



## **Analysis of The Influence of Multiple Role Conflicts, Job Stress, and Self-Efficacy on Career Woman Performance at Dharmas Indonesia University**

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### **Abstract**

This study aims to analyze the impact of dual role conflict, work stress, and self-efficacy on the performance of career women at Dharmas Indonesia University. The population consists of women employees at Dharmas Indonesia University. Sampling technique by using total sampling. Data were collected through a survey of 104 respondents consisting of female lecturers and staff working at Dharmas Indonesia University. The study's results indicate that dual role conflict and work stress negatively impact career women's performance, while self-efficacy has a positive impact. The implications of this study highlight the importance of institutional support in managing dual roles and work stress to enhance the performance of career women.

**Keywords:** Multiple role conflict, work stress, self-efficacy, career women performance

### **1. Introduction**

As time progresses, life's problems become increasingly complex, and the roles played by women increase in intensity. In the past, women's roles were synonymous with serving their husbands, educating children, and taking care of work at home. Now they have another role, namely as women who have to work. Every human has a different life that needs to be met to live a decent life.

(Kumar et al., 2022) states that women's motivation for a career is dreams, goals, plans, and encouragement to continue working and acting. The higher the women's education and the family's economic needs, the more women choose to play dual roles as workers and wives/mothers. Women's choice to work is based on work motives such as financial needs, social needs, self-actualization, and comfort.

Working women have a dual role as family breadwinners and housewives responsible for caring for their families. This often causes conflict when working women face obstacles in their households, which impacts their performance. One attractive job option for women is a lecturer, educational staff member, or staff member. In reality, dual roles have serious consequences. On the one hand, women earn a living to help their husbands, and even in certain cases, women

are more reliable in providing support. On the other hand, women must be able to carry out their responsibilities as wives and mothers. However, women's dual roles are not an impossible choice, which often impacts their attitudes towards work.

Mothers who work outside the home must manage their time wisely. Mothers who go to work in the morning and come home in the afternoon still have to make time to communicate, joke around, and check their children's schoolwork even though the mother is very tired after working all day outside the home

From the results of interviews conducted by the author with several female lecturers and staff at Dharmas University Indonesia between January and February 2021, it can be concluded that most of them chose to become career women because they wanted to earn more income, as a form of service and collaboration with husband to build a family and be stable in terms of financial.

Then another reason is to apply the knowledge gained. With changes in views regarding gender equality between men and women, more and more women are attending school and university, so there is a desire to develop and apply the knowledge gained to the wider community. This creates a desire to work and become a

productive woman following her field of educational expertise. Social influence is also one of the reasons why women work; by having their own income, a dual-career woman can meet her own personal and family needs without having to bother or ask her husband.

However, in reality, dual roles have serious consequences for working women. On the one hand, women earn a living to help their husbands and the family's economic needs, and on the other hand, women must be able to carry out their responsibilities as a wife and mothers. For example, there are employees (female lecturers) who excel, stand out and get promotions to higher positions such as Head of Study Programs, Dean or Vice-Chancellor. With heavier pressure and responsibilities, this create conflict within the lecturer, whether he should accept a new position with the risk of losing time in managing his home life and gathering with his family or reject the position because it is easier to manage his home life. However, in the end, women's inability to manage their dual roles can cause various problems, such as emotional and work pressure, thereby reducing the lecturer's performance.

Role conflict doubles are one of the factors that influence employee performance. (Kumar et al., 2022) stated that women will have a higher experience of multiple role conflict than men because women have greater responsibilities towards the family and allocate most of their time to family.

Conditions like the above often trigger conflicts in institutional life. If it is not handled seriously, it will impact efforts to achieve the University's goals, one of which is the low performance of lecturers and employees, affecting campus productivity. Not only is this impact caused by conflict not handled appropriately and wisely, but it can also directly impact employees because they are confused and experience mental pressure (stress).

Women who work, whether they work alone or as employees/employees, are known as career women. This career woman plays at least two roles at once, which is not easy and can give rise to role conflict for her, indirectly affecting the quality of her work and her role as a mother, ultimately causing pressure and ultimately becoming stress. Research indicates chronic work demands can cause stress (Winwood & Lushington, 2006).

