



Research Paper

The Effect Of Dual Role Conflict On The Work Stress Of Social Workers In The Social Services Of Indramayu District

Yohana Maria SM Hasibuan¹, Tarmidi², Fasti Rola³

¹²³(Educational and Family Psychology, Faculty of Psychology, University of North Sumatera)

Corresponding Author: Yohana Maria SM Hasibuan

ABSTRACT: Women as workers gain economic autonomy, increased self-esteem, and the potential for freedom thereby increasing their well-being and agency in the household. Working women can also contribute to family well-being, self-empowerment, decision-making, and financial management, as well as challenging traditional gender roles and improving family dynamics. Behind the benefits obtained by women as workers, there are also negative impacts felt by female workers, namely work stress. Theoretically, one of the factors that can influence increased work stress in women is dual role conflict. This study aims to determine the effect of dual role conflict on work stress among social assistants in the Indramayu Regency social service. The subjects in this research were all female social assistants who worked at the Indramayu Regency Social Service, were married and still had partners, totaling 217 people. The data collection methods used were the work stress scale and the dual role conflict scale. The research results show that dual role conflict has a significant effect on work stress. Based on the results of this research, the Indramayu Regency Social Service is expected to make efforts to reduce work stress among social assistants.

KEYWORDS: Work Stress, Dual Role Conflict, Social Workers

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I. INTRODUCTION

Currently, more and more married women are choosing to work while taking care of their family. More and more married women are considering continuing their work. This is because women feel they have to contribute to the household where they live. This can be seen from the fact that women are employed in almost every development sector today. According to data from the Central Statistics Agency (BPS), the Labor Force Participation Rate (TPAK) is based on gender, with women increasing every year (Badan Pusat Statistik, 2024).

In 2018 the percentage of female workers was 51.8%. In 2019 the percentage of women working increased to 51.81% percent. In 2020, the percentage increased again to 53.13%. In 2021 there will also be an increase, namely 53.34%. The latest data, namely in 2022, shows that the percentage of female workers is at the highest percentage when compared to previous years, namely 53.41%. Based on this explanation, there is an increase in the percentage of female workers every year starting from 2018 - 2022 (Badan Pusat Statistik, 2024).

Working women bring many benefits to society, companies and the economy (Sahin, 2022). Additionally, investments in women's employment have been linked to improved business performance and productivity, providing competitive advantages for companies and contributing to economic growth. Therefore, having female employees not only promotes gender equality but also improves financial results and overall business success (Hegewisch et al., 2013).

On the other hand, personally, by working women also gain benefits. Women as workers gain economic autonomy, increased self-esteem, and potential freedom from male domination, thereby increasing their well-being and agency within the household, as highlighted in this research (Choudhury, 2013). Women workers can also contribute to family welfare, self-empowerment, decision making and financial management, as well as challenging traditional gender roles and improving family dynamics (Soetjatie, 2018).

Behind the benefits obtained by women as workers, there are also negative impacts felt by female workers. One of the negative impacts experienced by female workers is work stress (Kurniawati et al., 2023). Robbins and Judge (2015) define work stress as an unpleasant psychological process that occurs as a response to environmental pressure. Stress is a dynamic condition in which an individual is faced with opportunities, demands, or resources that are related to what the individual wants and the outcome is considered uncertain and important. Typically, stress is associated with demands and resources. Demands are the responsibilities, pressures, obligations, and uncertainties that individuals face. Resources are things within an individual's control that can be used to resolve demands. The negative impact of work stress in general is that it can hinder individual performance.

Work stress among female workers in Indonesia is a common problem in various industries (Kurniawati et al., 2023). This work stress is also experienced by women who work as social assistants at the Indramayu Regency Social Service in the Family Hope Program. Based on interviews with District Coordinators that researchers have conducted, social assistants at the Indramayu District Social Service in the Family Hope Program are responsible for various tasks. These tasks include validation, verification of medical facilities, verification of educational facilities, updating data, and distribution of aid as well as monthly meetings. Social assistants who work in the field meet with the community and complete other tasks.

