

The Influence of Work-Family Conflict, Workload, and Work Pressure as Mediating Variables on the Performance of Female Employees

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Abstract

Purpose – The main purpose of this study was to assess how Work-Family conflict, workload, and work stress function as mediating factors influencing the performance of female employees at BPS (Central Bureau of Statistics) in the West Sumatra Province.

Methodology – This quantitative investigation was conducted using a survey approach, with the sample consisting of 188 married or formerly married female employees out of a total of 128 participants. A questionnaire was used as an instrument which was designed using Google form and consisted of 58 questions. Furthermore, the sampling was carried out using Cluster Sampling, with districts/cities serving as the clusters. Descriptive statistical and Partial Least Square (PLS) analyses were adopted for the data analysis process using the Smart PLS 3.2.3 program.

Findings – The results showed that workload and Work-Family conflict had a positive influence on both work pressure and the performance of female employees. Meanwhile, Work-Family conflict and work pressure negatively influenced the performance of female employees. A negative influence was also observed on the performance of women employees due to Work-Family conflict, mediated through work pressure.

Originality – This research investigated the influence of Work-Family conflict and workload on the performance of women employees, mediated by job pressure.

1. Introduction

Individual performance, which refers to the effectiveness and productivity of an employee in fulfilling their job responsibilities and contributing to the overall goals and objectives of the company, is a key factor impacting the success of organizations. As explained by (Mangkunegara, 2001), "Employee Performance (Work Achievement)" refers to the standard of the job carried out by an employee, comprising both the quality and quantity of tasks accomplished while fulfilling their assigned obligations. Every institution consistently anticipates excellent staff, as this trait can significantly enhance their performance.

The labor force in Indonesia has changed over time as evidenced by the employment data provided by the Central Bureau of Statistics (BPS). Based on the obtained data, it was observed

that the Female Labor Force Participation Rate (TPAK) in 2021 expanded by 0.21%, from 53.13% in August 2020 to 53.34% in August 2021. Following this, women employees often have limited time, which is usually torn between the demands of both their jobs and families. As stated a previous study, the tremendous problem faced by women with regards to the allocation of their time to both the needs of job and family is a significant result of this conflict (Rabenu, Tziner, & Sharoni, 2017)

Similarly, (Greenhaus & Beutell, 1985) defined Work-Family conflict as inter-role conflict, where the needs of work and family are inherently inconsistent in various aspects. It is important to note that performing job-related tasks becomes increasingly challenging when they conflict with domestic responsibilities, and handling family responsibilities becomes more challenging when work-related pressures rise. In this context, it can also be seen as an intra-role conflict, where the job demands are perceived as conflicting with home responsibilities and contending with forces from other life domains.

BPS is an institution (ministry) responsible for ensuring the availability of statistical data. This means that employees in this institution should be able to provide up-to-date statistical data that must reach all areas within its scope of operation. In addition, the workload that should be borne by this institution is related to the publication of official statistics on inflation, tourism, transportation, employment, and poverty, among others, which must be published and uploaded within a certain time frame.

As of December 31, 2021, the total number of employees in this institution consisted of 487 state civil servants (ASN), with 232 being men and 255 women. Following this, since 2020, BPS office in West Sumatra has been headed by a woman who is also the first female leader since the establishment of the office. It is also important to clarify that the tendency of women to work has many implications. According to research conducted by (Akgunduz, (2015), work pressure or employee stress is primarily contributed by conflict and overload, which leads to an imbalance in these roles, thereby resulting in conflicts. Based on comparative data on attendance and performance achievements of BPS throughout West Sumatra for the period from June to December 2021, it was evident that the percentage of female employees coming late to the office was greater than that of male employees, with a 30.81 percent for the females compared to 29.54 percent for the males. The data also showed that the performance achievements of women (96.14%) were lower than men in workplaces (97.86%).

