

The Effect of Workload and Work-Family Conflict on the Performance of Employees of production Laboratory I & III PT Petrokimia Gresik

Gumilar Alin Firmana¹, Idha Rahayuningsih², Awang Setiawan Wicaksono³, Ima Fitri Sholicah⁴, Prianggi Amelasasih⁵

^{1,2,3,4,5} Fakultas Psikologi Universitas Muhammadiyah Gresik, Indonesia

alingumilar@gmail.com, idha.rahayuningsih@umg.ac.id, awangwicaksono.psi@umg.ac.id,
ima_fitri@umg.ac.id, prianggi_amelasasih@umg.ac.id

Abstract

The decrease in subject performance is characterized by error in writing reports, reporting of late analysis results, and lack of care in work. This study aims to determine the effect of workload and work family conflict on the performance of employees of the production laboratory I and III of PT Petrokimia Gresik. The type of research used is quantitative with a causal correlation type, validity and reliability testing using the validity of the content and the reliability of the consistency of the combined grains. The population used in this study was 85 people. The sampling technique used was saturated sampling of 85 people. The research measuring instruments are compiled based on theories from Koopmans for performance, Reid & Nygren for workloads, and Greenhaus & Beutell for work family conflict using a Likert scale with 5 answer choices. The data analysis technique used is a multiple linear regression test. The results of this study show that workload & work family conflict has a simultaneous influence on performance. The subjects in this study had the categories of medium performance, medium workload, and moderate level of work family conflict. Based on these results, it was found that there was a negative influence between workload and work family conflict on performance.

Keywords

workload; work-family conflict; performance



I. Introduction

Performance is something that every employee must have to perform every task and responsibility that has been given by the company. With good performance, every employee can do work effectively and efficiently. The company needs to pay attention to the performance of employees because the decrease and increase in performance in employees will indirectly affect the productivity of the company itself. The term Performance comes from *the word performance* or work achievement which means work achievement or achievement that is actually achieved by an individual. According to Wibowo in (Safrida, 2006), performance comes from the word *performance* which means the result of work or work performance. It is necessary to understand that work performance needs to include how the work process occurs. The importance of this performance role greatly determines the achievement of targets in a company both in terms of the quality of the products produced and the quantity of production. All employees who are in the company environment have a role in supporting the achievement of the company's vision and mission, for this reason, the performance of each unit in the company must be maintained.

The I & III production laboratory is part of PT Petrokimia Gresik has 85 employees. The I & III production laboratory is a supporting unit for the production of fertilizer raw materials which will then be distributed to units in need. In recent months the performance of employees at the value is less than optimal. Foreman laboratory III said in an interview session on October 5, 2021, there was a decrease in personnel performance such as time in completing work increased, some employees who arrived late, writing errors in reports, frequent breaking of laboratory glassware, and free time after work was used for less productive activities.

This is in line with the dimensions in measuring individual performance expressed by Koopmans (2014), namely:

1. Task performance, a person's ability to perform core and technical tasks in the company
2. Contextual performance Is a positive behavior that is able to support the climate between fellow workers and organizations within the scope of the field of work
3. Adaptive performance Is the ability of workers to face a dynamic work environment, both supportive and less supportive
4. Work behavior is counterproductive. Behavior that is negative in nature and contrary to the experience of the work or work environment

This decrease in work performance has an impact on reporting work results that are often late, hampering the production process that requires data from the laboratory. If there is a delay in data reporting, it can affect the distribution of raw materials to other units, and this delay has the potential to cause greater losses when the production party urgently needs fast data for product sales purposes. This is certainly something that must be considered by the company, because if the employee's performance decreases, it will have an impact on the productivity of the company itself.

This is certainly a problem that must be resolved immediately to maintain the performance of employees of the III-A production laboratory, in research conducted by, showing that the factors that affect performance are organizational culture, workability, and discipline have a significant effect on employee performance. Meanwhile, the research conducted by, shows that the factor that affects work performance is stress arising from excessive workload. Simarmata (2020) Sulistiyono and Narsa (2019)

This is in line with the factors that influence a person's performance according to, namely: Robbins and Judge (2021)

1. Personal Factors
namely factors from within a person that affect their performance, including: knowledge, *skills*, abilities, self-confidence, motivation, and commitment.
2. Leadership Factors
that is, the support factors provided by the superior to a person, including: encouragement, motivation, and direction.
3. Team Factors
that is, the support factor provided by colleagues to someone, including: trust in fellow team members, cohesiveness of team members.
4. System Factors
that is, the support factor provided by colleagues to someone, including: trust in fellow team members, cohesiveness of team members.
5. Situational Factors
namely factors derived from a person's internal and external environment, including: family environment, work environment, work pressures, and others.

