

THE EFFECT OF DUAL ROLE CONFLICT AND SELF EFFICACY ON THE PERFORMANCE OF FEMALE EMPLOYEES AT PT. PORT OF INDONESIA (PERSERO) REGIONAL 4 MAKASSAR

Nur Intan Vadila¹⁾, Samsul Rizal²⁾, Irwan Abdullah³⁾
^{1,2,3)}Muhammadiyah Universitas of Makassar

*Corresponding Author :

nurintanvadila@gmail.com¹⁾ , rizalsamsul09@unismuh.ac.id²⁾ , irwan.abdullah@unismuh.ac.id³⁾

Abstract

The purpose of this research is a type of quantitative research with the aim of knowing the influence of dual role conflict and self efficacy on the Performance of Female Employees at PT. Indonesian Harbor (Persero) Regional 4 Makassar. This sample was taken from the PT. Indonesian Harbor (Persero) Regional 4 Makassar. The type of data used in this study is quantitative data obtained from distributed questionnaires and is related to the problem under study. Data collection was carried out by observing and distributing questionnaires. In this study, the data sources used in data collection include primary data and secondary data. The research instrument used in this study uses the Likert scale method. Based on the results of data research using statistical calculation through the Statistical Package for the Social Science (SPSS) application version 26 regarding The influence of dual role conflict and self-efficacy on the performance of female employees at PT. Indonesian Harbor (Persero) Regional 4 Makassar which has been discussed in the previous chapter, the author draw an important conclusion, namely Dual roles and self-efficacy have a positive and significant effect on the performance of female employees. The work pressure given by companies to female employees needs to be given more attention, because excessive work pressure will trigger multiple role conflicts which have an impact on employee performance. Apart from that, self-efficacy needs to be increased further for each individual employee.

Keywords: *Multiple Role Conflict, Self Efficacy, Employee Performance.*

INTRODUCTION

In an organizational or company environment, a person's performance greatly affects the performance of the organization or company itself, whether it is an organization or a government or private company in achieving the final goals that have been set from the initial planning. In other words, the achievement of the goals of the organization or company is due to the efforts made by the people in the organization or company. Work and family are the two places where people spend most of their time, work is the basic condition and need for family life.

Human resources greatly determine the success of a company. If the human resources owned are not of high quality and ineffective, it can hinder the company's goals so that employees feel that they are required to improve the quality of their work so that they are irreplaceable in the company. If the demands of the job are felt to be too heavy, it can ultimately make employees unconfident (*self-efficacy*).

A person who works not only the environment but also himself, enriches and grows his life and spirit. Meanwhile, the family is seen as the first and most important thing in human society. Family is also associated with affection where a person can develop himself and obtain self-fulfillment and is an important place for happiness and hope. At this time, not only husbands work to meet the needs of their families but many women work to help meet the

needs of the family. Women in ancient times only played the role of a mother who took care of the household, her husband and children. But now women have a second role, namely as working women.

Family conflicts, work, married employees, they will have two commitments in their lives, namely family and work. Tensions that can interfere with the responsibilities of employees themselves Wahab et al., in (Intan Kumala Sari, 2021). Dual role conflict is a conflict that arises due to responsibilities with work that interferes with the demand for time. Dual role conflicts occur because employees try to balance the pressures that arise from work and family.

Carrying out two roles at the same time as a worker as well as a housewife, is not easy. Female employees who are married and have children have a heavier role of responsibility than single women. Work-family conflict explains the conflict between work responsibilities at home or home life. Employees who are unable to divide or balance time for family and work affairs can cause conflicts, namely family conflicts and work conflicts, or often called dual role conflicts (Regita Vebian Putri, 2021).

Conditions such as the above often arise conflicts that occur in the life of the company, if not handled in depth, will definitely have an impact on the company's efforts to achieve goals, one of which is the low performance of employees that affect the company's productivity. Not only that, the impact that will be caused by conflicts that are not handled appropriately and seriously, but can also have a direct impact on employees because they are in a wrong situation so that they experience deep pressure on their souls.