As established in previous research, Work-Family conflict refers to the challenges and tensions that arise when the demands of work and family responsibilities are incompatible. Within the context of female employees in BPS, this type of conflict may arise due to long working hours, inflexible schedules, and the necessity to juggle both job and family duties. Consequently, this conflict can adversely influence the performance of women, as it enhances the feelings of stress, fatigue, and reduced job satisfaction (Surbakti & Devasahayam, 2015)

The discussion of women has perennially been a topic of significant interest, especially with regard to the equilibrium between their professional careers and their roles as homemakers. While women traditionally fulfill responsibilities as wives and mothers within the household, this does not preclude the possibility of pursuing gainful employment beyond the domestic sphere. This is evidenced by the prevalent phenomenon occurring in the present society where many married women work to earn additional income or express themselves in the midst of both family and society. However, a significant number of scholars tend to concentrate on investigating workplace stressors as the primary origins of Work-Family conflict. This is predominantly due to the limited control of female employees over their work life, which is in contrast to their moderately greater control over household matters (Higgins & Duxbury, 1992; (Rabenu, Tziner, & Sharoni, 2017)

Considering these circumstances, women employees are frequently in a dilemma, juggling the growing obligations of their roles as parents to children and caregivers to aging parents, alongside escalating demands from employers for employees to excel in their positions and make additional contributions beyond their official job responsibilities. One notable consequence of these multifaceted positions is the occurrence of Work-Family conflict (Neal & Hammer, 2007; (Rabenu, Tziner, & Sharoni, 2017).

From the research conducted by (Diane & Gabrielle, 2016), workload showed an indirectly positive impact on work pressure when moderately mediated by both Work-Family conflict (WFC) and Family-Work conflict (FWC). For instance, employees in the hospitality sector dealing with substantial workloads and limited resources, might undergo setbacks in terms of time, physical health, and psychological well-being. This vulnerability to resource loss, stemming from Work-Family conflict, can lead to a downward spiral affecting other life aspects, such as household well-being, which is in accordance with the concept of the downward spiral of resource loss.

The workload of BPS employees is classified as physically and mentally heavy, and this is primarily because the tasks assigned by the institution often come with strict *deadlines* considering the fact the agency deals with *public services*. Accordingly, the statistical data presented by BPS is required to always be on time in order to be effective. It is also important to acknowledge that in the current era of bureaucratic reform, all government agencies are mandated to undergo comprehensive *changes* and *reform*. These changes include all aspects, extending beyond mere performance allowances, to comprise holistic organizational improvements and the enhancement of human resources. In accordance, the responsibility of BPS in the West Sumatra province is to ensure that the development of human resources is carried out in line with the pace of bureaucratic reform. With substantial workloads, an employee may feel the psychological impact of work pressure when engaged in a routine job. Referring to the description above, the hypothesis was formulated as follow:

H₁: Work-Family conflict negatively influences the performance of female employees

According to (Siswanto, 2003), prolonged conflict adversely and significantly impacted both work behavior and the entire performance of employees. Accordingly, a favorable correlation was noticed between the presence of Work-Family policies and job performance. This finding was in contrast to the observations of (Singh & Nayak, 2015) who indicated a direct negative association between Work-Family rules and the job satisfaction of police officers. Subsequently, another research on Indonesian female employees revealed that Work-Family conflict had a substantial and adverse impact on job satisfaction, but did not significantly showed an impact on job performance (Purwanto, 2020). This conclusion is in line with a previous investigation conducted in Saudi Arabia by (Almohammed Saleh, Alotaibi, & Al-Alawi, 2021).

H₂: Work-family conflict positively influences job stress

Workload stress is linked to the perceived volume of tasks and can be classified in relation to both quantity (the workload's extent) and quality (the complexity it entails), Jex, 1998. In accordance with this theory, the findings from research conducted by (Amiruddin, 2019) indicated that Work-Family conflict had a significant and positive impact on Turnover Intention, Job Stress, and Audit Quality Reduction Behavior. Moreover, high levels of this conflict were found to be associated with elevated levels of Job Stress, Turnover Intention, and Audit Quality Reduction Behavior. (Obrenovic, Jianguo, & Shafique Khan, 2020) stated that Work-Family conflict was observed to exhibit an indirect influence on work performance. According to their research, the phenomenon usually occurs when the demands of work and family life are incompatible, leading

to tension and stress. In addition, (Rabenu, Tziner, & Sharoni, 2017) established in their exploration that stress is positively related to Work-Family conflict.