In relation to work stress, the District Coordinator explained that women who work as social companions experience work stress. Women who experience work stress show excessive emotional attitudes even over small problems. This overly emotional attitude makes them appear more prone to crying, feel burdened by criticism or feedback, and experience excessive anxiety or worry about their work performance and has an impact on absenteeism, decreased work motivation, productivity, missing deadlines, difficulty completing tasks efficiently, as well as decreasing their satisfaction with work. Some women also experience impacts on their physical appearance, such as complaints of headaches, muscle tension, fatigue, changes in appetite and insomnia. On the other hand, they also show increased irritability and changes in mood which can be seen from excessive tension between them and their colleagues because the work stress they feel makes them more irritable and have an unstable mood.

Work stress is influenced by three factors, namely environmental factors, organizational factors, individual factors, individual differences and cultural differences (Robbins & Judge, 2015). In relation to personal or individual factors, work stress experienced by women as social companions is a dual role conflict between work and social roles. This has an impact on female social workers who face various role conflicts between work and non-work responsibilities (Sánchez-Moreno et al., 2014).

According to Greenhaus and Beutell (1985), a person experiences dual role conflict when experiencing role pressure from the workplace and outside the workplace. This pressure at work is as opposed to family pressure. When family roles take priority over work roles, it becomes increasingly difficult for individuals to participate in work roles.

This dual role conflict occurs when women carry out two obligations at the same time, putting heavy pressure on them. This pressure ultimately becomes the cause of conflict in women. On the one hand, career women are required to complete office work, but at home they must also be able to manage their family's needs. The high demands of a woman to be able to fulfill her family and work responsibilities at the same time, trigger the best initiative from female workers to complete their work and job responsibilities, but when they realize that they are experiencing an inability to fulfill the demands of roles that are not just one role, Rather, these two different roles will create excessive pressure on women's mental health, causing work stress to increase (Lukiastuti & Dijah, 2021).

Female workers who experience dual role conflicts are likely to trigger conflicts in carrying out their daily roles and if these conflicts are not resolved properly, it will have a negative impact on the physical and psychological health of the woman (Kusumastuti, 2020). Based on the explanation that has been presented, the researcher is interested in researching the influence of dual role conflict on the work stress of social assistants at the Indramayu Regency Social Service. This research is important to carry out because work stress can have a negative impact not only on the welfare and health of women who work as social assistants at the Indramayu Regency Social Service, but can also have a negative impact on their performance so that the objectives of the Family Hope Program cannot be achieved properly. optimal. Overcoming the negative effects of work stress is something that needs to be done. The results of this research can show whether or not there is an influence of dual role conflict on work stress, so that these results can be used as a reference by agencies to make efforts to reduce the work stress of women who work as social assistants at the Indramayu Regency Social Service.

II. LITERATURE REVIEW

Work Stress

Robbins and Judge (2015) define work stress as an unpleasant psychological process that occurs as a response to environmental pressure. Stress is a dynamic condition in which an individual is faced with opportunities, demands, or resources that are related to what the individual wants and the outcome is considered uncertain and important. Typically, stress is associated with demands and resources. Demands are the responsibilities, pressures, obligations, and uncertainties that individuals face. Resources are things within an individual's control that can be used to resolve demands. The negative impact of work stress in general is that it can hinder individual performance.

Dual Role Conflict

Dual role conflict, as defined by Greenhaus and Beutell (1985), occurs when a person experiences dual role conflicts when experiencing role pressure from the workplace as opposed to family pressure. When family roles are prioritized over work roles, it will become increasingly difficult to participate in work roles and vice versa. According to Howard et al. (2004), dual role conflict occurs when one role is incompatible with another because of the different demands of family and work roles.

III. METHODOLOGY

A simple regression test was carried out in this study. The aim of this research is to determine the effect of dual role conflict on work stress in female social assistants who work at the Indramayu Regency Social Service. Data was collected using the work stress scale and dual role conflict scale. The population in this study were all female social assistants who worked at the Indramayu Regency Social Service, were married and still had a partner. The total population in this study was 217 people. The sampling technique used in this research was total sampling or saturated sampling so that the entire population of 217 people was used as research subjects. After the data is collected, the data is processed using the help of Statistical Product and Service Solution (SPSS).