Self efficacy is indispensable in the career development of employee performance because the existence of self efficacy in each individual will give rise to the ability and ability to complete work on time. Self efficacy is very important because self efficacy determines and affects many aspects of life, namely the potential to deal with stressors to face new environments.

This research was conducted at PT Pelabuhan Indonesia (Persero) Regional 4 Makassar which is located at Jalan Soekarno No. 1 Makassar. PT Pelabuhan Indonesia is a state-owned company engaged in the port sector. It effectively worked on December 1, 1992. However, the establishment of PT Pelabuhan cannot be separated from Indonesia's history in the management of Indonesia's seaports.

The phenomenon that occurred at PT. The Port of Indonesia (persero) Region 4 Makassar is an excess of working hours. Being a symbol of an employee's busyness, there are often overtime working hours that exceed the applicable working hours, requiring employees to stay in the office and reduce their time for children and family. As for self-efficacy, it requires employees to remain confident and complete all assigned tasks on time.

Based on the background and phenomenon above, it encourages researchers to conduct research on "The Effect of Dual Role Conflict and Self Efficacy on the Performance of Female Employees at PT Pelabuhan Indonesia (Persero) Regional 4 Makassar"

RESEARCH METHODS

The type of research used in this study is *explonatory research* with a quantitative approach. The reason for choosing this type of *explonatory research* is because this type of research aims to analyze the relationship between one variable and another variable or how one

variable affects another. The primary data in this study is data from a questionnaire that contains answers to questions asked to respondents, both related to the variables of multiple role conflicts and self-efficacy and performance of female employees. Population is a generalization area consisting of: objects/subjects that have certain qualities and characteristics that are determined by 36 researchers to be studied and then drawn conclusions (Sugiyono, 2009: 115). In this study, the population is employees of PT. Pelindo 4 (Persero), Makassar Branch with a total of 147 people. The sampling technique used in this study is purposive sampling, which is sampling with certain criteria desired by the researcher. The criteria in question are married female employees who either have a child or do not have children. This research uses Google Forms to distribute questionnaires online. The Likert Scale is used to distribute questionnaires to respondents, each statement is given a score of 1 to 5 with the following answer choices: for strongly disagree the answer is given a value = 1, disagree is given a value = 2, neutral is given a value = 3, agree is given a value = 4, strongly agree is given a score = 5.

RESULTS AND DISCUSSION

A. Results

1. Characteristics of Respondents by Age

Table 1. Characteristics of Respondents by Age

AGE	SUM	PRESENTASE (%)
< 30 Years	4	11%
30 – 35 Years	5	14%
36 – 40 Years	7	19%
41 – 45 years old	11	31%
45 – 50 Years	4	11%
> 50 Years	5	14%
TOTAL	36	100%

Table 1 explains that in 2024 the total number of respondents aged < 30 years old will be 4 employees with a percentage value of 11%, respondents aged 30 – 35 years will be 5 employees with a percentage of 14%, respondents aged 36 – 40% will be 7 employees with a percentage value of 19%, respondents aged 41 – 45 years will be 11 employees with a percentage value of 31%, Respondents aged 45 – 50 years old were 4 employees with a percentage of 11% and respondents > 50 years old were 5 employees with a percentage value of 14%. So it can be concluded that the respondents in this study are dominated by 41-45 years old with a presetage of 31%.

2. Reliability Test

Table 2. Reliability Test Results

No	Indicator	Cronbach`s Alpha	Information
1	Dual Role Conflict (X1)	0,922	Reliable
2	Self Efficacy (X2)	0,880	Reliable
3	Employee Performance (Y)	0,861	Reliable

From table 2 above, it can be concluded that the results of the calculation of each variable of double role conflict (X1), self efficacy (X2) and employee performance (Y) have a Cronbach's Alpha value greater than 0.60. So it can be said that of all the variables in this study, it is reliable.

