

Conflict of Dual Roles of Female Employees and Work Stress

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ABSTRACT

Equality of rights is no longer the main factor of women's participation, but rather reveals its function in the development of Indonesian society.

Multiple role conflict is the simultaneous occurrence of two or more role allocations carried out by one person. As a rule, dual role conflicts are often experienced by women who work and also become mothers. Work-family conflict has two components, namely interference in family matters work, work-family conflict can arise because work matters come to the family. Conflict arising from household work and all its disturbing consequences implementation of the employment function of mothers in the workplace. A adaptive response, linked by individual characteristics and psychology or processes which is the consequence of any external action, demanding situation or event special psychological and or physical persons. The results of the work carried out by a person or group of people in an organization in accordance with authority and responsibility for their respective efforts in order to achieve goals from the Organization. Multiple role conflict can impact job stress, this shows the higher the dual role conflict of female employees, the greater their work stress.

Keywords : Work Conflict, Dual Role Conflict, Work Stress, Female Employee

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INTRODUCTION

Articles published in the International Journal of Business Economics include the In economic development, women have their own contribution which can be seen from the participation of women in the workforce. The number of women looking for work continues to increase and occurs in almost all countries. Career women are related to getting a job and earning income. It was further explained that working for women in addition to earning money as an additional economy is also related to awareness of the position of women both in the family and society so that women specifically need to strengthen their abilities and empower themselves to work (Ihromi, 1990, p. 32).

Women as employees who work in the industrial sector have high pressure or stress because they have to be able to achieve the targets set by the company each period. Not only that, employees are required to be able to provide the best service for customers so they can compete with other similar industries. Not to mention that women also have a high responsibility in terms of taking care of household needs. So it takes a high dedication for women to be able to share their time and attention for their families and for their work as employees.

Women want to keep working, because work gives a lot of meaning to themselves, starting from financial support, developing knowledge and insight, enabling the actualization of abilities, giving self-esteem and independence (even though the husband's income is sufficient), and allowing subjects to actualize other basic personal aspirations (such as) gives a sense of "meaning" as a person, although involvement in these various roles can provide psycho-social benefits, such as; increased self-confidence, morale, and happiness. Difficulties in meeting work and family demands that are often contradictory can also lead to work-family conflict (Rosita, 2012).

Work family conflict is a form of interrole conflict, pressure or role imbalance between roles in the family and roles at work. Work family conflict and work stress are two interrelated variables. Work family conflict will cause a person to experience work stress if he cannot manage the conflict that occurs in his work environment. Work stress occurs because a person is being chased to achieve certain targets (Putrianti, 2007).

A female worker will feel that multiple role conflicts arise when there is pressure and workload that is brought into a woman's household role. The causes of this dual role conflict can vary. Factors that cause this double conflict include factors such as the personality characteristics of women, attitude of professionalism and responsibility so that women prioritize work more. Furthermore, from family characteristics, there is a female character who does not really care about her children, so she is not close to her family emotionally. In addition to the characteristics of the work, it can be concluded that women have big targets in work so that they are more focused on work than household chores (Mayangsari and Amalia, 2018).

Dual role conflict with high strength, makes a working mother feel her performance is decreasing. This can occur due to working mothers will feel depressed, increased stress, increased physical complaints and decreased energy levels. (6) One clear example of dual role conflict is the decision of a working mother to exclusively breastfeed her child. Research in the city of Prabumulih shows that working mothers who receive support from family and co-workers will choose to exclusively breastfeed their children (Budianti and Pera, 2019).

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As a result of the role conflict felt by working women, the impact is also felt by the family and the surrounding environment, also felt by the company or institution where they work. The impact that will be felt by the company or institution where they work is a decrease in job satisfaction, an increase in work-related stress, which also affects related worker performance such as increased attendance. Seeing the conditions faced by female workers today, the researcher wants to see the situation of multiple role conflict experienced by female workers in the city of Makassar and the relationship of multiple role conflict to the performance of female workers (Wahida, 2019).

METHOD

The method used in this research is descriptive analysis method because this research is a qualitative research. The qualitative approach focuses on substantive and formal theories that are acknowledged to be true. The purpose of writing using this method is to be able to accurately describe the problems taken regarding the facts and causes and phenomena observed. Data collection was carried out through various research journals and secondary data from the government. The collected data will be analyzed and described in detail in each section of this article.