Given how important employee performance is to company productivity, researchers wanted to conduct research related to factors that affect the performance of employees of production laboratories I & III.

After knowing the background of the problems that occurred in the I & III production laboratory regarding the decline in employee work performance, the researcher then conducted an interview with the employee which was conducted on October 05, 2021 regarding the cause of why the decline in performance occurred. The interview showed that the workload that employees receive due to overtime affects work performance, stating that over workload occurs when the demand to do something exceeds the existing capacity to do so. Workload is the entire time used by employees in carrying out activities or activities during working hours. This is in line with the impact of the shortage of personnel in occupying the organizational structure on an enterprise. Other personnel are required to fill vacant roles in doing work, thus requiring employees to perform Reid and Nygren (2020)(Landy & Conte, 2009)*overtime* . The more vacant positions in the organizational structure, the more personnel who *overtime* to fill the vacant positions. The impact of excessive load will cause fatigue both physically and mentally.

If the workload is still within the normal range, there will be no problems. This limitation can be seen from the balance between employee capabilities and the workload itself. , said that everyone has experienced work overload. Excessive workload is a situation that occurs when environmental requirements exceed personal capabilities. When a job demands the speed of work of employees, the results of work, and excessive concentration, there will be an excessive workload in the industry. During the last 9 months, the working hours of the personnel of the I & III production Laboratory of PT Petrokimia Gresik have increased due to the vacancy of personnel of one of the groups. This is feared to cause a decrease in employee work performance due to over-workload. The workload on the employee due to Reid and Nygren (2020)*overtime* causes the employee to work for 16 hours per day.

This is in line with research, regarding the most important workload factor, in his research on the effect of workload on employee performance shows that there is a positive influence between workload on employee performance. Research conducted by on the influence of workload, work environment and compensation on lecturer performance shows that workload, work environment and compensation together affect lecturers' work performance. Research conducted by on the influence of workload, work environment, work stress on employee performance shows that the more workload employees receive, the more their work performance decreases. Research conducted by Martina (2020), regarding workload on employee work productivity explained that workload has a significant effect on employee work productivity Irawati & Carolina (2017) Melinda (2020), Jahari (2019),.

Robbins and Judge (2021), said one of the factors that affect a person's work performance is individual factors that include:

1. Charm Factor
2. Leadership Factory
3. Team Factors
4. System Factors
5. Situational Factors

Everyone's family background must be different, but the demands of the job require each employee to have good work performance so as not to cause problems in achieving the goals of the company or the organization itself. The situation in the family needs to be conditioned so as not to interfere with performance while working. The concept of the

family has become one of the important concepts that continues to exist despite various changes. Family life can conflict with the work-life necessary for the sustainability of quality of life. Complications of business life and an increase in individual workload affect family life.

Ji and (2020), stated in his research that *work-family conflict* is a role conflict that occurs between employees, on the one hand he must work in the office, and on the other hand he must pay attention to family. It is difficult to distinguish between work that interferes with the family and the family that interferes with work. Morison et al (2020), say that the work-family conflict is that the individual's time and environment are only used to fulfill professional (work) responsibilities, so the time allocated to family responsibilities is limited, and the individual will encounter difficulties when disputes arise. to manage both. In addition to conflicts in the family, work conflicts occur when work activities interfere with personal responsibilities in the family environment, for example, the individual takes work home and seeks to solve it at the expense of family time. The influence of emotions and stress experienced in the work environment also prevents the individual from focusing on fulfilling the requirements of his role in the family environment. not optimally fulfilled. On the other hand, conflicts occur when roles and responsibilities in the family interfere with work activity. For example, an employee cancels an important meeting because his child is sick. In addition, it is affirmed that gender differences are also a factor influencing the emergence of family conflicts.

Ji an & Yujie Sun (2020), in their research said, work-family conflict is a role conflict that occurs in employees, on the one hand he has to do work in the san office on the other hand must pay attention to the family as a whole, making it difficult to distinguish between work disturbing the family and the family interfering with work. An individual's performance is influenced by workload factors and the demands of roles performed outside of their job. This is in line with several previous studies that mention the relationship between workload and *work family conflict* to job performance.

