

THE RELATIONSHIP OF MULTIPLE ROLE CONFLICT AND JOB STRESS THROUGH WORK MOTIVATION AS AN INTERVENING VARIABLE ON PERFORMANCE IN FEMALE EMPLOYEES AT MITRA MEDIKA BANDAR KLIPPA HOSPITAL

Muhammad Zikri Atthariq Daulay¹, Nazaruddin², Iskandarini³

^{1,2,3}Master of Management Study Program, Postgraduate School, Universitas Sumatra Utara, Medan
Corresponding E-mail: ¹atthariqdaulay23@gmail.com, ²nazaruddin_matondang@yahoo.com,
³rini_soetadi@yahoo.com

Abstract

Based on the results of research and discussions that have been carried out previously, it can be concluded as follows: Multiple Role Conflict has a positive and significant effect on Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital. Multiple Role Conflict has a positive and significant effect on Performance on Female Employees at Mitra Medika Bandar Klippa Hospital. Job Stress has a positive and significant effect on Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital. Job Stress has a positive and significant effect on Performance on Female Employees at Mitra Medika Bandar Klippa Hospital. Work Motivation has a positive and significant effect on Performance on Female Employees at Mitra Medika Bandar Klippa Hospital. Multiple Role Conflict has a positive and significant effect on Performance through Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital. Job Stress has a positive and significant effect on Performance through Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital.

Keywords: *multiple role conflict, job stress, work motivation, employee performance.*

1. INTRODUCTION

A hospital is a form of health facility organized by the government or community which is useful for providing basic health services or referral health and/or supporting health efforts. Improving the quality of hospital services is used as a benchmark for the success of a hospital in carrying out its functions. There are several factors that can improve hospital quality, one of which is human resources (Rachmaningrum & Makmuriana, 2018). Human Resources (HR) is an important factor in an organization/company. Every organization will always improve the quality of its resources so that their performance is satisfactory. Human resources also have an important role for the company, because human resources are a combination of energy, physicality, ideas, talent, knowledge, creativity, skills and discipline needed to move the company. HR with good performance will ultimately produce good employee performance, whereas if employee performance decreases or is bad it will be detrimental to the company (Prayogi, Lesmana, & Siregar, 2019). Employee performance is the level of success in carrying out their duties and responsibilities (Samsuddin, 2018). Employee performance must continue to be maintained and even improved so that it becomes better in order to help the company achieve its goals. There are main factors that influence employee performance according to (Burhanuddin, Sjahruddin, & Mus, 2018), namely individual factors which include the employee's ability to minimize the occurrence of multiple role conflicts and career development and psychological factors which are the employee's ability to minimize the occurrence of work stress.

The involvement of women in today's advanced era has an impact on their dual roles. Dual roles occur in women who work outside the home, or are career women. Work for a woman can

THE RELATIONSHIP OF MULTIPLE ROLE CONFLICT AND JOB STRESS THROUGH WORK MOTIVATION AS AN INTERVENING VARIABLE ON PERFORMANCE IN FEMALE EMPLOYEES AT MITRA MEDIKA BANDAR KLIPPA HOSPITAL

Muhammad Zikri Atthariq Daulay, Nazaruddin, Iskandarini

have both positive and negative impacts (Khaerana & Amri, 2020). Where the positive impact is that through their work women can help their husbands financially, earn a decent income to support themselves and their families, increase their self-confidence and the opportunity to gain life satisfaction. Meanwhile, the negative impact that needs to be taken into account is that the demands of this work result in mothers coming home from work tired, so they do not have enough energy to meet the needs of their family members. Therefore, female employees are expected to be able to balance household work with office work.

Employees who cannot divide or balance their time for family and work matters can cause conflict, namely family conflict and work conflict, or often referred to as dual role conflict (work family conflict). Dual role conflict (Work family conflict) is a form of conflict between roles where role pressures from work and family cannot be denied or harmonized in certain aspects (Utami, Apriono, Sudarsih, Putri, & Probowati, 2020). Job demands relate to pressure that comes from excessive workload and time to complete work, such as work that must be done in a hurry and has a deadline. Multiple role conflict is a conflict that occurs in an individual as a result of taking on many roles, both at work and in the family, where too much time and attention is devoted to just one role, so that the demands of other roles cannot be fulfilled optimally. Due to women's increasingly active role in various economic activities, they will automatically spend more time or tend to spend more time at work, causing a lack of interaction with their children and husbands and resulting in an increase in juvenile delinquency due to a mother's lack of attention in monitoring her child's activities. everyday life, apart from that, women also have a position in the society where they live, because there are many roles that must be borne and carried out by married and working women. Multiple role conflicts that are not handled appropriately can also have a direct impact on employees, because they are in a state of chaos and therefore experience mental pressure (stress) (Tjokro and Asthenu in (Burhanuddin et al., 2018).