Work stress is a consequence of events around the work environment, resulting in an imbalance between work demands and individual work abilities, both physically and psychologically (Ganster & Rosen, 2013). Work stress not only affects individuals but can also affect the institutions where they work. Task demands include

workload, excessive work, and too little workload, which are triggers of work stress, resulting from too many or too few tasks given to the workforce to be completed within a certain time and if someone cannot carry out the task.

Multiple role conflicts and work stress arise because they are influenced by three factors, including one's own (individual) characteristics, family roles and work roles. One factor that influences dual role conflict is personal factors such as demographic characteristics, personality, thoroughness, patience and fortitude in facing things. One of the personal factors that can cause multiple role conflicts is Self-efficacy (high self-efficacy or self-confidence).

Self is a belief about the probability that a person can successfully carry out some action or future and achieve some result (Bandura, 2014). The institution hopes that high self-efficacy will be possessed by every lecturer, educational staff and employee, especially lecturers, educational staff and female employees who have multiple roles. This is because, with high self-efficacy, dual women with a more trustworthy career will be able to complete tasks and reduce work psychologically even though there is pressure at work and the stress felt is small.

According to (Schunk & DiBenedetto, 2021), self-efficacy is an individual's belief in his or her ability to carry out tasks or actions required to achieve certain results. This self-efficacy can drive the motivation, cognitive abilities and actions needed to meet the demands of the situation so that even though they have a heavy workload and are faced with serious internal and external problems, dual-career women still have high work enthusiasm.

This research was conducted to test and find out how much influence multiple role conflict, work stress, and self-efficacy have on the performance of career women because the author also has a background as a career woman who works at Dharmas University Indonesia as an education staff. The subjects of this research are career women, lecturers, education staff and employees who work at Dharmas University Indonesia. The choice of career women as research subjects is because working mothers have to fulfil two different roles, namely, being a working woman and being a housewife. The dual role of a lecturer, educational staff and employee will influence the level of performance of the employee and lecturer, as well as Institutional demands for high self-efficacy. Work stress will arise when women carrying out their dual roles face problems or difficulties in meeting institutional demands. This is what the author experienced as a working mother where indirectly or without realizing it, the author's dual role as a career

woman impacts the quality of the author's performance at work and at home (relationships with children and husband).

Then another reason is to apply the knowledge gained. With changes in views regarding gender equality between men and women, more and more women are going to school and university, so there is a desire to develop and apply the knowledge gained to the wider community. This creates a desire to work and become a productive woman in her field of educational expertise. Social influence is also one of the reasons women work; by having their own income, a dual-career woman can meet her own personal and family needs without having to bother or ask her husband.

However, in reality, dual roles have serious consequences for working women. On the one hand, women earn a living to help their husbands and the family's economic needs, and on the other hand, women must be able to carry out their responsibilities as a wife and mothers. For example, there are employees (female lecturers) who excel, stand out and get promotions to higher positions such as Head of Study Programs, Dean or Vice-Chancellor. Heavier's pressure and responsibilities create conflict within the lecturer, whether he should accept a new position with the risk of losing time managing his home life and gathering with his family or reject the position because it is easier to manage his home life. However, in the end, women's inability to manage their dual roles can be caused at a university.

According to research (Schmidt et al., 2014), the research results confirm the hypothesis that role conflict has a negative effect, which is significant for the performance of career women. It means that the higher the dual role, the lower the performance of female employees at LPP RRI Yogyakarta.

*H1: It is suspected that the Dual Role Conflict variable has a negative and significant effect on Women's Career Performance.*

According to research (Purwanto, 2020), the results of his research show that dual role conflict has a significant effect on the performance of female lecturers, work stress has a significant effect on the performance of female lecturers, organizational commitment has a significant effect on the performance of female lecturers. According to research results (Armstrong et al., 2015), there is a simultaneous positive and significant influence between dual role conflict and work stress on the performance of female police officers.

*H2: It is suspected that the Job Stress variable has a positive and significant effect on Women's Career Performance*

According to research (Schmidt et al., 2014), research results show that multiple role conflict has a positive effect on the performance of female employees. Work stress has a positive effect on the performance of female employees. Likewise, self-efficacy has a positive effect on the performance of female employees. Based on the results of this research, it can be concluded that the variables are multiple role conflict, work stress, and self-efficacy.