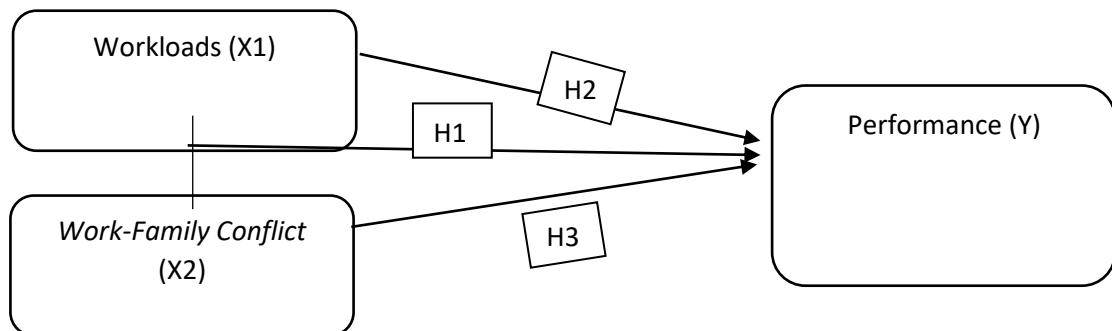


Figure 1. Conceptual framework

Based on the review of the literature and conceptual framework that has been presented, the researcher formulates the hypothesis as follows:

H1: Workload and *work family conflict* simultaneously affect performance

H2: There is a significant negative influence between workloads on performance

H3: There is a significant negative influence between *work family conflicts* on performance

II. Research Method

The method used in this study is quantitative with a causal type of research, the free variables in this study are workload (X1) and work family conflict (X2), while the bound variables in this study are performance (Y).

2.1 Subject

The population used as research material is employees of PT Petrokimia Gresik who work in the I & III production laboratory as many as 85 people. The sampling technique used in this study was a total sampling or saturated sampling of 85 people. The characteristics of the respondents who will be used as subjects in this study are:

1. Employees of production laboratory I & III pt Petrokimia Gresik, Production Laboratory I & III have the same characteristics according to the job description
2. Working with a shift system, the shift system consists of three working hours, the morning shift is on duty at 07.00 – 15.00, the day shift is on duty at 15.00 – 23.00, the night shift is on duty at 23.00 – 07.00
3. Willing to fill out the questionnaire that has been distributed

III. Result and Discussion

The following are the results of validity measurements which are then poured into the following table:

Table 1. Validity Test Results

Variable	Dimension	Indicators	Aitem Sahih	Item Fall	Sum			
Performan ce	<i>Task Performance</i>	Quality of work	4	-	4			
		Work planning & organizing	2	-	2			
		Prioritizing work	3	-	3			
		Work efficiency	3	-	3			
	<i>Contextual performance</i>	<i>Interpersonal</i>	Initiative at work	2	-	2		
			Receive and learn from feedback	4	-	4		
			Work together	3	-	3		
	<i>Contextual Performance</i>	<i>Organizational</i>	Communicate effectively	2	-	2		
			Work responsibilities	2	-	2		
			Service user/customer oriented	3	-	3		
			Work creativity	3	-	3		
			Accepting challenges at work	3	-	3		
			<i>Adaptive Performance</i>	<i>Counterproductiv</i>	Work resilience	3	-	3
					Produce creative solutions when problems occur	2	-	2
	Increase knowledge about the work	3			-	3		
			Improving skills at work	3	-	3		
			Able to deal with unexpected situations	3	-	3		
			Setting goals if needed	3	-	3		
			Displaying excessive negative	4	-	4		

<i>e Work Behavior</i>		properties			
Workload	<i>Time Load</i>	Do things that could harm the organization	1	-	1
		Do things that could harm colleagues	1	-	1
		Deliberately made a mistake	2	-	2
		Work planning	2	-	2
		Implementation of work	3	-	3
	<i>Mental Effort Load</i>	Monitoring the results of work	2	-	2
		Ability to think	3	-	3
		Degree of thoroughness	1	-	1
		Decision making when problems occur	2	-	2
		<i>Psychological Stress Load</i>	Work risks	2	-
Anxiety	3		-	3	
Work-Family Conflict	<i>Work Interfering with Family</i>	Frustrating	3	-	3
		Time-based conflicts	3	-	3
		Contingency-based conflicts	3	-	3
	<i>Family Interfering with Work</i>	Behavior-based conflicts	2	-	2
		Time-based conflicts	4	-	4
		Contingency-based conflicts	3	-	3
		Behavior-based conflicts	2	-	2