H₃: Workload positively influence female employee performance

Workers are often faced with the challenge of having to simultaneously complete two or more tasks within a speculated time. Considering this challenge, a theory was introduced by Huey and Wickens, which was adopted in the research conducted by (Kusuma & Soesatyo, 2014). This theory posits that performance is influenced by workload, with high workloads potentially resulting in errors stemming from the inability of employees to manage their assigned tasks in the workplace. In line with this theory, an investigation was carried out by (Yosiana, Hermawati, & Mas'ud, 2020) where it was found that nurses experienced high workloads, and this led to numerous challenges such as instability of health, mental illnesses, lack of sleep, night shifts, excessive work, and numerous tasks to be completed. Following this finding, the direct influence of workload on the performance of nurses was both significant and detrimental. (Bruggen, 2015) examined the correlation between workload and performance, which yielded an inverted U-shaped relationship. In the same vein, the results obtained by (Ramadhani, Ramli, & Akbar, 2022) supported the notion that workload adversely affected the performance of employees at PT Mahalona. Another research also indicated that workload had a significant negative effect on the performance of female employees in both small and medium-sized enterprises. Lastly, (Msuya & Kumar, 2022), observed the connection between workload and the performance of bank workers, which was found to be significantly positive.

H₄: Workload positively influences work pressure

Nurses typically experience work pressure when assigned a workload that surpasses their capacity, which makes it challenging to fulfill responsibilities. As observed in previous research, when stress reaches a level close to the maximum capability, assigning further tasks would only reduce their performance (Maharani & Budianto, 2019). In accordance with the research conducted by (Diane & Gabrielle, 2016), it is evident that the impact of workload, as well as family, leader, and organizational support on work stress, mediated through Work-Family conflict, is statistically significant. (Kusuma & Soesatyo, 2014) examined the impact of workload on work pressure and its subsequent effects on employee performance. This investigation was conducted among permanent employees of the production department at PT Apie Indo Kurnia.

H₅: Work pressure negatively influences Female Employee Performance

As reported by Smeltzer et al., (2010), and referenced in the investigation performed by (Sharma & Srivastava, 2022), stress is frequently referred to as sensations of being overwhelmed, an after-effect of working under tight deadlines, tension, and feelings of fatigue. This sensation is a disorderly state that frequently arises in reaction to unfavorable influences from either the internal or external environment. Accordingly, (Ahmed & Ramzan, 2013) stated in their investigation, that the level of work pressure in a company corresponds to a detrimental and severe impact on the performance of its employees. This means if employees experience work pressure, it is most likely that their performance will decrease.

Following this theory, the results of the exploration carried out by (Muis, Nai'em, & Arsin, 2021) showed that out of the surveyed participants, 84.2% encountered significant stress and demonstrated a decline in performance, compared to those who experienced only mild stress. Furthermore, (Sharma & Srivastava, 2022) also established that stress at the workplace had an adverse impact on the health and overall well-being of employees. This factor was observed to

have a negative influence on job performance and productivity, as well as organizational goals and strategies. Based on this established fact, it is important to note that the absence of proper management of work stress significantly influences worker productivity and morale.

H₆: Work-Family conflict affects the performance of women employees mediated by job pressure

According to (Greenhaus, Callanan, & Godshalk, 2000), Work-Family conflict causes high levels of absenteeism and stress, both of which can adversely affect the productivity of an organization. This primarily occurs because employees often strive to strike a harmony between work tasks and family life, and one way to achieve this is by making career choices that allow the attainment of a better quality of life (Greenhaus, Callanan, & Godshalk, 2000). This condition showed that Work-Family conflict is a determinant of life that needs serious attention not only from individuals who experience it but also from the organizations who employ these individuals, specifically those who come from dual-earner families.

In accordance with this, (Greenhaus, Callanan, & Godshalk, 2000), also stated specifically that Work-Family conflict is predominantly experienced by women than men. This is essentially because women have greater responsibility for taking care of both household activities and children than men. Furthermore, this usually occurs because society tends to consider women to have more responsibility for matters that are internal to the family such as cooking and taking care of the family, while men are responsible for fulfilling public roles by becoming successful workers (Abbott, Cieri, & Iverson, 2013).

In line with this theory, research conducted by (Karatepe, 2013) indicated that employees who are emotionally fatigued are more likely to demonstrate displeasure as a responding attitude toward their business and less devotion to their job. This observation evidenced the fact that emotional burnout acts as a comprehensive mediator for the impacts of excessive workload, Work-Family conflict, and family-work conflict on job attachment and job performance.

H₇: Workload affects the performance of female employees mediated by job stress

Women employees frequently have difficulties in being good housewives or workers simultaneously (Noor, 2004; (Fuadiputra & Novianti, 2020). This is primarily because these personnel are frequently saddled with the responsibility of saving both their work life and privacy (Fuadiputra & Novianti, 2020) Zhang et al., 2017; Zhang, Griffith & Fried, 2012).