According to research (Pohan & Tarigan, 2022), research results show that dual role conflict negatively affects female nurses' performance. It shows that the dual role conflict experienced by female nurses can reduce performance. Another variable, namely self-efficacy, has a positive effect on the performance of female nurses. It proves that the self-efficacy possessed by female nurses can improve the work of female nurses. Another research variable, namely work stress, harms the performance of female nurses. It shows that the work stress experienced by female nurses can reduce the performance of female nurses.

According to research (Balogun, 2019), the results of hypothesis testing show that work-family conflict significantly negatively affects employee self-efficacy. Work climate has a significant positive effect on self-efficacy, work-family conflict has a significant negative effect on employee performance, work climate has a significant positive effect on employee performance, and self-efficacy has a significant positive effect on employee performance.

*H3: It is suspected that the Self Efficacy variable has a positive and significant effect on Women's Career Performance.*

According to (Schmidt et al., 2014), research results show that multiple role conflict positively affects female employees' performance. Work stress has a positive effect on the performance of female employees. Likewise, self-efficacy has a positive effect on the performance of female employees. Based on the results of this research, it can be concluded that the variables are multiple role conflict, work stress, and self-efficacy.

According to research (Safrizal et al., 2020), research results show that dual role conflict negatively affects female nurses' performance. It shows that the dual role conflict experienced by female nurses can reduce performance. Another variable, namely self-efficacy, has a positive effect on the performance of female nurses. It proves that the self-efficacy possessed by

female nurses can improve the work of female nurses. Another research variable, namely work stress, harms the performance of female nurses. It shows that the work stress experienced by female nurses can reduce the performance of female nurses.

According to research (Rubio et al., 2015), the results of hypothesis testing show that work-family conflict has a significant negative effect on self-employee efficacy. Work climate has a significant positive effect on self-efficacy, work-family conflict has a significant negative effect on employee performance, work climate has a significant positive effect on employee performance, and self-efficacy has a significant positive effect on employee performance.

*H4: Multiple role conflict, work stress, and self-efficacy variables are suspected to have a simultaneous and significant influence on women's career performance.*

## 2. Method

This study used a quantitative approach with a survey method. The respondents of this study were 104 careerwomen working at Dharmas Indonesia University. Data were collected using a questionnaire that measured the variables of dual role conflict, work stress, self-efficacy, and performance. This questionnaire consisted of several sections designed to measure each variable specifically. Data were analyzed using multiple linear regression to determine the influence of each independent variable on the dependent variable. Multiple role conflict is a condition where disagreements occur in the balance between work responsibilities and responsibilities of families of lecturers, educational staff, and female employee staff at Indonesian Dharmas University. Indicators used in this research:

1. Marriage demands related to the role of the wife
2. Work demands
3. Lack of family togetherness

Work stress is a feeling of pressure experienced by female employees in dealing with their work. Work stress occurs because job demands are not balanced with the individual abilities of Lecturers, Education Personnel, and Staff employees women at Dharmas University Indonesia. Indicators used for research on work stress:

1. Physiological symptoms, such as headaches.
2. Psychological symptoms, such as feeling depressed due to excessive workload.
3. Behavioral symptoms, such as being easily anxious, restless, and agitated

Self-efficacy is self-confidence in one's ability to carry out tasks to obtain expected results. High self-efficacy will improve performance because lecturers, educational staff, and female staff at Dharmas University Indonesia have strong motivation and goals, emotional stability, and the ability to perform well. Indicators used for research in self-efficacy:

1. The level of difficulty and self-efficacy of female employees make them more likely to choose higher-level tasks, and the difficulty is commensurate with their ability.
2. The strength of belief self-efficacy of female employees makes them believe their actions will get results according to their expectations.
3. Wide abilities: female employees who are self-efficacy able and can master several fields simultaneously complete the task.
4. Expectations of Results: The hope is to obtain results that follow expectations if female employees act according to goals.
5. Self-Confidence: female employees believe they can achieve achievements if they are more diligent in implementing their tasks.