RESULT AND DISCUSSION**Multiple Role Conflict**

Conflict is a different perception in seeing a situation and condition which is then applied in the form of actions that have caused conflict in certain parties (Fahmi, 2013). Conflict is a process of effort by a person to compensate for the efforts of others by obstructing it which causes frustration in achieving goals or increasing their desires (Rahmadita, 2013).

The role is the part played by the individual in each situation and the way he behaves to conform to the situation. Working women face complicated situations that place them between the interests of the family and the need to work. In the term "gender", women are defined as human beings who are gentle, graceful, motherly, emotional and so on (Faqih, 2013).

Dual role is an attitude in dealing with two different things, namely work and family responsibilities. Then Roos and Gatta reiterated the increasing phenomenon of multiple roles due to the increasing degree of academic level possessed by a woman with gender as a differentiator which makes her discriminated against (Putrianti, 2007).

1. Work-Family Conflict (Role as Employee)

Work family conflict is a form of interrole conflict, pressure or role imbalance between roles at work and roles in the family. Work family conflict can be defined as a form of role conflict where the demands of the roles of work and family mutually cannot be aligned in several ways. Work-family has a component, namely "family affairs interfere with work, work-family problems can arise because work matters interfere with family matters (Ramadita, 2013).

2. Family-Work Conflict (Role as a housewife)

The family can be seen in the narrow sense of the word, as the nuclear family which is the smallest social group of society formed by marriage and consisting of a husband

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(father), wife (mother) and their children. The family is a unit of a number of people who interact and communicate with each other in order to carry out their social roles as husband, wife and children, brothers and sisters. This role is determined by society, but the role in every family is strengthened by feelings. These feelings develop based on tradition and partly based on the experiences of each family member.

Work Stress

Work stress is an adaptive response, linked by individual psychological characteristics and/or processes which is a consequence of any external action, situation or event that places special psychological and/or physical demands on a person. Stress is usually considered as a negative term, stress is considered to occur because it is caused by something bad but does not always mean that because the stress in question is work stress which means a form of individual interaction with their environment. Stress has a positive or negative impact (Akbar, 2017).

The positive impact of stress at low to moderate levels is functional in the sense that it acts as a driving force for improving employee performance, while the negative impact of stress at high levels is a drastic decrease in employee performance. Employees who have high levels of work stress tend to have characteristics towards physiological symptoms while employees with moderate levels of work stress do not have physiological symptoms (Gitosudarmo, 2008).

DISCUSSION

Multiple Role Conflict and Job Stress

One of the factors that can trigger work stress on employees is the existence of multiple role conflicts. Dual role conflict itself according to Paden and Buchler (Simon, 2002) is a role conflict that arises between the expectations of two different roles that a person has. In this case the role conflict that is owned by women who have multiple roles is the conflict between the roles of a wife or mother who has to take care of the family with the role of a working woman who wants to achieve her work goals well (Pratiwi and Betria, 2021).

In fact, the dual role has serious consequences. On the one hand, women make a living to help their husbands, even in certain cases, women are more reliable in providing a living, and on the other hand, women must be able to carry out their responsibilities as wives and mothers. However, the dual role of women is not an option that cannot be taken and this often has an impact on psychological conditions. Research conducted by Sari (2021) states that multiple role conflicts affect performance (Sari, Farha and Sanjaya, 2021).

IMPLICATIONS

Dual Role Conflict is a problem that can never be resolved if a worker, especially a woman, still combines work in the office with problems in her household. By knowing that multiple role conflicts can cause work stress for female employees, employees will be able to understand more about how to deal with the dual roles that they play, so they can avoid work stress. Explain in detail and in detail, briefly, clearly, and concisely the implications of research regarding research results and discussion.

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CONCLUSION

This study discusses multiple role conflicts that have the potential to create work stress and is carried out by collecting and analyzing the results of previous research which are descriptive qualitative in nature. For future researchers, it is hoped that they can add to the study of multiple role conflicts and conduct direct testing of respondents, so as to obtain more accurate results.

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