As rightly observed in a previous exploration, when employees are tasked with workloads that surpass their capacity, their physical well-being is more likely to deteriorate, leading to increased feelings of tension (Maharani & Budianto, 2019).

2. Research Methods

The method of this research used a quantitative design at BPS of West Sumatra Province, with a focus on married women who were employed at the agency. The research was conducted between October and December 2022, with a total population of 188 employees, out of which a sample of 128 employees was selected for the investigation. The measurement of Work-Family conflict was carried out using three indicators namely Strain-based, Time-based, and Behavior-based conflicts, with 13 statements adapted from (Karatepe, 2013). Work pressure was also assessed through three indicators, including psychological symptoms, physical symptoms, and behavioral symptoms, consisting of 18 statements adapted from a previous exploration. Furthermore, employee performance was evaluated using eight indicators, comprising 17 statements drawn from previous examinations. A questionnaire was used as an instrument,

specifically designed to offer respondents five alternative answer choices, with a five-point Likert scale. This scale enables participants to indicate their degree of agreement or disagreement with a set of statements regarding their opinions on the topic being investigated.

In accordance, the sampling method used was Cluster Sampling, with city districts serving as the clusters. This method is a commonly utilized probability sampling technique and it is particularly effective when studying large and geographically dispersed populations. To ensure representative sampling, each sample size of the sub-population was adjusted based on Probability Proportional to Size (PPS), which accounted for the varying sizes of these sub-populations. In addition, the selection process was conducted independently within each functional area in every district or city and the sample requirements for each stratum were calculated using the formula introduced by (Sugiyono, 2019).

In this research, validity testing was conducted to assess the congruence of the instrument items that met the predefined criteria. The test aimed to determine if the instrument items effectively measured the intended variables. The obtained correlation coefficient resulting from this test, known as the validity coefficient, indicated both the degree and direction of the association between the instrument items and the criteria under consideration. Furthermore, the reliability of the instrument was evaluated through the calculation of the Cronbach Alpha coefficient value. Using this measure, an instrument is considered to have high reliability if the reliability coefficient equals or exceeds 0.60. The results of the reliability measurement showed that all constructs in this research possessed instruments with high reliability. Lastly, hypothesis testing was conducted through the utilization of Partial Least Square (PLS), a technique within the framework of Structural Equation Modeling (SEM).

3. Results and Discussions

3.1 Respondents Characteristics

All 128 selected female BPS employees in West Sumatra Province completed the online questionnaires in full, making the response rate 100 percent. Regarding age, the majority were in the 30-39 years age group, at 58.6 percent of the sample population. This indicated that most of the observed employees were relatively young and in their productive years. Accordingly, in terms of education, over half of the respondents held a DIV/S1 diploma, with the majority generally having ten years or more of experience working at BPS, and approximately 57 percent held functional positions. In regard to household income, 1.6 percent of the participants had an income of Rp. 4,999,999, 14.8 percent had Rp. 5,000,000 to Rp. 7,999,999,-, 38.3 percent ranged from Rp. 8,000,000 to Rp. 11,999,999, 14.8 percent was within the range of Rp. 12,000,000 to Rp. 14,999,999, and 30.5 percent had an income exceeding Rp. 15,000,000.

3.2 Measurement Model (Outer Model)

In this research, convergent and discriminant validity, convergent reliability, and Cronbach's alpha were used to evaluate the external model. The visual representation of the external model testing is presented in Figure 1 below.