IV. RESULT

A simple regression test was carried out to find out the effect of the independent variable on the dependent variable. In this research, tests were carried out to determine the effect of dual role conflict on work stress. The results of this analysis are presented as follows.

Table 1. R Value and R Square of Dual Role Conflict on Work Stress

Variabel	R	R Square
Dual Role Conflict on Work Stress	0,655	0,428

Based on Table 1, the R value is 0.655. The R value means that there is a strong correlation between dual role conflict and work stress. The R Square has a value of 0.428. This shows that there is a contribution of dual role conflict to work stress of 42.8%.

Table 2. ANOVA on Dual Role Conflict on Work Stress

Variabel	F	Sig.
Dual Role Conflict and Work Stress	161,168	,000

Table 2 shows the F value is 161.168 and the significance value is 0.000. This result means the significance value is smaller than 0.05 so it is concluded to be significant. A significant value means that this model can be used to make predictions or see the effect dual role conflict on work stress.

Table 3. Coefficients of Dual Role Conflict on Work Stress

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	20,582	3,339		6,165	0,000
Dual Role Conflict	,704	,055	,655	12,695	0,000

In the equation it can be seen that the direction of influence exerted by dual role conflict on work stress is positive. The results of this regression equation model can be used as a guide to predict the effect of dual role

conflict on work stress because the model is found to be significant. The constant value (Constant), means that if the dual role conflict value is 0 then the work stress value is 20.582, and if there is a one-time increase in the dual role conflict variable then work stress will increase by 0.704.

V. DISCUSSION

Based on the results of this research, it can be concluded that dual role conflict has a positive and significant effect on work stress, which means that the higher the dual role conflict experienced by social companions, the higher the work stress they feel. The contribution of the influence of dual role conflict to work stress is 42.8%. According to Chin (1998), the contribution of this influence is considered a moderate influence because it is more than 33% but lower than 67%.

The results of this research can support research conducted by Burhanuddin et al. (2018) which shows that there is a positive and significant influence of dual role conflict on work stress. This is due to the high level of commitment and responsibility that individuals must face towards their work so that most of the individual's time is spent on work. This commitment and responsibility for work results in a lack of time given to family and an inner conflict between prioritizing work and prioritizing the obligation to take care of and spend time with family. The individual's inability to balance work and family along with the demands that the individual continues to face from both work and family aspects will create greater pressure on the individual's mental state so that the stress experienced by the individual at work will increase.

VI. CONCLUSION

The increasing number of married women who choose to work while taking care of household responsibilities confirms that women now make an important contribution to the welfare of their families and the wider economy. The increase in women's participation in the workforce, which can be seen from the continued increase in the percentage of female workers from 2018 to 2022, shows the increasingly significant role of women in the world of work. This change brings various benefits, such as increasing economic independence for women, increasing self-confidence, and improving family dynamics. Apart from that, this also provides benefits for companies and society, by increasing business productivity and encouraging economic growth.

The dual roles undertaken by working women present major challenges, especially in the form of work stress. The obligation to balance work responsibilities with family duties often causes dual role conflicts, which is the main factor causing work stress in women. Research on women who work as social assistants in Indramayu Regency shows that dual role conflict has a positive and significant influence on work stress. Specifically, 42.8% of the work stress experienced by these women was caused by dual role conflicts, indicating a moderate level of influence. The inability to balance work and family responsibilities causes emotional distress, physical symptoms such as fatigue and insomnia, and decreased performance at work. These results are in line with previous research which shows that high dedication to work, coupled with the demand to fulfill family obligations, worsens stress levels in female workers.

To sum up, although the active involvement of women in the labor force has significant advantages, it also gives rise to worries about their well-being stemming from the strain of managing conflicting dual roles. It is imperative to tackle this issue, as prolonged work-related stress not only impacts the health of women but also their efficiency and the efficacy of initiatives like the Family Hope Program. It is crucial to have solutions in place to mitigate work-related stress, such as offering flexibility in the workplace and establishing stronger support systems, to ensure that women can effectively juggle their professional and personal responsibilities.

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