Based on table 2, out of a total of 58 aitem on performance variables tested on 85 respondents, no aitem fell on the basis of decision-making value $r < 0.20$. The value of r can be lowered if there is an item that does not represent the indicator in the construct. In this study, the value of r was lowered to 0.20 because there was an item whose value was below 0.25, so that the researcher had to lower the critical r value to represent each indicator. If it is found that the fallen item item represents one or more indicators, then the critical r value can be lowered (Azwar; Sugiyono, 2016), so it can be concluded that 58 performance scale algorithms are declared valid. Dari a total of 21 items on the workload variables tested to 85 respondents, all items are said to be valid on the basis of decision making a value of $r > 0.20$. So that it can be concluded that in the second stage of the test of the validity of the workload variable measuring instrument, there are 21 valid algorithms. In total, 17 items on the work family conflict variable tested on 85 respondents; all items were said to be valid on the basis of decision-making value of $r > 0.20$. So that it can be concluded that in the second stage of the test of the validity of the work-family conflict variable measuring instrument, there are 17 valid aitem.

The following is the data from the scale reliability test results which can be seen in the following table:

Table 2. Reliability Test Results

Variable	N Aitem	Cronbach's Alpha	Information
Performance	58	0.945	Reliable
Workload	21	0.885	Reliable
Work-Family Conflict	17	0.859	Reliable

Table 2 shows that the reliability results on the performance scale of $0.945 > 0.7$, which means that the value of Cronbach's Alpha > 0.7 , it can be concluded that the reliable performance scale. Reliability on the workload scale of $0.885 > 0.7$, which means that the value of Cronbach's Alpha > 0.7 , then it can be concluded that the scale of the workload is reliable. Reliability on the workload scale of $0.859 > 0.7$, which means that the value of Cronbach's Alpha > 0.7 , it can be concluded that the work family conflict scale is reliable.

The following is the result of a descriptive analysis based on the results of the distribution of questionnaires that have been filled out by respondents.

Table 3. Variable Categorization

Variable	Category		
	Tall	Keep	Low
Performance	11 (13%)	61 (72%)	13 (15%)
Workload	13 (15%)	60 (71%)	12 (14%)
<i>Work-Family Conflict</i>	11 (13%)	63 (74%)	11 (13%)

Based on table 3, it can be seen that the performance in the low category was 13 respondents (15%), the medium category was 61 respondents (72%), the high category was 11 respondents (13%), so it can be concluded that the subject had a moderate level of performance. In the workload variable, there were 12 respondents (14%) who had a low workload, 60 respondents (71%) had a medium workload, 13 respondents (15%) had a high workload. In the *work family conflict* variable, as many as 11 respondents (13%) had a low category, 63 respondents (74%) had a medium category, and 11 respondents (11%) had a high category.

3.1 Hypothesis Test

Table 4. Simultaneous Test Results

F-value	Significance Value	Information
16,995	0,000	Hypothesis accepted

The F-test is basically used to show whether all independent variables or free variables or variables X1 and variable X2 entered in the model have a significant influence on the bound variable or Y (Azwar, 2014). Thus, the F-test can prove whether independent variables, namely workload and work family conflict, simultaneously have an influence on the dependent variable, namely performance. Simultaneous tests in this study were used to answer hypotheses that state whether workloads & work family conflicts simultaneously affect performance. Based on table 5, it is known that the value of F is 16.995 with a significance value of $0.000 < 0.05$, so the hypothesis is accepted, which states that there is a simultaneous influence between workload & work family conflict on performance.