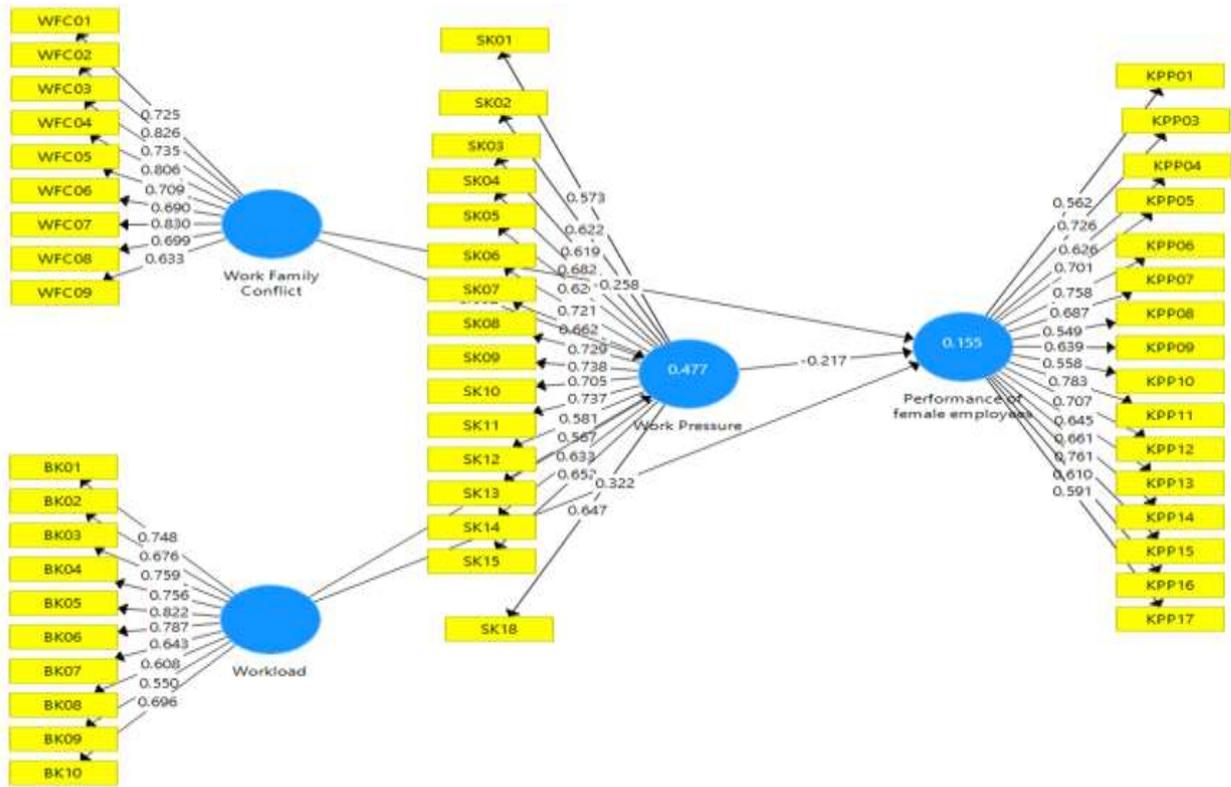


Figure 1. Research Model Structure

3.3 Convergent Validity Test

The standardized loading coefficient was used to measure the intensity of the relationship between each measurement point (indicator). Furthermore, convergent validity concepts were employed to evaluate the connection between the target (component) and construct points. To establish convergent validity, the correlation between the reflecting variable and the measured construct should be more than 0.7, and the external loading value should be between 0.5 and 0.6, as shown in Table 1 (see appendix).

From the information presented in Table 1, it can be observed that Discriminant validity was used to ensure the distinctiveness of all concepts within each latent variable. In this regard, discriminant validity is considered to be satisfactory in a model when each loading value of an indicator within a latent variable exceeds the loading values linked to other latent variables (cross-loadings). Moreover, the validity criteria were assessed based on the Average Variance Extracted (AVE) value for each construct. It is important to clarify that the constructs, in this context, are only considered valid if their AVE values surpass 0.5. Below, Table 2 summarizes the results of the AVE and the outer loading test.

Table 2 shows the computed AVE value for the respective variable, all of which exceeded 0.5, signifying the validity of the variables or constructs used in the research. Furthermore, the composite reliability values for all reflective constructs in the model, as shown in Table 2, exceeded 0.8, which was considered satisfactory based on Hair, Hult, G., Ringle, and Sarstedt (2016).

Table 2. Average Variance Extracted (AVE)

	Cronbach's Alpha	Composite Reliability	Average Variance Extracted (AVE)
Workload	0.885	0.907	0.550
Performance of Female Employee	0.885	0.890	0.507
Work Pressure	0.896	0.914	0.517
Work-Family Conflict	0.897	0.916	0.551

Source: processed data

The results presented in Table 2 showed that the composite reliability for the variables of Work-Family conflict, workload, work stress, and female employee performance all exceeded 0.80, thereby confirming that the composite reliability criteria were met in this research.

