

# **THE INFLUENCE OF WORK FAMILY CONFLICT ON JOB STRESS AND JOB SATISFACTION**

**(Study on women employee of PT BRI Branch Kawi, Malang)**

## **UNDERGRADUATE THESIS**

**Submitted for Bachelor Exam at Faculty of Administrative Science  
Brawijaya University**

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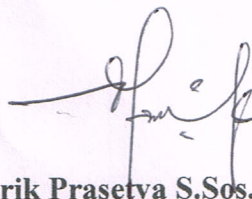
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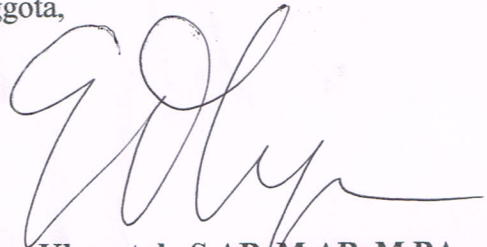
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The Researcher

## ABSTRACT

The research aims to (1) examine the influence of work interference with family on job stress (2) examine the influence of family interference with work on job stress (3) examine the influence of work interference with work on job satisfaction (4) examine the influence of family interference with work on job satisfaction (5) examine the influence of job stress on job satisfaction. The research method was conducted by explanatory research with quantitative approach. The sample used in this research was 30 women employees of PT BRI Branch Kawi, Malang. Data collection used in this research is questionnaire method. Data analysis technique involves descriptive analysis and path analysis. The result of path analysis shows that the work interference with family has significant influence on job stress, family interference with work has significant influence on job stress, work interference with family has significant influence on job satisfaction, family interference with work has significant influence on job satisfaction, and job stress has significant influence on job satisfaction. Based on the result of this research, it can be concluded that the high of work family conflict and job stress of the employee it can effect on job satisfaction of women employee.

**Keywords:** Work Family Conflict, Work Interference With Family, Family Interference With Work, Job Stress, Job Satisfaction

## ABSTRAK

Penelitian ini bertujuan untuk (1) menganalisis pengaruh *work interference with family* terhadap stres kerja (2) menganalisis pengaruh *family interference with work* terhadap stres kerja (3) menganalisis pengaruh *work interference with family* terhadap kepuasan kerja (4) menganalisis pengaruh *family interference with work* terhadap kepuasan kerja (5) menganalisis pengaruh stres kerja terhadap kepuasan kerja. Metode penelitian dilakukan oleh explanatory research dengan pendekatan kuantitatif. Sampel yang digunakan dalam penelitian ini adalah 30 karyawan perempuan PT BRI Cabang Kawi, Malang. Pengumpulan data yang digunakan dalam penelitian ini adalah metode kuesioner. Teknik analisis data meliputi analisis deskriptif dan analisis jalur. Hasil analisis jalur menunjukkan bahwa *work interference with family* memiliki pengaruh yang signifikan terhadap stres kerja, *family interference with work* memiliki pengaruh yang signifikan terhadap stres kerja, *work interference with family* memiliki pengaruh signifikan terhadap kepuasan kerja, *family interference with work* memiliki pengaruh signifikan terhadap kepuasan kerja, dan stres kerja memiliki pengaruh signifikan terhadap kepuasan kerja. Berdasarkan hasil penelitian ini, dapat disimpulkan bahwa tingginya *work family conflict* dan stres kerja yang dialami karyawan dapat berpengaruh terhadap kepuasan kerja karyawan wanita.

**Kata Kunci:** Work Family Conflict, Work Interference With Family, Family Interference With Work, Job Stress, Job Satisfaction