Based on observations made by the author with female employees at Mitra Medika Bandar Klippa Hospital, married women feel that they are busy with work both outside and inside the household, so they have little time to take care of household needs and feel that they are not maximizing their role. as a parent because you have to work. The dual role conflict felt by employees at Mitra Medika Bandar Klippa Hospital can cause discomfort and fatigue for employees so that it can affect the difficulty of the resulting performance. This can be caused by too much work and role ambiguity, as well as factors that cause no free time for scheduled work, daily tasks and overtime which can cause work and family conflicts among hospital employees. That way, when multiple role conflicts occur, it will affect their family life and also impact their work-related performance. Because it is known that conflicts that occur in family life will affect employee conditions which can affect performance at work.

2. LITERATURE REVIEW

2.1 Multiple Role Conflict

Conflict comes from the Latin verb *confingere* which means to hit each other. Sociologically, conflict is defined as a social process between two or more people in which one party tries to get rid of the other party by destroying him or making him helpless. Conflict is a condition that occurs when two or more parties consider that there are differences in positions that are not in harmony, there are not enough resources and the actions of one party obstruct or interfere in some way making the other party's goals less successful (Widyaningrum, 2019). According to (Robbins &

Judge, 2017), conflict is a process that begins when one party perceives another party negatively or influences something negatively. According to (George & Jones, 2012), a role is a behavior or task carried out by someone because of the position they have. According to (Sunyoto, 2013), multiple role conflict is a conflict in roles that results from one position having a set of roles that have a collection of different role expectations from various parties.

2.2 Job Stress

One of the problems that every employee definitely faces is stress at work which must be overcome. Work stress is a condition of tension that affects a person's emotions, way of thinking and physical condition (Siagian, 2018). Stress that is not handled properly by employees usually results in an employee's inability to interact positively with their environment, both in terms of the work environment and workload which can impact the employee's performance. The term work stress is used to indicate a state of stress experienced by individuals caused by certain conditions or situations that occur in their work environment (Arismunandar, Nurhikmah, & Wahed, 2021). According to (Widhiastuti, Asih, & Kurniawan, 2020), work stress is an adaptive response mediated by individual differences or psychological processes, as a result of actions, situations or external events that put excessive pressure both psychologically and physically on the individual. As long as there is interaction between a person and his environment and the environment puts excessive pressure on him, it can result in psychological and physiological balance disturbances regarding the reactions or responses he makes in adjusting to conditions in his environment.

2.3 Work motivation

Motivation is an urge to act on a series of human behavioral processes by considering direction, intensity and persistence in achieving goals (Wibowo, 2016). Work motivation is a person's mental attitude or condition where the person feels moved to do a job that is assigned to him, so that it can influence the employee's ability and ability to do the job (Saripuddin & Handayani 2018). Work motivation is a driving force for employee performance in carrying out their main tasks and functions in the company organization (Ngatemin et al., 2013). One factor that can encourage increased productivity of human resources is efforts to increase adequate work motivation (Gardjito et al., 2014). Based on the definition above, the author can conclude that motivation is what drives employees to carry out work to arouse work enthusiasm in a person.

2.4 Employee Performance

Performance is an abbreviation of "work energy kinetics", the equivalent in English is performance. Performance comes from the words job performance or actual performance, which means work performance or actual achievements achieved by someone. The definition of performance is the quality and quantity of work results achieved by an employee in carrying out his functions in accordance with the responsibilities given to him (Masram & Mu'ah, 2017). According to (Hamali, 2018), performance is the output produced by the functions or indicators of a job or profession within a certain time. According to (Fahmi, 2016), performance is the result obtained by an organization which is profit oriented and non profit oriented which is produced during one period. Performance is something important in every organization. According to Suyadi in (Bukit, Malusa, & Rahmat, 2017), performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authority and responsibilities. (Mangkunegara, 2017), explains that performance is the result of an employee's

THE RELATIONSHIP OF MULTIPLE ROLE CONFLICT AND JOB STRESS THROUGH WORK MOTIVATION AS AN INTERVENING VARIABLE ON PERFORMANCE IN FEMALE EMPLOYEES AT MITRA MEDIKA BANDAR KLIPPA HOSPITAL

Muhammad Zikri Atthariq Daulay, Nazaruddin, Iskandarini

work in terms of quality and quantity achieved in carrying out the duties, obligations and responsibilities given to him. Meanwhile, according to (Edison, Anwar, & Komariah, 2018), performance is the result of a process that is referred to and measured over a certain period. The success of a company occurs when there is cooperation between leaders and employees, which can be done through monitoring and organizing work to facilitate predetermined goals.

3. IMPLEMENTATION METHOD

3.1 Types of research

This research uses explanatory research, namely explaining a relationship between variables through hypothesis testing (Ghozali, 2010). Where the model used in this research is a correlation model, namely a statistical evaluation method used to study the strength of the relationship between two continuous variables that are measured numerically.