3.4 Structural Model (Inner Model) Assessment

The R² value is essential for evaluating the strength of a model as it indicates the extent to which the factors that influence an endogenous variable explain the variation in that variable. This measurement is essential for assessing model robustness. Accordingly, for an endogenous latent variable, an R² score of 0.75 indicates a significant and excellent, 0.50 suggests a moderate and average, while 0.25 signifies a weak and poor model (Hair et al., 2016). Table 3 shows the R-Square values obtained from data processing with the Smart PLS 3.2.3 application.

Table 3. R-Square Value According to Latent Variables

	R Square	R Square Adjusted
Female Employee Performance	0.647	0.573
Work Pressure	0.439	0.43

Source: processed data

The obtained R-Square value for the path 1 model was 0.647, indicating that the combined ability of the variables, Work-Family conflict, and Workload, mediated through job pressure, to explain the performance of female employees was approximately 64.7 percent, which fell within the moderate to medium range of explanatory power. In contrast, the obtained R-Square for the path 2 model was 0.439, implying that Work-Family conflict and workload variables could explain work pressure by 43.9 percent, and this signified a weaker explanatory power.

In accordance, the F-square, which measures the relative influence of an influencing variable (exogenous) on the influenced variable (endogenous) was also considered in this investigation. It is important to note that an F² value of 0.02 indicates a small or weak effect, 0.15 suggests a medium influence, and 0.35 denotes a large or strong impact. A detailed compilation of the obtained the obtained results concerning F-Square is presented in Table 4 (Hair et al., 2016).

Table 4. f – Square Value According to Latent Variables

	Workload	Performance of Female Employees	Work pressure	Work-Family Conflict
Workload			0.058	
Performance of Female Employees		0.069		
Work pressure				0.385
Work-Family conflict				

Source: processed data

Additionally, the Q-square, also known as Prediction Relevance or Stone-Geisser's, was used to evaluate the targeted capability through the blindfolding procedure. When evaluating the Q-square, a value of 0.02, 0.25, and 0.35 indicates a small, moderate, and big predictive capability each (Hair et al., 2016).

Table 5. Q – Square Value According to Latent Variables

	Q² (=1-SSE/SSO)
Performance of female employees	0.358
Work-Family conflict	0.445
Work Pressure	0.361
Workload	0.393

Source: processed data

3.5 Path Analysis Results

A path analysis test was carried out to determine the path coefficients within the structural model. Its primary goal is to assess the significance of relationships and perform hypothesis testing. In addition, an examination was conducted on both direct and indirect influence individually. This examination was carried out by analyzing the probability value and the t-statistic. Accordingly, a t-statistic value of 1.96 was utilized for a significance level of 5%. Statistical significance was determined by accepting the alternative hypothesis (Ha) when t-statistics exceeded 1.96 and rejecting the null hypothesis (H₀) when the probability value fell below 0.05. This process helped assess the significance of the observed relationships within the analysis.

The path analysis (H₁) conducted in this research showed that Work-Family conflict has a direct unfavorable and significant influence on the performance of female employees at BPS. Accordingly, the assessment of the first hypothesis showed that the connection between the Work-Family conflict variable and the performance of female employees had a path coefficient of -0.243, along with a t-value of 1.535, which resulted in the confirmation of hypothesis I. Based on these findings, it can be seen that this conflict had a negative significant correlation with the performance of female employees. The test results also showed a proportional connection between the Work-Family conflict among female employees at BPS of West Sumatra Province and the decrease in their performance. Furthermore, the direct impact of the observed independent variable on the performance of women workers was quantified at -0.243. This showed that women employees at BPS of West Sumatra Province are likely to perform worse as Work-Family conflict grows.

Table 6. Results of Path Analysis

	Original Sample (O)	T Statistics (O/STDEV)	P Values
Direct effect			
Workload -> Female Employee Performance	0.33	1.91	0.028
Workload -> Work pressure	0.155	1.656	0.049
Work pressure -> Female Employee Performance	-0.23	1.442	0.075
Work-Family Conflict -> Female Employee Performance	-0.243	1.535	0.062
Work-Family Conflict -> Work pressure	0.602	8.714	0.000
Indirect effect			
Workload -> Work pressure -> Female Employee Performance	-0.036	0.895	0.186
Work-Family Conflict -> Work Pressure -> Female Employee Performance	-0.139	1.434	0.076

Source: processed data

During the path analysis (H₂), Work-Family conflict was observed to have a direct positive and significant influence on job stress. The test on the second hypothesis indicated a path coefficient and t-value of 0.602 and 8.714 respectively, leading to the acceptance of hypothesis 2. These results showed that the independent variable exhibited a positive and significant impact on the level of job stress experienced by female employees at BPS of West Sumatra Province. This suggested that when female employees at BPS encountered Work-Family conflict, their job stress tends to increase. Furthermore, the direct effect of Work-Family conflict on job stress was quantified at 0.602. These observations are similar to the theory proposed by Judge et al (Karatepe, 2013), that this type of conflict often leads to increased job stress when work-related demands interfere with family life, placing pressure on individuals to allocate more time to their families.

