



The Influence of Multiple Role Conflicts and Work Stress on Job Satisfaction and Its Implications for Employee Performance in BPS Environment of West Java Province

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Abstract: The performance achievements of BPS employees for the period 2017 to 2021, the results show that there has been a decrease in the performance achievements of BPS employees in 2021 compared to the previous year. This performance achievement component contains several key performance indicators, including indicators aimed at increasing the capacity of human resources (HR) and institutional arrangements. In order to maintain the quality and commitment of BPS employees in West Java Province, they are required to achieve the targets given. Therefore, it must be considered factors that can affect performance such as multiple role conflict, job stress and satisfaction. This study aims to analyze the effect of multiple role conflict and work stress on job satisfaction and its implications for employee performance in the BPS environment of West Java province. This study uses multiple regression analysis methods and SPSS 26 software to measure the effect of multiple role conflict and job stress on Job Satisfaction and the Implications for Employee Performance in the BPS Environment of West Java Province. The type of research used is descriptive and verification. The research method used is a case study. Data collection techniques using questionnaires, interviews and observation. The research population is employees in the West Java Province BPS environment as many as 101 people who are used as samples. The results showed that there was a significant negative effect of Dual Role Conflict on job satisfaction and there was a negative and insignificant effect of work stress on satisfaction and there was an effect of Multiple Role Conflict, job stress and job satisfaction on employee performance either partially or simultaneously. This means that the existence of Multiple Role Conflicts and work stress will reduce job satisfaction of BPS West Java Province employees which will have an impact on employee performance results

Keywords: Multiple Role Conflict, Job Stress, Job Satisfaction, Employee Performance

INTRODUCTION

The Central Statistics Agency is a non-ministerial government agency that is directly responsible to the President. Previously, BPS was the Central Bureau of Statistics, which was formed based on Law Number 6 of 1960 concerning Census and Law Number 7 of 1960 concerning Statistics. As a substitute for the two laws, Law Number 16 of 1997 concerning Statistics was stipulated. Based on this law which was followed up by the legislation under it, formally the name of the Central Bureau of Statistics was changed to the Central Statistics Agency whose performance was demanded by stakeholders in its role in providing quality statistical data for developed Indonesia. Provision of data for stakeholders is carried out through various statistical activities, be it censuses, surveys or compilation of administrative records/secondary data which are carried out periodically, continuously or at any time with a predetermined implementation period. Therefore, the physical and mental condition of employees must be in good condition so that the quality of work and work targets can be achieved (Hairiyah & Ali, 2017).

Employees are a renewable organizational asset, they are a key driver of change, especially in a rapidly changing environment. Companies need to continually redesign jobs to align with their business strategies and improve organizational performance. In the study of worker or employee performance management there are things that require important considerations because the individual performance of an employee in an organization is part of the organization's performance, and can determine the performance of the organization. The success or failure of employee performance that has been achieved by the organization will be influenced by the level of performance of employees individually or in groups. The importance of paying attention to and developing performance is not only a requirement for organizations seeking financial gain, but also a need for non-profit organizations, such as government organizations/institutions that carry out various functions of governance and national development. Employees in government institutions who are domiciled as State Civil Apparatus (ASN) have a very important role as executors of government business activities (Larasetiati & Ali, 2019).

HR quality is a measure of an employee's performance. There are many opinions from the public that the human resources of the government apparatus have so far been less effective and efficient at work. Bureaucratic reform in the field of human resources is the most important part that cannot be avoided in achieving the BPS RB goals. Each target has measurable indicators and its performance can be assessed. Specifically, the targets are outlined in the form of programs and activities, where there are indicators to assess the realization of the output that has been produced from activities that last for a year. The results of achievement of target performance and activities that have been carried out by the organization are accounted for in the form of Government Agencies Performance Accountability Reports (LAKIP) every year (Ali, 2019).

LAKIP is the final form of SAKIP, which is a description of the performance achieved by a government agency for the implementation of programs and activities funded by the APBN/APBD. The following are the results of the Evaluation Desk Evaluation of the Government Agency Performance Accountability System (SAKIP) BPS West Java Province for the period 2017 to 2021 (Agussalim, Limakrisna, & Ali, 2017).

