

ABSTRACT

The sustainability of an organization is determined by how the performance of its employees. On the other hand, the involvement of women in several roles often becomes a conflict where it will be difficult to meet the demands of work and family. However, female employees are still required to work optimally in the midst of many jobs. At work, female employees are faced with several obstacles due to the conflicting roles they face so they feel guilty, too tired and unable to work optimally. At QIM Hospital Batang, the number of female employees compared to male employees also causes female employees to experience the amount of workload received.

The existence of multiple role conflicts and the amount of workload is what will have an impact on declining employee performance. This study aims to determine the condition of work family conflict, workload and employee performance of health workers at QIM Batang Hospital. In addition, this study aims to determine the effect of work family conflict and workload on the performance of employees of QIM Batang Hospital health workers partially and simultaneously.

The research method used is a quantitative method using a questionnaire as data collection. The object of research used was female employee health staff at QIM Batang Hospital. The sampling technique used is non-probability sampling with a sampling method using saturated samples of 104 female employees who are married and already have children. Measuring instrument used to measure the statement of each variable in the questionnaire is a test of validity and reliability. The analysis technique used to test the variables studied is using multiple linear regression analysis, correlation coefficient analysis, coefficient of determination analysis and hypothesis testing which is processed using IBM SPSS ver. 20.

Based on the results of processing, it is known that work family conflict and workload have a partial and simultaneous influence on employee performance, and based on the coefficient of determination it is known that work family conflict and workload have an effect of 58,160% on the performance of employees of QIM Batang Hospital health staff, while the remaining 41,84% were influenced by other variables such as work discipline, motivation, work environment and compensation.

Based on the results of the study, then to improve employee performance is to manage and pay attention to work family conflicts and workloads well because it can help improve employee performance. High performance helps organizations obtain results that meet expectations and achieve organizational goals.

Keyword: Human Resource Management, Work Family Conflict, Workload, Job Performance