3.2 Population

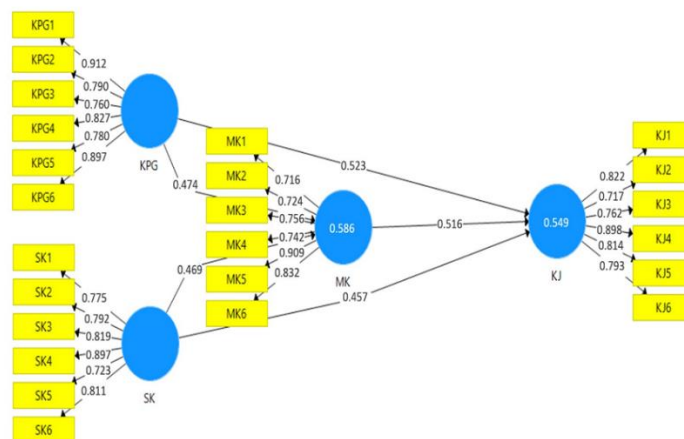
Research (Simamora, 2015), states that a population is a collection of all elements (units or individuals) of the same type that can be differentiated into objects of research investigation. The population in this study were married female employees at Mitra Medika Bandar Klippa Hospital.

3.3 Sample

According to (Sugiyono, 2017), the definition of a sample is part of the number and characteristics of the population. The sampling technique in this research is saturated sampling (saturated sample). The main characteristic of this sampling is that it is said to be saturated (complete) if all members of the population are used as samples (Hardani et al. 2020). Saturated sampling is best used when the population is relatively small. So the number of respondents used as a sample was 76 people. Researchers use the PLS-SEM analysis tool because it is appropriate the minimum sample requirement is 30 to 100 (Haryono, 2016).

4. RESULTS

4.1 SEM-PLS Model Analysis



Source: SEM-PLS v. 3.0 (Data processed by the Author, 2023)

Figure 1 First Model Framework

Based on Figure 1, it shows that first order analysis was carried out on each research variable. This is to see the suitability of each indicator in each dimension which is used as a

reference for deriving the research indicators. If the research indicators for each dimension are reliable and accurately measure each dimension, then the research can more accurately predict the relationships between variables that occur.

4.2 Structural (Inner) Model

Table 1 R Square Results

	<i>R Square</i>
K.J	0.549
MK	0.586

Source: SEM-PLS v. 3.0 (Data processed by the Author, 2023)

Based on Table 1, it is known that the R Square value for the Performance variable is 0.549, this means that the percentage influence of Dual Role Conflict and Work Stress on the Performance of Female Employees is 54.9% while the remaining 45.1% is influenced by other variables not examined in this research. . The R Square value for the Work Motivation variable is 0.586, this means that the percentage influence of Dual Role Conflict and Work Stress on Work Motivation is 58.6%, while the remaining 41.4% is influenced by other variables not examined in this research.

4.3 Direct Effect (Direct Effect)

Table 2 Path Coefficients Results

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (OSTDEV)	P Values
KPG -> MK	0.47 4	0.70 0	0.09 6	7,218	0,00 0
KPG -> KJ	0.52 3	0.51 5	0.19 2	2,720	0,00 7
SK -> MK	0.46 9	0.50 1	0.10 7	4,398	0,00 0
SK -> KJ	0.45 7	0.67 3	0.31 9	2,192	0,02 9
MK -> KJ	0.51 6	0.41 8	0.11 8	3,522	0,00 0

Source: SEM-PLS v. 3.0 (Data processed by the Author, 2023)

Based on Table 2, the results show the influence of Dual Role Conflict on Work Motivation with an original sample value of 0.474, a tstatistic value of 7.218 > ttable value of 1.665 and P-Values of 0.000 < 0.05, meaning that there is a positive and significant influence between Dual Role Conflict and Work Motivation onFemale Employees at Mitra Medika Bandar Klippa Hospital. The results show the effect of Dual Role Conflict on Performance with an original sample value of 0.523, a t-statistic value of 2.720 > t table value of 1.665 and P-Values of 0.007 < 0.05, meaning that there is a positive and significant influence between Dual Role Conflict and Performance onFemale Employees at Mitra Medika Bandar Klippa Hospital. The results show the influence of Job Stress on Work Motivation with an original sample value of 0.469, a t-statistic value of 4.398 > a t-table value of 1.665 and a P-Value of 0.000 < 0.05, meaning that there is a positive and significant influence between Job Stress and Work Motivation onFemale Employees at Mitra Medika Bandar Klippa Hospital.