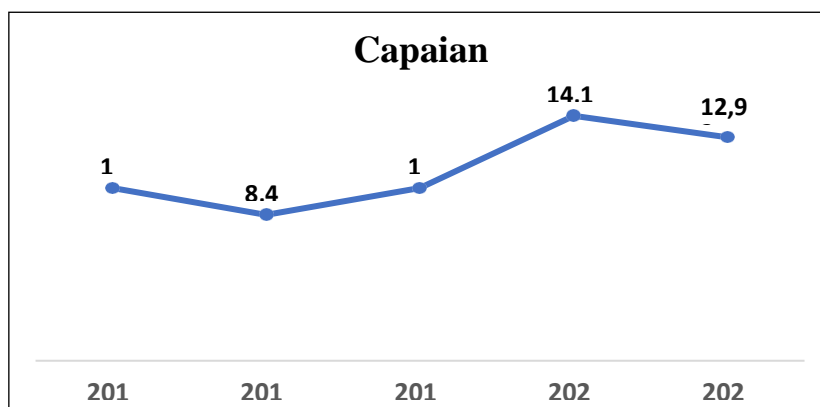
Table 1. Desk Evaluation Results of SAKIP Assessment the Central Bureau of Statistics (BPS) of West Java Province for the 2017-2021 period

Components	Bobot	2017	2018	2019	2020	2021
Performance Planning	30	24,56	25,47	23,94	23,53	23,23
Performance Assesment	25	18,13	18,75	18,75	19,38	19,06
Performance Reporting	15	10,81	11,80	11,43	11,61	11,71

Performance Evaluation	10	6,23	6,35	7,35	4,92	6,82
Performance Target	20	10,0	8,44	10,00	14,17	12,92
Total	100	69,73	70,81	71,47	73,61	73,74

Source: Report on the Results of SAKIP Satker Implementation in the BPS Environment

SAKIP is a Government Agency Performance Accountability System, where this system is an integration of the planning system, budgeting system and performance reporting system, which is aligned with the implementation of the financial accountability system. In this case, every organization is required to record and report every use of state finances and compliance with applicable regulations. Table 1.1 explains that the SAKIP assessment of the West Java Province BPS in the last 5 years has never reached the target weight set by the inspectorate from BPS. In the table it can also be seen that the performance at BPS West Java Province has always fluctuated from 2017 to 2021. By looking at the table it can be concluded that there are activities that are not carried out properly in accordance with the plan, meaning that the performance of BPS West Java Province employees has not yet had good performance, so they have not been able to implement program activities with predetermined goals and targets (Putra, Lima Krisna, & Ali, 2021).



Source: Report on the Results of SAKIP Satker Implementation in the BPS Environment
Figure 1. Grafik Perkembangan Capaian Kinerja BPS Provinsi Jawa Barat 2017-2021

The figure above shows how the components of BPS employee performance achievements for the period 2017 to 2021, the results show that there has been a decline in BPS employee performance achievement in 2021 compared to the previous year. This performance achievement component contains several key performance indicators, including indicators aimed at increasing the capacity of human resources (HR) and institutional arrangements. In order to maintain the quality and commitment of BPS employees in West Java Province, they are required to achieve the targets given, and the decline in performance is mostly carried out by female employees.

According to research conducted by Pertiwi (2016), more than 50% of female employees feel they often make mistakes while working and cannot complete a large amount of work. This is because female employees experience multiple role conflicts, where they feel guilty because they do not have enough time to take care of their husbands and children at home (Pertiwi, 2016). Multiple role conflict is one of the factors that affect employee performance. Greenhaus and Beutell (1985) cited as said by Ansari (2011) states that women will experience higher multiple role conflicts than men because women have great responsibility for the home and allocate most of their time for the family. In the case of organizational conflict, dual roles will result in reduced employee commitment at work. Working women have a dual role, namely as breadwinners for the family and as housewives

who must be responsible for taking care of their family. This often creates conflict when working women face various obstacles in the household and it will affect the production business. This is especially true for women who have a fairly high workload as work under pressure (Jimad, 2010).

According to (Kasman & Ali, 2022), revealed that the multiple role conflicts experienced by working women can cause obstacles at work, difficulty choosing success in the field of work, family and interpersonal relationships. Their inability to resolve the dual role conflict can cause them to display negative work attitudes, for example, lack of motivation at work or lack of concentration due to family matters, which will affect personal, organizational or company performance as a whole. Mangkunegara (2017), argues that work stress is a feeling of stress experienced by employees in dealing with work. Stress is more often associated with demands (demand) and resources (resources). In a study conducted by Aan (2013) work stress has a negative effect on the performance of female nurses. According to (S & Ali, 2022) who showed the results of her research that work stress has a negative effect on performance. Burhanuddin (2018) work stress has a negative and significant effect on employee performance and research by (Saputro, Muhammad Havidz Aima, & Farida Elmi, 2020) Work stress has a negative and significant effect on employee performance (Harahap & Ali, 2020).

Therefore, as an effort to improve employee performance, companies usually also increase employee satisfaction. According to Hasibuan (2017), job satisfaction is an emotional attitude or feeling that is pleasant and loves his job. This attitude is reflected by work morale, discipline, and work performance. Job satisfaction is enjoyed in work, outside work, and in and out of work combinations. (Saputra & Mahaputra, 2022) stated that people's positive or negative feelings and attitudes towards their work carry implications for themselves and the organization. If people are satisfied with their work, they like and are motivated to carry out their work and their performance is high, otherwise if they are dissatisfied with their work, they are not motivated to carry out their work and their performance is low. Job satisfaction is a pleasant or emotionally positive condition that comes from someone's assessment of his work or work experience (Sudiarso, 2022).

