The Effect of Work Family Conflict on the Performance of Female Employees in the Population and Civil Registration Office of Deli Serdang Regency in 2019

Hazura Mutia

Program Studi Manajemen, Sekolah Tinggi Ilmu Ekonomi LMII, Jalan Kolam Nomor 39 Medan Estate, Sumatera Utara, 20371, Indonesia

E-mail: *mutiahazura@gmail.com*

ARTICLE INFO	ABSTRACT
                	This study aims to determine the effect of work family conflict on performance on female employees of the Department of Population and Civil Registration in Deli Serdang Regency. The population in this study were 39 female employees of the Population and Civil Registry Office of Deli Serdang Regency and the sample was taken with a purposive sampling technique so that the number of samples was 34 people. Data obtained by distributing questionnaires to respondents then the data is processed with SPSS version 22.0 for windows. The data analysis technique used is a simple linear regression test with the formula $Y = a + bX + e$. Simple linear regression test results obtained by the equation $Y = 11.965 + 0.938X$ where work family conflict has a positive influence on performance variables. T test results for X against Y with 6,723> 2,037, thus H0 is accepted because tcount> t table so that work family conflict has a significant effect on performance. R value of variables X and Y of 0.765 means that the relationship between work family conflict and performance is 76.5%, meaning that there is a high relationship between variables.

1. Introduction

Work Family Conflict is when time, energy and role behavior demands in work or family. Job demands are related to pressures originating from excessive workloads and time, such as work to be done. Family demands relate to the time needed to handle household tasks.

Performance is the result of work achieved by someone based on job requirements (job requirements). A job has certain requirements to be carried out in achieving the goals which are also called work standards (Bangun, 2017)

Human resource management is part of organizational management that focuses on the elements of human resources. In organizations, humans are one of the most important elements, without the role of humans even though the various factors needed are available, the organization cannot run. The running or not of a government is very dependent on the performance of its employees who play a role in it as a government administration apparatus.

Work and family are two areas where humans spend most of their time. The division of family roles and tasks in the past is very clear, where the husband is the breadwinner through his work and the wife takes care of the family and children. But the tendency of married couples at this time is that both work. This is done not only because of the demands of the economic needs of the household alone, but also because the mother (wife) has a desire for self-actualization in society in line with the knowledge they have gained in the education bench. This family pattern causes difficulty in dividing time between work and family, which in turn can affect performance.

The female employees must be prepared when providing services and confronted with all the characteristics and attitudes of the community. In carrying out their role, they are required to be able to balance work and family responsibilities. In carrying out their role, they are required to be able to balance

work and family responsibilities. Women work and are married has the same two important roles where in working women must be required to be professional in achieving agency goals, whereas when in the family women return as their nature to serve and take care of the household.

According to Guitan (2009) in Cristie (2010) citing the opinion of several previous research results which explain that family work conflict is correlated with absence, decreased productivity, job dissatisfaction, decreased organizational commitment, lack of life satisfaction, anxiety, fatigue, psychological distress, depression, illness physical, alcohol use, or tension in marriage. In addition, family work conflicts can also reduce performance. According to Irawan, et all (2015) "Good employee performance will have an influence on the success of the organization."

2. Theory

A. Sampling technique

The research technique in this study uses a purposive sampling technique that is the determination of sample data with certain considerations. The population in this study were 39 female employees of the Department of Population and Civil Registration in Deli Serdang Regency

To determine the minimum number of samples when conducting research. Thus, the Slovin formula is used to determine the many samples used

B. Data collection technique

The data needed in this study is primary data. Primary data is data obtained directly from research subjects by observing, interviewing and distributing questionnaires.

C. Data processing

This research was conducted on the variables of the research results. This research produces frequency distribution and presentation of each variable. In this study conducted on the relationship of the Effect of Work Family Conflict on Performance Female Servants in the Population and Civil Registration Office of Deli Serdang Regency.

3. Research Methods

The research method used in this study is descriptive and quantitative. Descriptive is a study conducted to determine the existence of an independent variable, either only on one or more variables (independent variables) without making comparisons and looking for the relationship of that variable with other variables (Sugiyono 2017). While the definition of quantitative research methods according to Sugiyono (2017) can be interpreted as a research method based on the philosophy of positivity, used to examine specific populations or samples, collecting data using research instruments, analyzing quantitative / statistical data, with the aim of testing hypotheses. Where this study aims to determine the effect of work family conflict on the performance of women employees in the Department of Population and Civil Registration in Deli Serdang Regency.

4. Results and Discussion

The sample selected in this study was 34 respondents. From the results of the study, it was obtained the characteristics of respondents in this study, namely according to age, level of education, and years of service of Female Employees in the Population and Civil Registration Office of Deli Serdang Regency.

