performance. Job satisfaction has a positive and significant effect on employee performance. Therefore, managerial implications in corporate management are to improve employee performance, companies or institutions should be reducing the level of work-family conflict and improve job satisfaction. Job satisfaction will enhance the performance of higher employees. To reduce the level of work-family conflict, companies or institutions should reduce the level of working time, so that workers spend more time with their families. To improve job satisfaction, the company or institution must increase the size and type of benefits, promotion (promotion / promotion), and create a good family in work, so that workers will feel satisfied in working. To boost employee performance, the company or institution must provide support and appreciation to workers who begin to take on their own new tasks when previous tasks have been completed, in order to improve employee performance.

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