3. Simultaneous Test (Test F)

Table 3. Test Result F

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	138.398	2	69.199	508.528	.000
	Residual	4.491	33	.136		
	Total	142889	35			

Based on table 3 above, it is known that the $F_{\text{calculated}} 508,528 > F_{\text{table}} 4.12$ or sig. $0.000 < 0.05$. This shows that the variables of Dual Role Conflict and Self Efficacy together have a significant effect on the performance of female employees at PT. Port of Indonesia (Persero) Regional 4 Makassar.

4. Partial Test (Test t)

Table 4. Test Results t

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.608	.875		.694	.492
	Dual Role Conflict	.496	.054	.521	9.143	.000
	Self Efficacy	.480	.054	.505	8.862	.000

Based on table 4.13 above, it can be seen that in the double role conflict variable, the $t_{\text{calculated}} > t_{\text{table}} (9,143 > 2,034)$ and the significance value for the double role conflict variable ($0.000 < 0.05$), it can be concluded that H1 is accepted, which means that the dual role conflict has a positive and significant effect on the performance of female employees at PT. Port of Indonesia (Persero) Regional 4 Makassar. Meanwhile, in the self efficacy variable, the $t_{\text{calculated}} > t_{\text{table}} (8,862 > 2,034)$ and the significance value for the self efficacy variable ($0.000 < 0.05$), it can be concluded that H2 is accepted, which means that self efficacy has a positive and

significant effect on the performance of female employees at PT. Port of Indonesia (Persero) Regional 4 Makassar.

B. Discussion

Based on the results of the multiple linear regression test above, it shows the results of the double role conflict variable (X1) $t_{\text{calculation}} > t_{\text{table}}$ ($9,143 > 2,034$) with a significance level of $0.000 < 0.05$. Meanwhile, in the self efficacy variable (X2), the $t_{\text{calculation}} > t_{\text{table}}$ value ($8,862 > 2,034$) with a significance level of $0.000 < 0.05$. So the researcher draws the conclusion that H1 and H2 are accepted. In other words, role conflict has a positive and significant effect on employee performance and self-efficacy has a positive and significant effect on employee performance. In addition, the results of the simultaneous test of $F_{\text{cal}} > F_{\text{tabel}}$ ($508,528 > 4.12$) or a significance value of $0.000 < 0.05$ were also obtained, which means that the variables of Dual Role Conflict and Self Efficacy together have a significant effect on the performance of female employees at PT. Port of Indonesia (Persero) Regional 4 Makassar. These results show that the dual role conflict experienced by female employees affects their performance. As stated by Greenhaus and Beutell in Vemidamayanti (2020), it is pointed out that conflicts within individuals arise due to work pressure that does not match the pressure from the family. Therefore, the increasing number of opposing pressures from family and work pressures that must be faced by female employees will have an impact on poor employee performance. Likewise, if the family and work pressures faced by female employees are low or in line, the resulting performance will be better. To deal with dual role conflicts, a female employee needs good self-efficacy because self-efficacy can affect behavior, business motivation, endurance, mindset and physical improvement as well as the achievement of good performance. So the better the individual self-efficacy, the better the performance will be, because stable self-efficacy control will not be affected by the conflict that occurs. This is in line with what was stated by Putri (2020) that good self-efficacy will affect the necessary effort and in the end it can be seen from good work performance as expected by the company.

REFERENCES

- Abdul Wahab, A. Y. (2019). Pengaruh Konflik Peran Ganda Terhadap Kinerja Melalui Stres Kerja Sebagai Moderator Pada Pegawai Wanita. *Dinamika Ekonomi Jurnal Ekonomi dan Bisnis*, 253.
- Afina Murtiningrum, S. (2005). Analisis Pengaruh Konflik Pekerjaan Keluarga Terhadap Stress Kerja Dengan Dukungan Sosial Sebagai Variabel Moderasi. Universitas Diponegoro, 23.
- Awanis Linati Haziroh, A. d. (2021). Dampak Konflik Peran Ganda Dan Self Efficacy Terhadap kinerja Karyawan Perbankan di Semarang. Universitas Dian Nuswantoro, 5.
- Blog, G. (n.d.). Manfaat Manajemen Sumber Daya Manusia. Retrieved from <https://www.gramedia.com/literasi/fungsi-tujuan-dan-manfaat-manajemen-sdm/>.
- Destirasasi, A. D. (2019). pengaruh konflik ganda dan self efficacy terhadap kinerja karyawan wanita pada pt nusantara tropical farm lampung timur. universitas Lampung, 4.
- Febriana, S. K. (2005). *Dinamika Konflik Peran Ganda Polisi Wanita Yang Telah Berkeluarga*. Universitas Airlangga.