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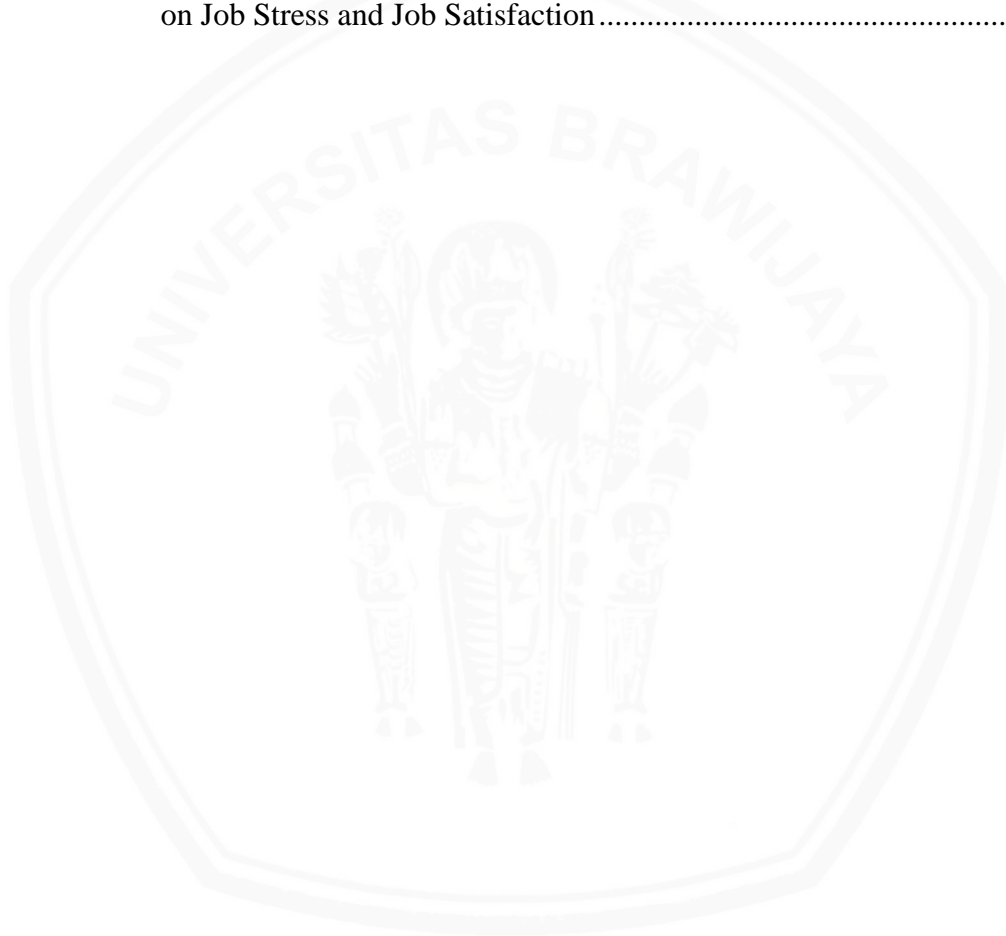
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## CHAPTER I

### INTRODUCTION

#### A. Background

Human resource management (HRM) can be defined as the utilization of human resources in the organization through human resource functions namely planning, recruiting, selecting, developing of human resource, career development, granting of compensation and well - being, safety and welfare (Marwansyah, 2012). Human resources are always attached to each company as determinants of existence and play a role in contributing to the achievement of corporate objectives effectively and efficiently. The company needs reliable and qualifying human resources, therefore the company must be able to manage and pay attention to human resources as well as possible (Waspodo et al., 2013). In this era of globalization, the composition of human resources in the business world was changing.

Previously, the workforce is more dominated by men, but now the workforce also provides great opportunities for women. This is shown with the increase number of women employee from year to year. According to the Central Bureau of Statistics in (2012) currently, there are 43 million women workers helping Indonesia's economic growth from the total of populations are 112 million workers in Indonesia So, it will bring a new phenomenon in society, namely dual income. However by presence of such changes should not eliminate the role that should be done by husband and wife is balancing the role in work and family.

Some of the impetus led the women to enter the workforce are economic factors, such as the need for self-supporting, unemployed husbands, a change in the view of a decent standard of living and an increase in the demand for women employee through the growth of the service sector and the technical work that women usually do. Economically, the existence of dual income can also lead to an increase in the welfare of the family and the community. The extra income that was received makes the families can deal with inflation and other cases that demand improving of purchasing power and also expected to suffice all the family's needs, including the cost of child education (Cahyaningdyah, 2009). Work family conflict is important “.....Work family conflict is considered an important issue in business world today's Burke and El-Kot (2010) and Grandey, et al. (2005)”. While findings gained mainly in Western countries and related theories refers to relationship between job demands and work-family conflicts (Spector, et al., 2007) this shows that long working hours, heavy duties and workloads have direct influence on family work conflicts Boyar, et al. (2008) and Kim, et al. (2005). Therefore, it is important to build a balancing between work and family, so the demands on both domains can be met efficiently, and the resources required can be achieved and used easily (Bass, et al., 2008).

This dual role conflict will be a problem if there is no appropriate solution to deal with, because the effect is the pressure, anxiety that makes the employee lead to stress. This is accordance with Frone (2000) which said that dual role conflict is strongly associated with depression and anxiety afflicted by women rather than men, because it also relates to the traditional role of women that today

is unavoidable, that are the responsibilities of organizing the household and raising a children. The effect of dual role conflicts is experienced by women not only of the job stress, but also has an effect of job satisfaction. So, the negative effect of dual role conflict makes the role of women to be disturbed both in the family and at work. The effects of these conflicts are important to learn, because the number of working women is increasing in line with globalization today.