Performance results from a process that female employees find in carrying out duties following their responsibilities. It is measured and assessed based on the provisions applied to lecturers, education staff, and female staff at Dharmas University Indonesia. Indicators used in this research:

1. Quality
2. Quantity
3. Punctuality
4. Independence
5. Commitment

To analyze the influence of multiple role conflicts, job stress, and self-efficacy on the performance of career women at Dharmas Indonesia University using multiple linear regression, we can formulate the regression equation as follows:

$$\text{Performance} = \beta_0 + \beta_1 (\text{Dual Role Conflict}) + \beta_2 (\text{Job Stress}) + \beta_3 (\text{Self-Efficacy}) + \epsilon$$

This equation will explain how each independent variable (dual role conflict, job stress, and self-efficacy) influences the dependent variable (performance of career women). The estimated coefficients  $\beta$  from the data will indicate the strength and direction of the influence of each independent variable on performance.

## 3. Result and Discussion

The proposed research model has passed the validity and reliability tests. The next step is to conduct multiple regression analysis.

**Table 1. Multiple Regression Analysis of Multiple Role Conflict (X1), Work Stress (X2), Self-Efficacy (X3) And Female Employee Performance (y)**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	17,539	5,582		3,142	,003
dual role conflict	,081	,094	,120	1,941	,057
work stress	,002	,095	,002	1,982	,049
self-efficacy	,409	,139	,393	2,950	,005

a. Dependent Variable: performance of female employees  
 Source: SPSS 23.0 Processed Data, 2024

Determination analysis in multiple linear regression is used to determine the percentage contribution of the influence of independent variables consisting of multiple role conflict (X1), work stress (X2), self-efficacy (X3) on the performance of female employees (Y). The determination results can be seen in table 2 as follows:

**Table 2. Determination Test Results (R2)**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.762a	.478	.463	2,250

a. Predictors: (Constant), self-efficacy, multiple role conflict, work stress  
 Source: SPSS 23.0 Processed Data, 2024

Based on table 2 above, the R Square figure is 0.762, this shows that the contribution of the variables dual role conflict (X1), work stress (X2), and self-efficacy (X3) to the performance of female employees (Y) is 0.478. which means that the influence of the variables dual role conflict (X1), work stress (X2), and self-efficacy (X3) on the performance of female employees (Y) is 47.8% while other factors influence 55.2%.

**Discussion**

**The relationship between the Dual Role Conflict variable and the Performance of Female Employees**

Analysis of the dual role conflict variable shows a positive and significant influence on the performance variable of female employees, which can be seen in the t test results of the dual role conflict variable (X1) with a sig value of  $0.001 < 0.005$  and  $T\text{-stat} > T\text{-table}$  ( $1,941 > 1.677$ ). A positive and significant influence on female employee performance (Y) dependent variable exists. Moreover, the significant level is greater than alpha ( $0.057 < 0.05$ ), so it can be obtained that H0 is rejected and H1 is accepted, meaning role conflict double (X1) has a positive and significant effect on the performance of female employees (Y).

This proves that a dual role conflict is realized and well-managed between work demands. Family demands will continue to improve the performance of female employees at Dharmas Indonesia University because all female employees tend to have the same mentality and

characteristics at work and also have a high awareness as a wife who must provide the best love and responsibility for the family. The results of this research are relevant to previous research conducted by (Purwanto, 2020); (Scheppers et al., 2016).

**The Relationship between Job Stress Variables and the Performance of Female Employees**

Analysis of the work stress variable shows a positive and significant influence on the performance variable of female employees, which can be seen in the results of the t-test for the work stress variable (X2) with a sig value of  $0.001 < 0.005$  where  $T\text{-stat} > T\text{-table}$  ( $1.982 > 1.677$ ) This shows that the independent variable work stress influences the dependent variable of female employee performance. And the significant level is greater than alpha ( $0.049 < 0.05$ ), so it can be obtained that H0 is rejected and H2 is accepted. The results of this research are relevant to previous research conducted by (Nart & Batur, 2014); (Chao et al., 2015). This means that work stress (X2) has a positive and significant effect on the performance of female employees (Y). The results of this research show that the work stress experienced by female employees of Dharmas University Indonesia is relatively low, even though there are those who experience work stress at work, the female employees are able to overcome it and provide the best solutions in all their activities both in the family and also at work. The employees of Universitas Dharmas Indonesia are very committed to their work so that they can still

complete their work and continue to provide the best service for students, colleagues and guests who come to visit Universitas Dharmas Indonesia. This shows that stress levels that can be controlled well can increase employees' work intensity, alertness, and creative ability.