In accordance, the examination of hypothesis H₃ showed that the correlation between workload and the performance of female employees displayed a path coefficient of 0.330, along with a t-value of 1.910. These observations suggested that workload had a positive and significant impact on the performance of female employees, leading to the acceptance of hypothesis 3. The findings indicated a significant and positive association between the workload and the performance of female employees at the Central Bureau of Statistics of West Sumatra Province. This implied that the workload experienced by female employees at this organization had the potential to negatively impact their performance. Moreover, the direct influence of workload on the performance of female employees was quantified at 0.330, with a corresponding P-value of 0.028. It is important to acknowledge that these results are consistent with (Karatepe, 2013), who determined the impact of work overload and Work-Family conflict on job commitment and job performance in the hotel industry in Romania. This suggested that employees burdened with excessive workloads tend to exhibit subpar achievement in service delivery.

The test of hypothesis 4 (H₄) showed a favorable and meaningful connection between workload and work pressure, which yielded a path coefficient of 0.155, with a corresponding t-value of 1.656. These observations led to the acceptance of hypothesis 4. The obtained results implied that the workload experienced by female employees at BPS of West Sumatra Province directly and positively impacted their work pressure. In this regard, the yielded coefficient value was 0.155, with a P-value of 0.049, indicating that as the level of workload felt by female

employees increases, their work pressure also tends to increase. These findings are supported by (Sari Mansour Diane et al., 2016) the relationships between workload, social support, occupational stress, and Work-Family conflict were studied in the hotel business in Quebec, Canada. The results of the research revealed a significant effect exhibited by workload on job stress through Work-Family conflict, indicating that high workloads can reduce the energy and time of employees, making it difficult to reconcile work and family duties.

Hypothesis testing (H_5) indicated a significant unfavorable connection between work pressure variables and the performance of women employees, with a path coefficient of -0.230 and a t-value of 1.442, leading to the acceptance of hypothesis 5. These observations revealed that job stress, represented by work pressure, directly and significantly diminished the achievement of women employees BPS of West Sumatra Province. When female employees experience increased work pressure, their performance tends to decline. In this regard, the quantified impact of work pressure on female employee performance was -0.230, indicating that higher stress levels among female employees led to a direct and negative effect on their performance. This was in line with the notion that elevated stress levels among female employees in this context negatively affect their overall job performance. Likewise, (Roboth, 2015) investigated the impact of dual role conflict and work pressure on performance. However, it is important to note that the investigation performed by Roboth focused solely on married women employed at the Compassion Indonesia Foundation. The research yielded substantial and relevant results, which supported the hypothesis that "Work stress significantly influences the performance of women in a dual role." This implied that work pressure adversely affects the performance of women juggling multiple responsibilities at the Compassion East Indonesia Foundation. Therefore, the current research is compatible with and corroborates previous analyses in this field.

The results of the H_6 path analysis, which investigated the indirect impact of Work-Family conflict variables on the performance of women employees through work pressure, revealed a path coefficient and t-value of -0.139 and 1.434 respectively. These results indicated that the variable exhibited a negative and indirect connection with the performance of female employees, mediated by job stress. Based on this observation, hypothesis 6 was confirmed. In essence, the findings indicated that Work-Family conflict had an adverse and substantial indirect influence on the performance of women employees. It is crucial to acknowledge that this indirect effect was found to operate through the mechanism of job stress. Essentially, when female employees at the Central Bureau of Statistics of West Sumatra Province face Work-Family conflict, it often leads to decreased performance, primarily as a result of the increase in work pressure. In addition, the quantified magnitude of this indirect influence of this form of conflict on achievement through job pressure was -0.139. Based on these observations, Work-Family conflict perceived by female employees indirectly and negatively impacted their performance through the intermediary factor of work pressure. These findings are in accordance with research by (Karatepe, 2013), which explored the consequences of work overload and Work-Family conflict on job embeddedness and performance, with a focus on the function of emotional tiredness as a moderator. The results of the present investigation showed that the indirect impact of Work-Family conflict (20.08, $t \frac{1}{4}$ 22.04), and work-family conflict (20.06, $t \frac{1}{4}$ 21.70) on job attachment, mediated through emotional tiredness, was meaningful referring to the Sobel test. Besides, it is also important to acknowledge that the influence of work-family conflict (20.08, $t \frac{1}{4}$ 21.96), and Work-Family conflict (20.06, $t \frac{1}{4}$ 21.66) on work performance through emotional tiredness were meaningful referring to the conducted Sobel test. These results suggested that emotional exhaustion fully mediates the effects of both work-family conflict and family-work conflict on job attachment and performance.