The results show the influence of Job Stress on Performance with an original sample value of 0.457, a t-statistic value of 2.192 > a t-table value of 1.665 and a P-Value of 0.029 < 0.05, meaning that there is a positive and significant influence between Job Stress and Performance onFemale Employees at Mitra Medika Bandar Klippa Hospital. The results show the influence of Work Motivation on Performance with an original sample value of 0.516, a t-statistic value of 3.522 > a t-

THE RELATIONSHIP OF MULTIPLE ROLE CONFLICT AND JOB STRESS THROUGH WORK MOTIVATION AS AN INTERVENING VARIABLE ON PERFORMANCE IN FEMALE EMPLOYEES AT MITRA MEDIKA BANDAR KLIPPA HOSPITAL

Muhammad Zikri Athariq Daulay, Nazaruddin, Iskandarini

table value of 1.665 and a P-Value of $0.000 < 0.05$, meaning that there is a positive and significant influence between Work Motivation and Performance on Female Employees at Mitra Medika Bandar Klippa Hospital.

4.4 Indirect Effect

Table 3 Results *Indirect Effects*

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (OSTDEV)	P Values
KPG -> MK -> KJ	0.219	0.20	0.14	2,530	0.03
		9	3		7
SK -> MK -> KJ	0.325	0.35	0.09	3,532	0,00
		1	2		0

Source: SEM-PLS v. 3.0 (Data processed by the Author, 2023)

Based on Table 3, the results show empirical evidence that Dual Role Conflict has on Performance through Work Motivation with the indirect influence coefficient value being P-Values $0.037 < 0.05$, so Dual Role Conflict indirectly has a positive and significant effect on Performance through Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital. The results show empirical evidence that Job Stress affects Performance through Work Motivation with the coefficient of indirect influence being a P-Values value of $0.000 < 0.05$, so Job Stress indirectly has a positive and significant effect on Performance through Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital.

5. DISCUSSION

5.1 The Effect of Dual Role Conflict on Work Motivation

Based on the results of direct influence research tests, it is known that Dual Role Conflict has a positive and significant effect on Work Motivation, where the path coefficient value of Dual Role Conflict is 0.474 and the significant value is $0.000 < 0.05$, meaning that the research results show that Dual Role Conflict has a positive and significant influence on Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital. Thus, the First Hypothesis can be accepted. Dual role conflict is a situation where a person has two conflicting roles, such as the role of mother and worker. This conflict can cause stress, burnout, and job dissatisfaction. Multiple role conflict can affect the work motivation of female employees at Mitra Medika Bandar Klippa Hospital. Female employees who experience dual role conflict may feel overwhelmed and unable to meet expectations in both of their roles. This can cause them to become less enthusiastic about work, less productive, and more easily stressed. This is proven in research that female employees feel that pressure as a parent can affect their work, where there is the highest score, namely 0.912.

There are several things that female employees who experience multiple role conflicts can do. Female employees must have good communication with family members. In this case, communication with the husband regarding sharing tasks in the household. For example, husbands also take part in completing household tasks and helping with children's school assignments. This reduces the pressure of being a parent for female employees, and can make female employees more motivated at work. Hospitals can also help female employees who experience multiple role conflicts, by providing seminars on parenting that make female employees more aware of domestic life. By doing these things. The results of this research are not in line with research conducted by Aulia and Rusmawati (2020) showing that there is a significant negative relationship between dual

role conflict and achievement motivation in married female students in Jombang. The lower the dual role conflict in female students who are married, the higher the achievement motivation, conversely, the higher the dual role conflict in female students who are married, the lower the achievement motivation.

5.2 The Effect of Dual Role Conflict on Performance

Based on the results of the direct influence research test, it is known that Dual Role Conflict has a positive and significant effect on Performance, where the path coefficient value of Dual Role Conflict is 0.523 and the significant value is $0.001 < 0.05$, meaning that the research results show that Dual Role Conflict has a positive and significant influence on Performance on Female Employees at Mitra Medika Bandar Klippa Hospital. Thus, the Second Hypothesis can be accepted. Dual role conflict is a situation where a person has two conflicting roles, such as the role of mother and worker. This conflict can cause stress, burnout, and job dissatisfaction. Multiple role conflicts can affect the performance of female employees at Mitra Medika Bandar Klippa Hospital. Female employees who experience dual role conflict may feel overwhelmed and unable to meet expectations in both of their roles. This can cause them to become less enthusiastic about work, less productive, and more easily stressed. This is proven in research that female employees feel that domestic life problems can influence work interventions, where there is a score of 0.760.

There are several things that Mitra Medika Bandar Klippa Hospital can do to help female employees who experience multiple role conflicts. Hospitals can provide more support and flexibility for female employees, such as providing child care, flexible working hours, and time off for family matters. This research is in line with research conducted by Cahari (2018) which states that multiple role conflicts simultaneously influence employee performance. Women who work more often experience conflicts and problems and emphasize the importance of family problems more than work, when family is the most important domain for most women, then these problems can affect women at work and can become a nuisance for them, thus causing a decline performance.