Table 5. Coefficient of Determination Test Results

R-value	R2 value
0,541	0,293

Based on table 4.19 it can be calculated using the following formula:

$$Kd=r^2 \times 100\%$$

$$Kd=0.293 \times 100\%$$

$$Kd=29.3\%$$

The above calculation can be concluded as follows:

1. The degree of influence of workload variables (X1) and work family conflict (X2) variables on performance variables (Y) is quite high
2. The workload variable (X1) and the work-family conflict variable (X2) have a 29% effect on the performance variable (Y)
3. 71% that affect the performance variable (Y) is a variable that is not included in the study

Table 6. Partial Test Results

Variable	T-value	Significance Value	Information
Workload	-4,117	0,000	Diterrima hypothesis
<i>Work-Family Conflict</i>	-3,516	0,001	Hypothesis accepted

The t test is used to test the effect of each independent variable, namely workload and work family conflict used in this study on the dependent variable, namely performance. A partial test was performed to answer the hypothesis as follows:

- Whether workloads have a significant negative effect on performance
- Does work family conflict have a significant negative effect on performance

Based on the table above, it is known that the value of t in the workload variable is -4.117 with a nignifikansi value of $0.000 < 0.05$, so the hypothesis is accepted which states that the workload has a significant negative effect on performance. Similarly, the value of t in the work family conflict variable is -3.516 with a significance value of $0.001 < 0.05$, so the hypothesis is accepted, which states that work family conflict has a significant negative effect on performance.

Table 7. Coefficient table output

Coefficients			
		Unstandardized Coefficients	
Type		B	Std. Error
1	(Constant)	326.826	23.733
	X1	-1.006	.244
	X2	-.958	.272

From table 8 it can be known that the value of the beta coefficient for the workload variable is -1.006 and the beta coefficient value for the work-family conflict variable is -0.958, the constant value is 326.826. So that a regression model can be created as follows:

$$Y = a + bx_1 + bx_2$$

$$Y = 326.826 + (-1.006) + (-0.958)$$

$$Y = 326.826 - 1.006 - 0.958$$

The above equation can be concluded as follows:

1. If the workload variables (X1) and work family conflict (X2) are constant, the value of the performance variable (Y) is 326.826
2. If the Work-Family Conflict (X2) variable is constantly valued, the value of the performance variable (Y) will change by -1.006 per unit of the workload variable (X1)
3. If the Workload variable (X1) is constant then the value of the performance variable (Y) will change by -0.958 for each unit of the work family conflict (X2) variable

Table 8. The Value of Effective Donations

Variable	Regression Coefficient (Beta)	Correlation Coefficient (r)
Workload	-0,386	-0,432
<i>Work-Family Conflict</i>	-0,330	-0,383

Effective donation is a measure of the contribution of free variables to bound variables in regression analysis (Ahyar, 2020). Based on table 9, it can be calculated the effective contribution value of the workload variable (X1) and work family conflict (X2) to the performance variable (Y) using the following formula:

$$SE(X)\% = \text{Beta} \times r \times 100\%$$

$$SE(X1) \% = (-0.386) \times (-0.432) \times 100\% = 16.7\%$$

$$SE(X2) \% = (-0.330) \times (-0.383) \times 100\% = 12.6\%$$

$$SE \text{ Total} = SE(X1) + SE(X2)$$

$$\text{Total SE} = 16.7\% + 12.6\% = 29.3\%$$

Based on the results of the calculations above, it can be concluded as follows:

1. The effective contribution of the workload variable (X1) to the performance variable (Y) was 16.7%
2. The effective contribution of the work family conflict (X2) variable to the performance variable (Y) was 12.6%
3. The total effective contribution of the workload variable (X1) and the work-family conflict (X2) variable to the performance variable (Y) was 29.3% or equal to the regression analysis coefficient of determination of 29.3%

Relative contribution is a measure that shows the magnitude of the contribution of a free variable to the sum of regression squares that can be calculated using the following formula:

$$SR(X)\% = SE(X) / r^2$$

$$SR(X1) \% = (16.7\%) / (29.3\%) = 57\%$$

$$SR(X2) \% = (12.6\%) / (29.3\%) = 43\%$$

$$SR \text{ Total} = SR(X1) + SR(X2)$$

$$\text{Total SR} = 57\% + 43\% = 100\%$$

From the results of the calculations above, it can be concluded as follows:

1. The relative contribution of the workload variable (X1) to the performance variable (Y) is 57%
2. The relative contribution of the work family conflict (X2) variable to the performance variable (Y) was 43%