The results of the H₇ path analysis, which was performed to analyze the indirect outcome of workload variables on the performance of female employee performance through work pressure, delivered a path coefficient of -0.036 and a t-value of 0.895. These observations indicated that the impact of workload on performance through work pressure was not statistically significant, leading to the rejection of hypothesis 7. The results continually supported the notion that Work-Family conflict showed an unfavorable and meaningful indirect influence on the performance of women employees through job stress, as discussed in hypothesis 6. The influences of Work-Family conflict on performance, moderated through job pressure, remains substantial, with a quantified magnitude of -0.139. In summary, Work-Family conflict experienced by female employees was found to indirectly and negatively affect their performance through work pressure, while the consequence of workload on performance through work pressure was not statistically significant in this research.

4. Conclusions

In conclusion, the following observations were drawn from the results obtained from this research which are: Work-Family conflict directly exhibited a considerable negative influence on the performance of women employees at BPS of West Sumatra Province, indicating that when Work-Family conflict increases, the performance decreases. The relationship between Work-Family conflict and the work pressure experienced by female employees at BPS of West Sumatra Province was observed to be both positive and statistically significant. This implied that as Work-Family conflict escalates, work pressure tends to rise. Workload showed direct, positive, and meaningful impact on the performance. In other words, when the workload increases, the performance also sees a corresponding improvement. The workload was observed to have a direct, favorable, and meaningful impact on work pressure, indicating that when the workload of female employees at BPS of West Sumatra Province increased, it led to a corresponding increase in their work pressure.

Work pressure also exhibited a direct, unfavorable, and meaningful impact on performance. When the work pressure increased, the performance was observed to decrease. The Work-Family conflict had an indirect, unfavorable, and significant effect on the performance of female employees at BPS of West Sumatra Province, mediated through work pressure. This underscored the fact that when Work-Family conflict increased, the work pressure experienced by female employees also increased proportionally. Consequently, the heightened work pressure contributed significantly to a decline in the performance of the observed female employees.

Workload was also found to indirectly exhibit an effect on the performance of the female employees at BPS of West Sumatra Province through work pressure, but this impact was not statistically significant. This simply implied that, when the workload increased, it led to higher work pressure among female employees. However, despite the rise in work pressure, no considerable harmful impact was found on the performance of female employees at the explored organization in this research.

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APPENDIX

Table 1. Results of Loading Factor Analysis

Variables	Indicators	Factor loading	Variables	Indicators	Factor loading
Work-Family conflict	WFC01	0.724	Workload	BK01	0.749
	WFC02	0.820		BK02	0.670
	WFC03	0.735		BK03	0.760
	WFC04	0.809		BK04	0.755
	WFC05	0.716		BK05	0.818
	WFC06	0.681		BK06	0.788
	WFC07	0.824		BK07	0.647
	WFC08	0.696		BK08	0.613
	WFC09	0.630		BK09	0.554
Work pressure	SK02	0.630	Female Employee Performance	BK10	0.698
	SK03	0.619		KPP03	0.729
	SK04	0.680		KPP04	0.622
	SK05	0.622		KPP05	0.703
	SK06	0.712		KPP06	0.755
	SK07	0.659		KPP07	0.683
	SK08	0.721		KPP09	0.631
	SK09	0.738		KPP11	0.782
	SK10	0.710		KPP12	0.704
SK11	0.737	KPP13	0.643		
SK14	0.633	KPP14	0.663		
SK15	0.645	KPP15	0.754		
SK18	0.654	KPP16	0.616		

Source: processed data