5.3 The Effect of Job Stress on Work Motivation

Based on the results of the direct influence research test, it is known that Job Stress has a positive and significant influence on Work Motivation, where the path coefficient value of Job Stress is 0.469 and the significant value is $0.000 < 0.05$, meaning that the research results show that Job Stress has a positive and significant influence on Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital. Thus, the Third Hypothesis can be accepted. Work stress is a condition that occurs when someone feels pressured or overwhelmed by the demands of their work. Job stress can be caused by various factors, such as excessive workload, time pressure, conflict with colleagues or superiors, and dissatisfaction with work. Work stress can have a negative influence on the work motivation of female employees at Mitra Medika Bandar Klippa Hospital. Female employees who experience work stress may feel unmotivated to work, less productive, and make mistakes more easily. Apart from that, work stress can also cause female employees to take more sick leave, and can even lead to resignation.

This is proven in research that female employees feel that work stress affects their quality of life outside of work, where the highest score is 0.897. There are several things that female employees who experience work stress can do, having good communication can relieve stress in raising a family. If a female employee has a problem, don't remain silent and communicate wisely with her husband. Apart from that, Mitra Medika Bandar Klippa Hospital can help female employees who experience work stress. Hospitals can provide seminars on time management and

work stress. The results of this research are in accordance with research conducted by Badeni (2013) which states that stress is tension or emotional pressure experienced by someone who is facing enormous demands or the opportunity to carry out an important activity, in the fulfillment of which there are obstacles and uncertainty that can affect a person's emotions, thoughts and physical condition.

5.4 The Effect of Job Stress on Performance

Based on the results of the direct influence research test, it is known that Job Stress has a positive and significant influence on Performance, where the path coefficient value of Job Stress is 0.457 and the significant value is $0.029 < 0.05$, meaning that the research results show that Job Stress has a positive and significant influence on Performance on Female Employees at Mitra Medika Bandar Klippa Hospital. Thus, the Fourth Hypothesis can be accepted. Several work stress factors that contribute to decreased performance include heavy workloads, time pressure, high performance demands, and lack of social support from colleagues and superiors. The stress experienced by female employees can cause decreased motivation, fatigue, and difficulty in coping with work tasks.

This is proven in research that work stress can affect physical health, where there is a score of 0.819. In the hospital context, the performance of female employees is very important to provide quality health services to patients. Therefore, hospital management needs to pay attention to the level of work stress experienced by female employees and take steps to reduce this stress. Some efforts that can be made are providing leave facilities to female employees. The purpose of leave is to provide employees with the opportunity to rest, restore energy, and maintain a balance between work and home life. By providing leave, employees can restore energy and enthusiasm for work, thereby increasing productivity and concentration at work. In this way, female employees at Mitra Medika Bandar Klippa Hospital can work better and provide better service to patients.

This research is in line with research conducted by (Hasmin, Rusni, Hikmah, & Yuniarti, 2017) which states that work stress influences employee performance. Another research conducted by Fermayani (2018) stated that work stress has a significant and positive influence on employee performance. If there is a condition of tension that affects the psychological state and way of thinking of an employee or there is pressure, demands and excessive workload, employees who experience work stress tend to find it difficult to focus and this can indirectly affect their performance.

5.5 The Effect of Work Motivation on Performance

Based on the results of the direct influence research test, it is known that Work Motivation has a positive and significant effect on Performance, where the path coefficient value of Work Motivation is 0.516 and the significant value is $0.000 < 0.05$, meaning that the research results show that Work Motivation has a positive and significant influence on Performance on Female Employees at Mitra Medika Bandar Klippa Hospital. Thus, the Fifth Hypothesis can be accepted.

Work motivation is a very important factor in determining employee performance. High work motivation will encourage employees to work harder and be more productive. On the other hand, low work motivation will cause employees to be less enthusiastic about work and less productive. High work motivation will increase employee enthusiasm and enthusiasm in carrying out work tasks. Female employees who are well motivated tend to be more dedicated, productive, and focused on achieving work targets. Work motivation also plays a role in improving employees'

abilities and skills, because they will be more enthusiastic about developing themselves and improving their performance.

Apart from that, good work motivation also contributes to increasing job satisfaction and employee loyalty to the hospital. Female employees who feel motivated will feel more satisfied with their work and tend to stay longer at the hospital, thereby reducing employee turnover rates. This is proven in research that female employees feel they have sufficient support from superiors and colleagues in achieving high work motivation, where there is a highest score of 0.909. One way to increase high work motivation, hospitals, in this case superiors, can provide constructive feedback. With this strategy, female employees are more enthusiastic about developing themselves and feel appreciated because they are supported by their superiors.