Job satisfaction is a positive feeling about one's job which is the result of an evaluation of its characteristics (Rahul, Ali, & Munawar, 2019). According to (Mahaputra, 2022), job satisfaction is people's perceptions of various aspects of their work. Perception can be in the form of feelings and attitudes of people towards their work. Feelings and attitudes can be positive or negative. If a person has a positive attitude towards his job, then he is satisfied with his job, conversely, if the employee has a negative attitude towards his job then he is dissatisfied with his job. This becomes the basis for making the satisfaction variable a mediating variable for the effect of dual role conflict and work stress on performance (Pusparani, Amin, & Ali, 2021).

LITERATURE REVIEW

Prataman and Setiadi (2021) explain that Work Disruption of personal life, interference of personal life with work, improvement of work life, improvement of personal life affect employee satisfaction. Supported by Ganapathi (2016) that multiple role conflicts affect employee job satisfaction. Then Rondonuwu, et al (2018) suggested that multiple role conflict has a positive effect on job satisfaction. Pangemanan's research, et al (2017) explains that multiple role conflicts and job stress have an influence on job satisfaction. Furthermore, (Sulistiorini & Ali, 2017) research explains that job stress has an influence on job satisfaction. Gemely and Baharuddin (2020) argue that work stress reduces lecturer performance. (Ridwan, Mulyani, & Ali, 2020) explains that job stress affects job satisfaction. Furthermore, Lu and Gusoy (2013) explained that job stress affects job satisfaction. Bataineh (2019) explains that

multiple role conflicts and work stress can reduce employee performance. Then, (Putra et al., 2021), (Maharani & Ali, 2019), (Suharyono & Ali, 2015), (Khalik, Musyaffa, & Ali, 2021) argue that multiple role conflicts and work stress have a negative effect on employee performance.

RESEARCH METHODS

Based on the research objectives, the type of research used is descriptive-verification in nature. According to Malhotra (2010: 93), descriptive research aims to make systematic, factual and accurate descriptions, drawings, and drawings regarding the facts, characteristics and relationships between phenomena that occur. While the verification research aims to examine the relationship between the independent variables and the dependent variable (Ali, H., & Limakrisna, 2013).

Seeing the nature of this research, namely descriptive-verification, where data collection was carried out in the field, the research method used was a survey method. According to Malhotra (2010: 181-182), survey research is a structured questionnaire given to respondents designed to obtain specific information. This method obtains information based on questions asked to respondents. Respondents were asked various questions regarding their behavior, intentions, knowledge, motivation and demographic characteristics and lifestyle. These questions can be asked orally, in writing or by computer and responses can be obtained in one of these forms. The population in this study were 96 employees in the BPS West Java Province, with census taking the sample, so the number of samples in this study was 96 people. This study uses the method of path analysis (path analysis).

FINDINGS AND DISCUSSION

Substructure 1

Multiple Role Conflict and Job Stress on Job Satisfaction, namely sub structure 1.

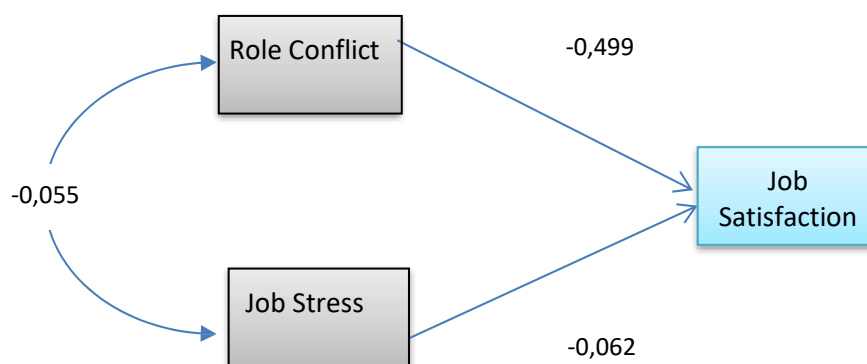


Figure 2. Effect of Multiple Role Conflict and Job Stress on Job Satisfaction

Simultaneous Influence

Test criteria, Reject Ho if $F_{count} \geq F_{table}$, accept Ho in other cases. Where the F table is obtained from the F distribution table with $\alpha = 5\%$ and degrees of freedom $db1 = k$, and $db2 = n-k-1$.