#### **The Relationship between Self-Efficacy Variables and the Performance of Female Employees**

Analysis of the self-efficacy variable shows a positive and significant influence on the performance variable of female employees, which can be seen in the t-test results for the work stress variable (X3) with a sig value of  $0.001 < 0.005$  where the T-stat is more than the T-table ( $2.950 > 1.677$ ) shows that the independent variable self-efficacy has a positive influence on the dependent variable of female employee performance. And the significance level is greater than alpha ( $0.005 < 0.05$ ), so it can be obtained that  $H_0$  is rejected.  $H_3$  is accepted, meaning that self-efficacy (X3) has a positive and significant effect on the performance of female employees (Y). The results of this research are relevant to previous research conducted by (Cohen & Abedallah, 2015)

#### **The Relationship between Multiple Role Conflict, Work Stress and Self-Efficacy Variables on the Performance of Female Employees**

The variables dual role conflict, work stress and self-efficacy show a positive and significant influence on the performance of female employees which can be seen in the F test results of the variables dual role conflict (X1), work stress (X2), self-efficacy (X3) with the calculated F value with F table because the calculated F value is greater than table F value ( $3.586 > 2.79$ ). The F value is 3.586 with a significant level ( $0.020 < 0.05$ ). So it turns out that  $H_0$  is rejected and  $H_4$  is accepted, which means this is done correctly.

#### **4. Conclusion**

Based on the results of the research and discussion presented in the Analysis of Multiple Role Conflict, Work Stress and Self-Efficacy on the Performance of Female Employees at Dharmas University Indonesia, the following conclusions can be drawn: The independent variable dual role conflict shows a positive and significant influence on the dependent variable of female employee performance which can be seen in the t test results of the dual role conflict variable (X1) with a sig value of  $0.001 < 0.05$  and T-stat  $> T$  table  $1,941 > 1.677$ , so there is positive and significant influence on the performance variable of female employees (Y).  $H_a$  is accepted while  $H_0$  is rejected. The independent variable work stress shows a positive and significant influence on the performance of female employees (Y) which can be seen in the results of the t test for the work stress variable (X2) with a sig value of  $0.000 < 0.05$  and T stat  $> T$  table

$1,982 > 1.677$ , so there is a significant influence positive and significant in the work stress variable on the performance interest of female employees.  $H_a$  is accepted, while  $H_0$  is rejected. The self-efficacy variable shows a positive and significant influence on the performance of female employees, which can be seen in the t-test results of the self-efficacy variable (X3) with a sig value of  $0.006 < 0.05$  and T stat  $> T$  table  $2,950 > 1.677$ , so there is a positive and significant influence on self-efficacy variable on performance. Female employees.  $H_a$  is accepted, while  $H_0$  is rejected. The variables dual role conflict, work stress and self-efficacy show a positive and significant influence on the performance of female employees which can be seen in the t test results of dual role conflict (X1), work stress (X2), self-efficacy (X3) with a sig value of  $0.000 < 0.05$  and T stat  $> T$  table  $2,950 > 1.677$ . There is a positive and significant influence on the self-efficacy variable on the performance of female employees.  $H_a$  is accepted while  $H_0$  is rejected.

Based on the results and conclusions of the research, the following suggestions can be put forward: This research can be used as a consideration for Dharmas Indonesia University to evaluate workload work stress and pay attention to the importance of increasing self-efficacy in female employees at Dharmas Indonesia University. In order to form an effective and efficient work circle, there should be increased cooperation within the work team so that female employees are more enthusiastic about working, active, and optimal according to their work abilities. For future researchers who have an interest in conducting research with the same object, namely Dharmas University Indonesia, it is hoped that it can develop other variables to be used as measuring variables in research, because apart from the variables of dual role conflict, work stress and self-efficacy at Dharmas University Indonesia there are still many other variables that influence employee performance so that the results are In the future, it will have a wider coverage.

During this research, the researcher discovered research shortcomings and limitations, including: Of the total number of female employees at Dharmas University in Indonesia, 58 people, the researcher only took a total sample of 52 people due to limited space and the number of female employees in accordance with the criteria for the research method that the author used, namely the method purposive sampling.

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