5.6 The Effect of Dual Role Conflict on Performance Through Work Motivation

Based on the results of indirect influence research tests, it is known that Dual Role Conflict has a positive and significant effect on Performance through Work Motivation, where the path coefficient value of Dual Role Conflict is 0.219 and the significant value is $0.037 < 0.05$, meaning that the research results show that Dual Role Conflict has a positive and significant effect on Performance through Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital. Thus, the Sixth Hypothesis can be accepted. Dual role conflict occurs when employees face conflicting demands and roles in the work environment, such as demands from work and demands from personal life. This conflict can cause stress and job dissatisfaction, which has a negative effect on employee motivation. Employees who experience dual role conflict tend to be less motivated in carrying out work tasks, because they find it difficult to achieve balance between work and personal life. As a result, their performance may decrease. This is proven by research results of 0.827 where female employees feel that the demands of their work duties affect their home life.

In this case, hospitals can provide seminars on time management, with the hope that female employees can maximize the use of working time as best as possible. With this, female employees can be more motivated at work and can improve their performance. However, work motivation can act as a mediating factor that influences the relationship between multiple role conflict and performance. Employees who have high work motivation tend to be better able to overcome multiple role conflicts and continue to perform well even though they face challenges in the work environment. Thus, management needs to pay attention to the role of work motivation in overcoming the negative impact of dual role conflict. Increasing employee work motivation can be an effective strategy to improve their performance even though they experience multiple role conflicts. Efforts to increase work motivation can include recognizing work achievements, providing career development opportunities, and creating a supportive and inclusive work environment. This research is in line with research conducted by Suci (2017) that multiple role conflict has a positive and significant effect on employee performance.

5.7 The Effect of Job Stress on Performance Through Work Motivation

Based on the results of indirect research tests, it is known that Job Stress has a positive and significant effect on Performance through Work Motivation, where the path coefficient value of Job Stress is 0.325 and the significant value is $0.000 < 0.05$, meaning that the research results show that Work Stress has a positive and significant effect on Performance through Motivation. Work on Female Employees at Mitra Medika Bandar Klippa Hospital. Thus, the Seventh Hypothesis can be accepted. Job stress can be caused by various factors, such as high job demands, conflicts

THE RELATIONSHIP OF MULTIPLE ROLE CONFLICT AND JOB STRESS THROUGH WORK MOTIVATION AS AN INTERVENING VARIABLE ON PERFORMANCE IN FEMALE EMPLOYEES AT MITRA MEDIKA BANDAR KLIPPA HOSPITAL

Muhammad Zikri Atthariq Dauly, Nazaruddin, Iskandarini

with coworkers, or lack of clarity in job roles. Prolonged stress can cause a decrease in work motivation and reduce employee performance. However, work motivation can act as a mediating factor that influences the relationship between work stress and performance. Employees who have high work motivation tend to be better able to overcome work stress and continue to perform well even when facing pressure in the work environment. This is proven by research on female employees who feel that full support from the hospital can influence performance, where there is a score of 0.898. Hospitals can provide clear training and career development to female employees. Unclear career paths can trigger female employees to resign. Female employees who have good performance should be given appreciation in the form of rewards and also a clear career path, this makes female employees feel appreciated and become more motivated at work. Thus, management needs to pay attention to the role of work motivation in overcoming the negative impacts of work stress. Increasing employee work motivation can be an effective strategy to improve their performance even though they experience stress at work. Efforts to increase work motivation can include recognizing work achievements, providing career development opportunities, and creating a supportive and inclusive work environment.

6. CONCLUSION

Based on the results of research and discussions that have been carried out previously, it can be concluded as follows:

1. Multiple Role Conflict has a positive and significant effect on Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital.
2. Multiple Role Conflict has a positive and significant effect on Performance on Female Employees at Mitra Medika Bandar Klippa Hospital.
3. Job Stress has a positive and significant effect on Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital.
4. Job Stress has a positive and significant effect on Performance on Female Employees at Mitra Medika Bandar Klippa Hospital.
5. Work Motivation has a positive and significant effect on Performance on Female Employees at Mitra Medika Bandar Klippa Hospital.
6. Multiple Role Conflict has a positive and significant effect on Performance through Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital.
7. Job Stress has a positive and significant effect on Performance through Work Motivation on Female Employees at Mitra Medika Bandar Klippa Hospital.

REFERENCES

- Afandi, P. (2018). *Manajemen Sumber Daya Manusia (Teori, Konsep dan Indikator)*. Zanafa Publishing.
- Arismunandar, Nurhikmah, & Wahed, A. (2021). *Manajemen Stres Kerja Guru (Vol. 1)*. Badan Penerbit UNM.
- Asih, G. Y., Widhiastuti, H., & Dewi, Ru. (2018). *Stress Kerja*. Universitas Semarang PRESS.