Table 2. Simultaneous Effect

Alternative Hypothesis	F-Test	db	F-Table	Decision	Summary
X1, X2 simultaneously effect on Y	15,492	$\frac{db1 = 2}{db2 = 93}$	3,094	H0 Rejected	Significant

Then find the F table with $\alpha = 5\%$, degrees of freedom $db1 = 2$, and $db2 = 96-2-1 = 93$, we get F table = 3.094. From the table above it can be seen that F count > F table (15.492 > 3.094) so that according to the simultaneous test criteria is H_0 , meaning that Multiple Role Conflict and Job Stress simultaneously have a significant influence on Job Satisfaction.

Partial influence

To see further about the magnitude of the direct and indirect influence of each variable on the Job Satisfaction variable, the following is presented with the results of calculating the direct and indirect effects.

Table 3. Direct and Indirect Effects of Multiple Role Conflict and Job Stress on Job Satisfaction

Variable	Path Coefficients	Direct Effect (%)	Indirect Effect (via), on %		Indirect Effect Total (%)	Total(%)
			X1	X2		
X1	-0,499	24,9%	-	-0,17%	-0,17%	24,73%
X2	-0,062	0,384%	-0,17%	-	-0,17%	0,21%
Total Effect						24,9%

Sub Structure 2

Multiple Role Conflict and Work Stress on Employee Performance, namely sub structure 2.

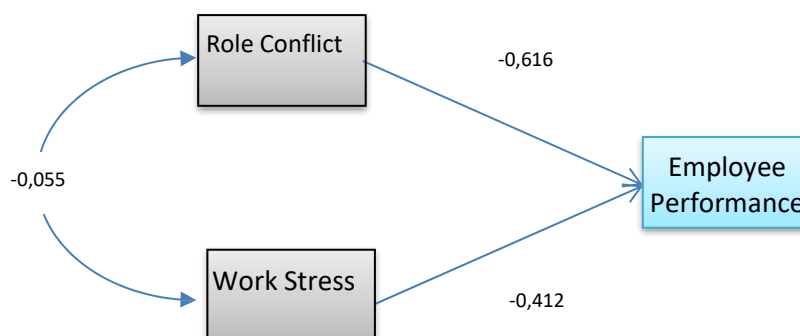


Figure 3. Effect of Multiple Role Conflict and Job Stress on Employee Performance

Simultaneous Influence

Test criteria, Reject H_0 if F count \geq F table, accept H_0 in other cases. Where F table is obtained from the F distribution table with $\alpha = 5\%$ and degrees of freedom $db1 = k$, and $db2 = n-k-1$

Table 4. Simultaneous Effects

Alternative hypothesis	F-Test	db	F-Table	Decision
X1, X2 simultaneously effect on Z	50,641	$db1 = 2$ $db2 = 93$	3,094	H_0 Rejected

Then find the F table with $\alpha = 5\%$, degrees of freedom $db1 = 2$, and $db2 = 96-2-1 = 93$, we get F table = 3.094. From the table above it can be seen that F count > F table (50.641 > 3.094) so that according to the simultaneous test criteria is H_0 , meaning that Multiple Role Conflict and Work Stress simultaneously have a significant influence on Employee Performance.

Partial Influence

To see further about the magnitude of the direct and indirect influence of each variable on the Employee Performance variable, the results of the calculation of the direct and indirect effects are presented below.

Table 5. Direct and Indirect Effects of Multiple Role Conflict and Work Stress on Employee Performance

Variable	Path Coefficients	Direct Effect (%)	Indirect Effect (via), on %		Indirect Effect Total (%)	Total(%)
			X1	X2		
X1	-0,616	37,95%	-	-1,40%	-1,40%	36,55%
X2	-0,412	16,97%	-1,40%	-	-1,40%	15,6%
Total Effect						52,1%

Sub Structure 3

The magnitude of the effect of Job Satisfaction on Employee Performance is shown by the coefficient of determination with the following formula:

$$\begin{aligned}
 KD &= r^2 \times 100\% \\
 &= (0,617)^2 \times 100\% \\
 &= 38,1\%
 \end{aligned}$$

The coefficient of determination from the calculation results is 38.1%. This shows that Job Satisfaction has an effect of 38.1% on Employee Performance, while the remaining 61.9% of Employee Performance can be explained by other variables not examined.

CONCLUSION

Testing the hypothesis proves that dual role conflict and work stress have a negative influence on job satisfaction, but significantly only multiple roles affect job satisfaction, while work stress does not directly affect job satisfaction in the BPS West Java Province. Testing the hypothesis proves that Multiple Role Conflict, work stress and job satisfaction have a significant effect on Employee Performance in the BPS Environment of West Java Province.

The results of testing the hypothesis prove that Job Satisfaction has a significant effect on Employee Performance in the BPS Office of West Java Province, meaning that the higher the satisfaction received by employees, the higher employee performance, thus high job satisfaction can mediate and reduce multiple role conflicts and stress employee work.

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