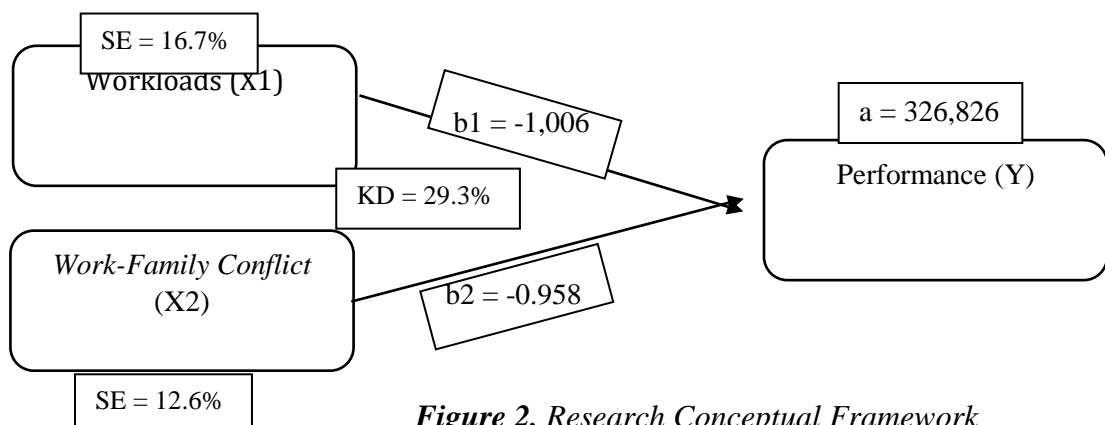


Figure 2. Research Conceptual Framework

From figure 2, it can be seen that workload has an effective

contribution to performance of 16.7%, work-family conflict has an effective contribution to performance of 12.6%, so it can be seen that the total effective contribution of free variables in this study of 29.3% is equal to the value of the coefficient of determination in the regression model. It can also be seen that the value of the beta coefficient of workload on performance is -0.1006 which means that workload has a negative influence on performance, while the value of the beta work-family conflict coefficient is -0.958 which means work-family conflict which means work-family conflict has an influence on performance.

3.2 Discussion

This study was conducted to determine the effect of workload and work family conflict on the performance of employees of the I & III production laboratory of PT Petrokimia Gresik. In this study, there are three problem formulations that need to be answered through research that has been carried out. The results of this study will be described as follows:

a. The Effect of Workload & Work-Family Conflict on the Performance of Employees of production Laboratory I & III PT Petrokimia Gresik

Workload is a job demand that must be completed by a worker within a certain time (Reid & Niygren, 2020). The abundance of workload comes from external factors that include work tasks, working environment, working conditions, and work attitudes. Meanwhile, internal factors include age, gender, motivation, perception, and satisfaction (B Tarwaka, 2004). The impact of the high workload received, can lead to fatigue both physically and psychically. Work-Family Conflict according to Greenhaus & Beutell (1985), is a role conflict between two different domains, the domain is the family domain and the work domain. The factors behind this conflict are role stressors, role involvement, social support, and work characteristics (Michel, 2011). Performance according to Koopmas (2014), is a complete framework of aspects of task performance, contextual performance, adaptive performance and counterproductive performance which are dynamic due to situational factors that come from within the work environment and from outside the work environment. In this study, the factors that caused the decrease in performance were workloads that came from within the subject's work environment, and work family conflicts that came from outside the subject's work environment.

This is in line with research conducted by Irawati & Carrollina (2016), regarding the effect of workload on employee performance shows that there is a significant influence between workload on performance, also in line with research by Karakas & Sahin (2017), on the relationship of work-family conflict, work performance, and work stress shows that there is a significant relationship between the influence of work-family conflict on performance. Based on the regression model equation obtained, it is known that if the value of free variables outside this study is constant, then workload (X1) and work-family conflict (X2) affect performance by -0.1006 and -0.958 for each unit of increase X1 and X2. The results of simultaneous tests conducted showed that the significance value of $0.000 < 0.05$ and F counted 16.995, meaning that there was a simultaneous influence between workload & work family conflict on performance. The coefficient of determination shows the result that workload & work family conflict has an effect of 29% where each variable contributes by 16.7% and 12.6%. The relative contribution of each variable is worth 57% and 43%.

b. The Effect of Workload on the Performance of Employees of production laboratory I & III PT Petrokimia Gresik

Based on the results of the description of the research data, subjects who had a low performance level of 15% while those who had a high workload level of 15%, this showed that workload had an effect on performance. In line with these results, based on the regression equation obtained, if another free variable is of constant value, the value of the performance variable will change by -1.006 per unit of the workload variable. This is in line with the results of partial tests conducted where the significance value of $0.000 < 0.05$ and t count -4.117 which means that there is a net impact of workload on performance, it can be concluded that workload has a significant negative effect on performance, meaning that the higher the workload, the lower the performance. Conversely, the lower the workload, the higher the performance. Based on the calculation of the effective contribution of the workload variable to the coefficient of determination of 29%, this shows that the workload variable has an effect of 16.7% on the performance variable of the total coefficient of determination of 29%. Meanwhile, the relative contribution of workload to performance is 57%.