- Bukit, B., Malusa, T., & Rahmat, A. (2017). *Pengembangan Sumber Daya Manusia (Teori, Dimensi Pengukuran dan Implementasi dalam Organisasi)*. Zahir Publishing.
- Burhanuddin, T. D., Sjahrudin, H., & Mus, Abd. M. (2018). Pengaruh Konflik Peran Ganda Terhadap Kinerja Melalui Stres Kerja. *Inkubis : Jurnal Ekonomi Dan Bisnis*, 2(1), 1–18. <https://doi.org/10.36418/ink.v2i2.8>
- Cahari, A. W., & Utami, N. N. (2018). The Influence Of Multiple Role Conflict And Work Stress Toward Performance Of Female Employees In Regional Government Of Pasuruan Regency. *Journal of Business and Management (IOSR-JBM)*, 20(8), 38–45. <https://doi.org/10.9790/487X-2008043845>
- Christy, N. A., & Amalia, S. (2017). Pengaruh Stres Kerja Terhadap Kinerja Karyawan.
- Dando, M. L. Y. D., Fanggidae, R. F., & Fanggidae, A. H. J. (2021). Pengaruh Ganda Terhadap Kinerja Tenaga Medis Wanita Melalui Stres Kerja. *Jurnal Ilmiah Manajemen Kesatuan*, 9(1), 173–182. <https://doi.org/10.37641/jimkes.v9i1.557>
- Darwis, A. M., Nurul Fadilah Farid, F., Asman, F. H., Heriani, Arni, S. N. A. D., Hardianti, A., & Nirwana, A. (2021). Hubungan Konflik Peran Ganda Terhadap Kinerja Pada Pekerja Wanita di Kota Makassar. *Jurnal Publikasi Kesehatan Masyarakat Indonesia*, 8(2), 16–21.
- Edison, E., Anwar, Y., & Komariah, I. (2018). *Manajemen Sumber Daya Manusia*. Alfabeta.
- Fahmi, I. (2016). *Perilaku Organisasi*. Alfabeta.
- Gardjito, A. H., Musadieg, A. M., & Nurtjahjono, G. E. (2014). Pengaruh Motivasi Kerja dan Lingkungan Kerja Terhadap Kinerja Karyawan. *Jurnal Administrasi Bisnis (JAB)*, 13.
- George, J. M., & Jones, G. R. (2012). *Understanding and Managing. Organizational Behavior* (Edisi ke e). Prentice Hall.
- Ghozali, I. (2010). *Aplikasi Analisis Multivariate Dengan Program SPSS*. Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2013). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 21 Update PLS Regresi*. Badan Penerbit Universitas Diponegoro.
- Greenhaus, J. H., & Beutell, N. J. (2013). Sources of Conflict between Work and Family Roles. *Journal of The Academy of Management Review*, 10, 76–88.
- Hamali, A. Y. (2018). *Pemahaman Manajemen Sumber Daya Manusia*. CAPS (Center for Academic Publisher Service).
- Hardani, Auliya, N. H., Andriani, H., Fardani, R. A., Ustiawaty, J., Utami, E. F., Sukmana, D. J., & Istiqomah, R. R. (2020). *Metode Penelitian Kualitatif dan Kuantitatif* (H. Abadi, Ed.; Issue Maret). CV. Pustaka Ilmu Group Yogyakarta.
- Hasibuan, M. (2019). *Manajemen Sumber Daya Manusia*. PT. Bumi Aksara.
- Hasmin, E., Rusni, Hikmah, N., & Yuniarti, N. (2017). Pengaruh Konflik Peran Ganda Terhadap Kinerja Melalui Stress Kerja Karyawan Pada PT. Bank Danamon Makassar. *Jurnal Emba*, 2(22), 33–40.
- Kasi, N. N., Wartana, I. M., & Sumerta, I. K. (2021). Pengaruh Konflik Peran Ganda Dan Stres Kerja Terhadap Kinerja Karyawan PT Bodyworks Harum Spa Jalan Kayu Jati No. 2 Petitengat Kerobokan. *Journal Research of Management (JARMA)*, 2(2), 189–196.
- Khaerana, & Amri. (2020). Pengaruh Work Family Conflict (Konflik Peran Ganda) dan Stress Kerja Terhadap Kinerja Pegawai Wanita Pada Puskesmas Kecamatan Malangke Barat Kabupaten Luwu Utara. *Jurnal Manajemen*, 6(2), 80–85.
- Mangkunegara, A. P. (2017). *Manajemen Sumber Daya Manusia*. PT Remaja Rosdakarya.