- Hartono. (2019). ekonomi dan bisnis. Pengaruh Konflik Peran Ganda Dan Self Efficacy Terhadap Kinerja Karyawan Wanita pada PT Bank Rakyat Indonesia, 7.
- Hasibuan. (2019). Universitas Muslim Indonesia. Manajemen Sumber Daya Manusia, 18.
- Intan Kumala Sari, T. R. (2021). Pengaruh Konflik Peran Ganda Terhadap Kinerja Karyawan Wanita Dengan Stres Kerja Sebagai Mediasi. *Gentiaras Manajemen Dan Akuntansi*, 52.
- Linda Aprilia Utami, A. A. (2020). Self Efficacy Sebagai Mediasi Pengaruh Konflik Peran Ganda dan Dukungan Sosial Terhadap Kinerja Karyawan . Universitas Islam Sultan Agung Semarang, 1249-1250.
- Nur Ismiati, Z. (2020). Pengaruh Konflik Peran Ganda dan Stres Kerja Terhadap Kinerja Polisi Wanita di Polresta Padang. *Stie KBP Padang*, 4.
- OKtasari, M. H. (2019). Pengaruh konflik peran ganda, self efficacy dan stres kerja terhadap kinerja perawat wanita pada rumah sakit ptpn XII Jember. Universitas Jember, 22.
- Putri, F. R. (2023). Pengaruh Konflik Peran Ganda Dan Self Efficacy Terhadap Kinerja Perawat Wanita Dengan Pemberian Reward . Universitas Siliwangi Tasikmalaya , 18-19.
- Regita Vebian Purtri, B. W. (2020). Pengaruh Konflik Peran Ganda Dan Self Efficacy Terhadap Kinerja Karyawan Wanita di Kota Batu. *Jurnal Riset Manajemen*, 192.
- Rizal, S., Fitri, H., Surtajo, T., & Irwan, A., (2022). Analisis Job Design dan Budaya Kerja Terhadap Kinerja Karyawan Pada Bank BTPN Cabang Bawakaraeng Makassar. *IJMS: Indonesian Journal of Management Studies*, Vol 1. No 1: 12 -17
- Kinerja Karyawan Wanita di Kota Batui. *e-Jurnal Riset Manajemen*, 192.
- Tika Ragil Saputri, M. P. (2020). Pengaruh Self Efficacy, Kompensasi Finansial, dan Kepuasan Kerja Terhadap Komitmen Organisasi. *Jurnal ilmiah mahasiswa manajemen*, 767.
- Vemidamayanti, D. S. (n.d.). Universitas Jember. Pengaruh Konflik Peran Ganda Dan Self Efficacy Terhadap Kinerja Karyawan Wanita Pada PT BRI, 7.
- Vemidayanti, D. S. (n.d.). Universitas Jember. Pengaruh Konflik Peran Ganda Dan Self Efficacy Terhadap Kinerja Karyawan, 2.
- Wahab, A. (n.d.).
- Wahyuni, S. (2023). Pengaruh Konflik Ganda Stres Kerja dan Kelelahan Emosional Terhadap Kinerja Karyawan . Universitas Islam Negeri Raden Intan Lampung, 4.
- Zusmawati, N. I. (2020). Pengaruh Konflik Ganda dan stres kerja Terhadap Kinerja Polisi Wanita di Polresta Padang. *Stie KBP Padang*, 3.