A. Characteristics Based on Education Level

Based on data obtained by sampling based on the age of the respondent. The details can be seen in the following table:

Table 1. Characteristics of Respondents by Age

Usia	Jumlah (Orang)	Persentase (%)
18–28	7	20,59
29–39	10	29,41
40–49	9	26,47
50–60	5	14,70
>60	3	8,83
Jumlah	34	100

From Table 1. it can be seen that respondents with age range> 60 are 8.83%, age range 50-60 is 8.83%, age range between 18-28 is 20.59%, age range is 40-49 is 26, 47% then the age range 29-39 is 29.41%. Thus, it can be seen from the table above that female employees in the Department of Population and Civil Registration aged 20-29 years (29.41), are the ages that have high work productivity so that employees are able to carry out their work well. While for age> 60 female employees tend to be more passive in working.

B. Characteristics Based on Education Level

Based on data obtained by taking Education Level sampling. The details can be seen in the following table:

Table 2. Characteristics of Respondents by Education Level

Pendidikan	Jumlah (Orang)	Persentase (%)
SMA	11	32,35
Diploma	3	8,82
S1	14	41,18
Pasca Sarjana / S2	6	17,65
Jumlah	34	100

From Table 2. it can be seen that respondents with Diploma education level are 8.82%, Post-Graduate / Masters are 17.65%, SMA is 32.35%, and S1 is 41.18%. Thus, it can be concluded that S1 education can dominate.

C. Characteristics Based on Years of Service

Based on data obtained by sampling based on years of service

Table 3. Characteristics of Respondents by Work

Masa Kerja	Jumlah (orang)	Persentase (%)
1 – 5	6	17,65
6–10	12	35,29
11–15	4	11,76
16–20	9	26,47
21–25	3	8,83
>25	0	0

From Table 3, it can be seen that respondents with tenure> 25 years 0%, between 21-25 years as many as 8.83%, between 11-15 years as much as 11.76%, between 1-5 years as much as 17.65%, between 16-20 years as much as 26.47%, then 6-10 years as much as 35.29%. Thus it can be concluded that the average working period of employees is 6-10 years.

D. Analysis of Results and Discussion

Simple Linear Regression Analysis

This test aims to examine the effect of independent variables on the dependent variable. The simple linear regression equation used is as follows:

$$Y = a + bX + e$$

Simple Linear Regression Analysis of Work Family Conflict (X) and Performance (Y)

This test aims to examine the effect of independent variables namely work family conflict (X) on the dependent variable namely performance (Y). The results of the simple linear regression analysis can be seen in table 4. as follows:

Table 4. Results of Simple Linear Regression Analysis of Work Family Conflict (X) and Performance (Y)

		Coefficients[a]				
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig
		B	Std. Error	Beta		
1	(Constant)	11,965	3,684		3,248	,003
	Work Family Conflict	,938	,139	,765	6,723	,000

Based on the regression output, the multiple linear regression analysis model used in this study can be formulated as follows:

$$Y= 11,965 + 0,938X$$

From the regression equation it can be concluded:

1. A constant value of 11,965. This figure means that if there is no work family conflict (X) then the consistent value of performance (Y) is 11,965.
2. Value of the regression coefficient of 0.938. This figure means that every 1% increase in the level of work family conflict (X) then the performance (Y) will increase by 0.938.

Thus it can be said that work family conflict (X) has a positive effect on performance (Y) of female employees in the Population and Civil Registration Office of Deli Serdang Regency.

Determination Coefficient Test (R2)

The coefficient of determination is used to measure how far the model's ability to explain its independent or predictor variables. The coefficient of determination is between $0 < R2 < 1$.

R Work Family Conflict (X) and Performance (Y) Test

Table 5. R Work Family Conflict (X) and Performance (Y) Test Results

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,765[a]	,586	,573	2,294

Based on table 5. above, it can be concluded as follows:

1. R value of 0.765 means the relationship of work family conflict (X) to performance (Y) of 76.5%, meaning that there is a high influence with respect to variables.
2. The value of R Square is 0.586. This means that 58.3% of the performance (Y) of female employees can be affected by variability in family conflict (X). While the remaining 41.4% is influenced by other variables not included in the study.

Discussion

The results of the study showed that the work family conflit had a significant effect on the performance of female employees in the Department of Population and Civil Registration in Deli Serdang Regency (Significant value of 0,000 <0.05). Thus, it means that the higher work family conflict experienced, the performance decreases and vice versa. So the hypothesis that states there is a work family conflict relationship (X) there is Performance (Y). The Strong Effect of Work Family Conflict on the Performance of Female Employees is 0.765 (76.5%).

5. Conclusions

Based on the results of research that has been done to determine how the effect of work family conflict on performance, it can be concluded that the calculated t value obtained by the work family conflict variable is greater than the t table value. Making work family conflicts have a positive and significant impact on the performance of female civil servants in the Deli Serdang Regency Population and Civil Registry Office. The coefficient of determination shows that the value of R obtained is quite large, this shows that there is a relationship between variables. In this study the performance of female employees can be influenced by the work family conflict variable (X). While the rest is influenced by other variables not included in this study. The results of this study are supported by research conducted by Natalia and Suharnamo (2015), it can be stated that Work Family Conflict has a significant effect on employee performance.

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