THE RELATIONSHIP OF MULTIPLE ROLE CONFLICT AND JOB STRESS THROUGH WORK MOTIVATION AS AN INTERVENING VARIABLE ON PERFORMANCE IN FEMALE EMPLOYEES AT MITRA MEDIKA BANDAR KLIPPA HOSPITAL

Muhammad Zikri Athhariq Daulay, Nazaruddin, Iskandarini

- Masram, & Mu'ah. (2017). *Manajemen Sumber Daya Manusia Professional*. In Zifatama Publisher. Zifatama Publisher.
- Muis, M., Nai'em, M. F., Arsin, A. A., Darwis, A. M., Thamrin, Y., & Hans, N. A. P. (2021). The Effect of Multiple Role Conflicts and Work Stress on The Work Performance of Female Employees. *Gaceta Sanitaria*, 35(2018), S90–S93. <https://doi.org/10.1016/j.gaceta.2020.12.025>
- Munthe, O. J. (2017). Analisis Pengaruh Konflik Peran Ganda, Pengembangan Karir dan Kecerdasan Emosional terhadap Kinerja Karyawan Wanita di PT. Telkom Regional 1. Universitas Sumatera Utara.
- Prayogi, M. A., Lesmana, M. T., & Siregar, L. H. (2019). Pengaruh Kompetensi Dan Disiplin Kerja Terhadap Kinerja Pegawai Bank Index Cabang Bekasi. *Jurnal Manajemen Bisnis*, 6(2), 665–669. <https://doi.org/10.35137/jmbk.v6i2.186>
- Rachmaningrum, R., & Makmuriana, L. (2018). Pengaruh Konflik Peran Ganda (Family Work Conflict) Terhadap Stres Kerja Perawat Wanita di RSUD dr. Soedarso Pontianak. *Jurnal Keperawatan Dan Kesehatan*, 9(2), 33–44.
- Ratnaningsum, F. R., & Susanta, H. (2018). Pengaruh Peran Ganda Pekerja Wanita Terhadap Kinerja Karyawan dengan Pengembangan Karir sebagai Variabel Mediasi. *Journal of Social and Politic*, 1(1), 1–9.
- Rivai, & Sagala, E. (2013). *Manajemen Sumber Daya Manusia Untuk Perusahaan*. Rajawali Pers.
- Rizaty, M. A. (2022). Mayoritas Perempuan Indonesia Bekerja sebagai Tenaga Penjualan. 8 April. <https://databoks.katadata.co.id/datapublish/2022/04/09/mayoritas-perempuan-indonesia-bekerja-sebagai-tenaga-penjualan>
- Robbins, P. S., & Judge, T. A. (2017). *Organizational Behaviour* (Edisi 13,). Salemba Empat.
- Safrizal, H. B. A., Eliyana, A., & Febriyanti, K. L. (2020). Pengaruh Konflik Peran Ganda Terhadap Kinerja Dengan Stres Kerja Sebagai Variabel Intervening. *E – Jurnal Riset Manajemen*, 11(10), 93–108.
- Samsuddin, H. (2018). *Kinerja Karyawan*. Indomedia Pustaka.
- Santoso, S. (2012). *Statistik Parametrik*. PT Gramedia Pustaka Umum.
- Sedarmayanti. (2017). *Manajemen Sumber Daya Manusia*. Refika Aditama.
- Siagian, S. P. (2018). *Manajemen Sumber Daya Manusia*. Bumi Aksara.
- Simamora, H. (2015). *Manajemen Sumber Daya Manusia*. SIE YKPN.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Sunyoto, D. (2013). *Hak dan Kewajiban Bagi Pekerja dan Pengusaha*. Pustaka Yustisia.
- Utami, W., Apriono, M., Sudarsih, Putri, N. A., & Probowati, N. (2020). Kinerja Perawat Wanita: Karier Ganda, Lingkungan Kerja dan Stres Kerja. *Sejarah Pengobatan Tropis Dan Kesehatan Masyarakat*, 23(8), 1309–1316.
- Wibowo. (2016). *Manajemen Kinerja, Edisi Kelima*. PT. Raja Grafindo Persada.
- Wibowo. (2017). *Manajemen Kinerja (Edisi Keli)*. PT Raja Grafindo Persada.
- Widhiastuti, H., Asih, G. Y., & Kurniawan, Y. (2020). Mengelola Stress Pada Pekerjaan yang Beresiko Tinggi. In *Univeritas Semarang Press* (Vol. 53, Issue 9). Universitas Semarang PRESS.
- Widyaningrum, M. E. (2019). *Manajemen Sumber Daya Manusia* (M. M. Dr. Muslichah Erma W., SE., Ed.). Ubhara Manajemen Press.



Yanti, N. K. F. M., & Yudhaningsih, N. M. (2021). Pengaruh Konflik Peran Ganda dan Stress Kerja Terhadap Kinerja Perawat (Studi Kasus Pada Perawat RSUP Sanglah Denpasar). *Jurnal Ilmiah Satyagraha*, 4(1), 47–64. <https://doi.org/10.47532/jis.v4i1.230>.