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**THE EFFECT OF THE LEVEL OF MULTIPLE ROLES CONFLICT ON THE LEVEL OF WORK
STRESS ON UNIVERSITY X'S EMPLOYEES WITH GENDER AS THE MODERATING
VARIABLE**

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ABSTRACT

This research examines about The Effect of the Level of Multiple Roles Conflict on the Level of Work Stress on University X's Employees With Gender as the Moderating Variable. This research uses quantitative method with 51 employees as the total sample. The data analysis techniques used in this research are simple linier regression and sub group analysis. The results of the research: 1) there is an effect of the level of multiple roles conflict on the level of work stress on University X's Employees. The coefficient value of Rsquare is 0.533 which means that there is an effect of the level of multiple roles conflict of 53.3% affecting work stress while the 46.7% affected by other factors which not eximined in this research. 2) gender does not moderate the effect of the level of the multiple roles conflict on the level of work stress on University X's employees. This can be caused by things that are not being noticed: the sample of the ideology gender, the number of samples is not balanced between man and woman, job characteristics and period of work.

Keywords: Multiple Roles Conflict, Work Stress, Gender, And University Employees

1. INTRODUCTION

Collage is an educational institution that organizes higher education with its duties as Tridharma, it is organizing the education, research, and community service (Law No. 12, 2012). KBBI explains that educators are the same as educational staff who are members of the society and able to devote themselves to organizing the education according to their ability as a mentor, educator, researcher, manager, or education administrators. It is explained in law No.12, 2012 that collage governance must lead to healthy governance. If we have seen those rules then educators have to work optimally to reach the functions and goals of higher education.

According to the result of research conducted by Sarwono and Purwono (2006) in the field of UGM library management, there have been changes to get good results, including changes in leadership, working hours, employee attendance systems, and even job rotations which is a work shift. Anoraga (1995) stated that frequent changes will drain energy because there will be pressure for us to adapt to these changes (Sarwono & Purwono, 2006:45). If educational staff cannot adapt to the pressure, environmental conditions, and others, it will

give pressure and cause work stress (Fiddaraini et al, 2016: 609-610).

Robbin and judge defined stress as an individual Conditions that contradict between desired with the demands and their resources, then it will impact physiological, psychological, and behavioral (Robbin and Judge, 2016: 275). Robbin and Judge stated that three factors become sources of work stress, namely; 1) Environmental factors (economic, political, and technological uncertainty, 2) Organizational factors (task, role, and interpersonal demands), 3) Individual factors (Robbin & Judge, 2016:597-599).

Organizational factors on the demands of the role associated with the placement of individuals in an organization. According to Judge and Colquitt (2004), role demands include role demands in their family and professional demands (Judge and Colquitt 2004: 395). Roles that cannot be performed well and cannot be performed together will be a role conflict (Robbin and Judge 2016:598). Multiple role conflict according to Greenhaus and Beutell (1995:77) is a role conflict in individuals due to role pressure from work and conflicts with roles in the family so that the two roles cannot be equated.

According to the results of interviews conducted by researchers, it shows that there is work stress caused by the dual role conflict that they experienced. The response from S, who is an educational staff at X University that when she works, S often feels tired, fragile, and feels sad but tries to look fine, sometimes it makes her irritable and anxious. She made mistakes several times because she was busy at work, S admitted that she often forgot her lunch. Before leaving for college, she had to prepare her husband's needs and take care of the children, from bathing until feeding. Sometimes she was in a hurry to take attendance immediately. The difference that she experienced before and after having a family. Before having a family, he could finish his duties at work, but now she has to choose between work or homework. Sometimes she has to choose one of them.

This problem also appears in research conducted by Fita (2017) that there is a significant relationship between work stress variables and dual role conflict, where is the higher the dual role conflict, the higher the nurse's work stress. It also appears in research conducted by Wulandari dan Dwiyaniti (2014), there is a strong relationship between dual role conflict and work stress on married female nurses at RSUD Banyumas. The research that conducted by Nurul (2018) that there is a relationship between dual role conflict and work stress, this study uses the subject of teachers who have the same rhythm of working hours as college employees, added with the results of research conducted by Zelti. (2019) that the level of work stress experienced by lecturers is greater than teachers.

The four research above used female subjects, while according to Gutek and Searle (1991), there was no significant difference in scores between men and women about work that interferes with family and family that interferes work. It means that dual role conflicts can be experienced by men and women. Regarding stress, it was found in research conducted by Fiddaraini, et al (2016) that there was no difference between work stress experienced by men and women. However, this is opposite with research conducted by Amsar (2018) which stated that there are significant differences in work stress between men and women.

The problems that exist in higher education employees related to the problem of dual role conflict with work stress and gender relations. For further discussion on the effect of dual role conflict and work stress, it is necessary to conduct research, so that it can be known

empirically and according to theory, with the following hypothesis:

H₁: There is an effect of the level of dual role conflict on the level of work stress in University X employees

H₂: Gender moderates the effect of the level of dual role conflict on the level of work stress in University X employees

2. Research Methods

The research design uses a quantitative approach. According Sugiyono (2017:35-36) quantitative research methods are methods used to examine certain populations or samples, data collection using research instruments, statistical data analysis to test a hypothesis. A quantitative approach is carried out through a survey method, namely filling the scale by researchers.

The variable in this research is work stress (variable dependent), multiple roles conflict (variable independent), and gender (variable moderate). The subjects of this research amounted to 51 University X employees. The sample technique in this research is *Non-Probability sampling* that is *Isidental Sampling* means that the determination of the sample is based on chance, who is met by researcher and is deemed to fit the research criteria, so a sample can be used. (Sugiyono, 2011:67). The instrument used is a Scale work stress adopted by Cahyani, Welsya., & Frianto, Agus (2019) and Scale multiple roles conflict adopted by Wulandari (2012) by Carlson, Kacmar, & Williams (2000) and Kun (2007). The analysis in this research uses simple linear regression analysis and sub-group analysis with computer programs SPSS (*Statistical Package For The Social Sciences*) 21.

