

ABSTRACT

Every organization, especially in the service sector, has an important role in providing the best service for the community. Hospitals as part of the public health service system are required to continuously improve the quality of their services. In achieving this success, hospitals need a strong foundation to improve the quality of their services by improving and maximizing the performance of their employees.

In achieving these goals, employees generally find relevant conflicts related to work and family. This triggers a dual role conflict or work-family conflict. Several previous studies have shown that the intensity of work-family conflict in women is greater than that of work-family conflict in men. The existence of conflict and stress will affect the performance level of female employees of Surya Asih Hospital. This study aims to determine how the effect of work-family conflict and job stress on employee performance.

This study uses quantitative methods through questionnaires for data collection. The questionnaire used in this study has 40 statement items with a Likert scale. The object of this research is the female employees of Surya Asih Hospital in the category of married and have been married. The sampling method used a saturated sample of 84 female employees who are married or have been married. The analytical technique used in this research is descriptive analysis, classical assumption test, multiple linear regression analysis, correlation coefficient analysis, coefficient of determination analysis, and hypothesis testing using a partial test (t-test) and simultaneous test (F-test). Data processing in this study using the help of IBM SPSS Statistics software ver. 20.

The results showed that partially work-family conflict did not have a significant effect on the performance of female employees of Surya Asih Hospital. This is inversely proportional to job stress which has a significant effect on the performance of female employees of Surya Asih Hospital. Based on the results of the simultaneous test, work-family conflict and job stress together have a significant effect on the performance of Surya Asih Hospital employees. The coefficient of determination test results was obtained with an R square value of 26.3%, meaning that in this study work-family conflict and job stress have an effect on the performance of female employees of Surya Asih Hospital by 26.3%.

Based on the results of the study, the work-family conflict felt by female employees of Surya Asih Hospital could not reduce or increase the performance of female employees of Surya Asih Hospital. Meanwhile, the job stress felt by female employees of Surya Asih Hospital can reduce their performance of female employees of Surya Asih Hospital. The results of this study are expected to be considered by various parties, especially the Surya Asih Hospital and academics.

Keywords: Work-Family Conflict, Job Stress, Employee Performance