Performance according to Koopmas (2014), is a complete framework of aspects of task performance, contextual performance, adaptive performance and counterproductive performance which are dynamic due to situational factors that come from within the work environment and from outside the work environment. The statement is in line with factors that affect performance which state factors that affect performance, namely factors derived from a person's internal and external environment, including: family environment, work environment, work pressures, and others. In this case, workload is a factor originating from within the work environment that can affect performance. Reid & Nygren (2020), stated that overloading occurs when the demand to do something exceeds the existing capacity to do so, this is in line with the findings of the workload of subjects who overtime for 16 hours in the last 9 months. The statement was supported by data from interviews obtained which said that due to 16 hours of overtime, subjects felt a decrease in performance. Research conducted by Irawati & Carrollina (2016), regarding the effect of workload on employee performance shows that there is a significant influence between workload on performance, research conducted by Jahari (2019), on the influence of workload, work environment, work stress on employee performance shows that the more workload employees receive, the more their work performance decreases, research conducted by Martina (2020), regarding workload on employee work productivity explained that workload has a significant effect on employee work productivity.

c. The Effect of Work Family Conflict on the Performance of Employees of production laboratory I & III PT Petrokimia Gresik

Based on the results of the description of the research data, subjects who had a low level of performance of 15% while those who had a high workload level of 13%, this showed that work family conflict had an effect on performance. In line with these results, based on the regression equation obtained, if another free variable is of constant value, the value of the performance variable will change by -0.958 per unit of the work family conflict variable. This is in line with the results of the partial test conducted where the significance value of $0.001 < 0.05$ and the calculated t value of -3.516 which means that there is a negative influence of work family conflict on performance, it can be concluded that work family conflict has a significant negative effect on performance, meaning that the higher the work-family conflict, the lower the performance. Conversely, the lower the work family conflict, the higher the performance. Correlation test performed. Based on the

calculation of the effective contribution of the work-family conflict variable to the coefficient of determination of 29%, this shows that the work-family conflict variable has an effect of 12.6% on the performance variable of the total coefficient of determination of 29%. Meanwhile, the relative contribution of workload to performance was 43%.

Performance according to Koopmans (2014), is a complete framework of the aspects of task performance, contextual performance, adaptive performance and counterproductive performance which are dynamic due to situational factors that come from within the work environment and from outside the work environment. The statement is in line with factors that affect performance which state factors that affect performance, namely factors derived from a person's internal and external environment, including: family environment, work environment, work pressures, and others. In this case, work family conflict is a situational factor that comes from outside the work environment. Greenhaus and Beutell (1985), stated that work family conflict is a conflict of roles between two different domains. The domain is the family domain and the work domain. Work family conflict arises due to the dual role between the role at work as a worker and the role in the family as a husband /wife or as a parent. Individuals who have roles at work and in the family face two different role demands. In line with this statement, Michel (2011), stated the factors that cause this work family conflict to occur, including role stressors, and role involvement. This is in line with the results of the subject's interview which said that his performance was disturbed because the family's demands were difficult to balance, causing the subject's mind to be disturbed by these demands.

IV. Conclusion

Based on the results of the analysis and discussion that has been carried out, the following conclusions can be drawn:

1. There is an influence of workload & work family conflict on the performance of employees of production laboratories I and III of PT Petrokimia Gresik. The total contribution of workload variables & work-family conflicts to performance was 29.3%
2. Workload has a significant negative effect on the performance of employees of production laboratories I and III of PT Petrokimia Gresik. The amount of effective contribution of variable workload to performance was 16.7%
3. Work family conflict has a significant negative effect on the performance of employees of production laboratories I and III of PT Petrokimia Gresik. The amount of effective contribution of the work family conflict variable to performance was 12.6%

The majority of subjects had moderate performance, namely 61 people (72%), the level of subject workload was in the medium category of 60 people (71%), while the level of work family conflict was medium as many as 63 people (64%).

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