3. Result and Discussion

3.1 Reliability of Research Data

Work Stress Scale shows coefficient Cronbach's Alpha of 0.875. While the Multiple Roles Conflict Scale shows coefficient Cronbach's Alpha of 0.899. Based on the results of the reliability coefficient, the reliability of the Work Stress Scale data and the Multiple Roles Conflict Scale data can be said to be good (Azwar, 2015:98).

3.2 Description of Research Data

This research was conducted on 51 students with predetermined criteria, married employees or married educators of University X. Research data collection took place in November 2020.

Tabel 1. Distribution of respondent data by gender

Gender	Qty
Male	14
Female	37

3.3 Hypothesis Testing

The results of data analysis using simple linear regression analysis and sub-group analysis are as follows:

Table 2. *The results of data analysis using simple linear regression*

Model	R	R Square	Sig
1	,730 ^a	,533	,000

a. Predictors: (Constant), CONFLICT

The results of the simple regression test show a simple correlation value of R 0.730 which means that there is a strong relationship/correlation between the variable level of dual role conflict and the level of work stress (Sugiyono, 2017: 184). Also obtained Rsquare 0.533 or 53.3% of dual role conflict affects work stress, while the remaining 46.7% is influenced by other variables not discussed in this study. In the column Sig. 0,000 worth of regression then significant value independent and dependent variables have a significant level of <0.05 for the H₁ accepted, which means there are significant levels of conflict dual role on the level of work stress on employees of the University of X. The

regression coefficient is positive, it can be concluded that there is influence There is a significant positive relationship between the level of dual role conflict and the level of work stress, the higher the level of dual role conflict, the higher the level of work stress. This is in line with research conducted by Herawati and Riyanni (2018) which states that dual role conflict has a positive effect on work stress for the employees of Hamzah Batik Malioboro Yogyakarta.

Dual role conflict according to Greenhaus and Beutell (1995: 77) is a role conflict that exists in individuals due to role pressure from work and conflicts with roles in the family, so that the two roles cannot be equated. With various demands obtained, individuals can experience stress. According to Judge, et al (1994) work-family conflict tends to lead to work stress because when work matters interfere with family matters, the time needed for family is more, as well as work-family conflict requires individuals to need more time at work and it is a a potential source of work stress (Wulandari, 2012:28-29). Stress according to Robbin and Judge is an individual condition that contradicts what is desired with existing demands and resources, which will then interfere with physiological, psychological, and behavioral conditions. Demands include responsibility, pressure, obligation, and uncertainty. And resources are things that exist in individuals that are used to resolve demands in the workplace (Robbin & Judge, 2016: 429).

These things can have an impact on the success of individuals as human resources in universities. Work stress has an unfavorable impact on individuals who experience it and even has an impact on an agency, the impact of stress is divided into two (Panengah, 2012:20), namely; 1) Impact on the individual: Emotional reactions: under stress, the individual's emotions are unstable, can become irritable, excessively suspicious, and feel insecure. Changes in behavior and habits: the result of stress can be seen from his behavior, namely, there is a habit of seeking an outlet, such as smoking. Physiological Changes; In this situation, the individual experiences tension in the neck and head, which causes headaches, feelings of tiredness, insomnia, until there are diseases that come from stress. 2) Impact on the organization: Stress experienced by workers can make productivity low which includes; low performance, low performance, increasing work absenteeism.

Table 3. Results of Simple Linear Regression Residual Regression Test Results

Model	Sum of Squares		
	Male and Female	Famale	Male

Regression	1231,283	767,757	538,646
Residual	1080,404	632,243	298,211
Total	2311,686	1400,000	836,857
a. Dependent Variable: STRESS			
b. Predictors: (Constant), CONFLICT			

Chow test was conducted to determine the second hypothesis:

$$F = \frac{(RSS_r - RSS_{ur}) / k}{(RSS_{ur}) / (n_1 + n_2 - 2k)}$$

Description :

RSS_r = Restricted residual sum of squares total sample of male and female

RSS_{ur} = Restricted residual sum of squares total sample of male + female

N = Number of sample

K = Number of variable

Then it can be calculated as follows::

$$F = \frac{(1080,404 - 931,103) / 3}{(931,103) / (37 + 14 - 6)}$$

$$F = 29,767 / 20,691$$

$$F = 1,44$$

The calculated F value is 1.44 and the F table value with df₁ = k-1 = 3-1=2 and df₂ = nk = 51-3 = 48 significant level of 0.05 is 3.19. So that F count < F table then H₂ is rejected, it can be concluded that the gender variable is not a moderate variable.

This is in contrast to research conducted by Amsar (2018) which states that there are significant differences in work stress between men and women. Gender in this study is not a moderate variable which means it does not strengthen or weaken the influence between levels of dual role conflict on the level of work stress in University X employees, this can happen because it can be influenced by several things, such as: gender ideology (Mufidah, 2013) , the number of samples that are not balanced between male and female (Singarimbun & Effendi, 1987: 150), the characteristics of the work of lecturers or education staff (Fiddaraini, et al., 2016).

4. Coclusions

Based on the above understanding, it can be concluded that H₁ is accepted so that there is a significant positive effect between the level of multiple roles conflict and the level of work stress. This means, the higher the level of multiple roles conflict, the higher the level of work stress University X Employees.. And H₂ is rejected, which means that gender is not a moderating variable on the effect of the level of multiple roles conflict on the level of work stress in University X employees.

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