According to Poelmans (2001) stated that some of the negative impacts individually include are the reduced of satisfaction both in work and in domestic life, tension and stress, health problems, and disharmony relationships with other family members. While the work-family conflict on organization side will result in reduced employee commitment to the work ultimately can encourage high turnover of employee to the organization.

One effort that can be done to minimize the occurrence of stress during work is through increased job satisfaction. Because job stress occurs when there is a mismatch between job needs with capability, resources, and employee needs that impact on job satisfaction. The relationship between job stress and job satisfaction is strongly related, the effect of stress in workforce psychological is a decrease in employee job satisfaction. For some people, the low to moderate level of stress quantity still allows employees to work well, but the high level of stress or prolonged stress causes employee performance to decline based on Robbins and Jugde (2014) and Muamarah and Kusuma (2012)

Employee job satisfaction are beneficial for performance improvement, dedication, and discipline of employees because job satisfaction is a pleasant

emotional attitude in work, this attitude can be reflected by morale work, discipline, and job performance (Handoko, 2001: 193). The attitude of job dissatisfaction can lead to productivity, employee discipline declining, ultimately disrupting the company's activity.

In this study, which serve as the object of research is women who work and has been married because it is very potential to face the dual roles. The demands of family roles make women pay more attention to children, husbands and parents. On the other hand, career demands provide a broad opportunity for women to develop themselves on the job, so promising the acquisition of a position better or greater income. According to Ruderman et al., (2002) stated the process of dividing the role of women can lead to a role imbalance or a role process involving interfering with other roles. Which, if persistent and with intense intensity can lead to work-family conflict.

According to Apperson et al., (2002) stated the basically work-family conflict can occur both in men and woman. However, some studies show that the intensity of work family conflict in women is greater than men. Women's involvement and commitment to family based on their responsibilities for household chores, including taking care of husbands and children, makes women work more often in conflict. This level of conflict is more severe in working women formally because they are generally tied to organizational rules about working hours, assignments or job completion targets found that more formal and managerial job characteristics such as long working hours and abundant occupations are more likely to lead to work-family conflicts in working women.

In this research, the selected formal sector is the banking sector where women employees who work as employees in the banking sector have a high enough pressure, because they must be able to achieve the target set by each company period. Not only the employees are required to be able to provide the best service for customers to compete with other similar industries, but women also have higher responsibilities in term of taking care of household. So it takes a high dedication for women to be able to share their time and attention for the family as well as for work as an employee. This has a possibility of being high enough to cause the pressure for women.

According to Hasanah and Suharmono (2016) explains that the Banking sector imposes overtime working hours for employees when there are unfinished tasks or jobs that require employees to complete on the same day. On Saturday and Sunday sometimes employees also have to work, if there is a responsibility should be done. Phenomenon the end of the month requires employees of all employees to work longer than normal hours, because the company imposes a heavier job at that time. In addition, at the end of the year all employees are also directed to overtime and work longer because, at that time a lot of work to be completed by employees, which is in the end of the year the companies do annual reports and others. The office break time is one hour per day, starting from 12.00 to 01.00pm. But, for certain field employees, their break time are fewer *ie* teller, customer service, and other employees who meet with customers directly.

Work Family Conflict in PT Bank Rakyat Indonesia from the side of the job happens due to the many demands of work, while from the family side due to

the difficulty of dividing the time for the family because women employee take too much times to complete their office work. If this situation often happens, it can make the employee fell stress that ultimately affects the employee's job satisfaction.

PT Bank Rakyat Indonesia is one of Banks in Indonesia that is required to continue to improve its competitiveness through improving the quality of management. Improving the quality of bank management cannot be separated from the quality of human resources owned by the company. Therefore, for PT. Bank Rakyat Indonesia can be more developed optimally, so maintaining a continuous and harmonious relationship with the employees become very important.

One of the important things to consider in the maintenance of these relationships is about managing the stress of the employees. Stress that is not addressed properly usually results in the inability of a person to interact positively with the environment, both in the work environment and outside the job. Given the magnitude of the effect of stress on employees on job satisfaction, then the management of stress itself should get the attention and sincerity of corporate management for organizational goals can be more easily achieved.

PT BRI has branch offices spread throughout Indonesia, one of the branches of PT BRI in Malang is PT BRI branch Kawi, where Bank has a high activity on every day. PT BRI Kawi branch was chosen as a place to conduct research, because in PT BRI employed married women employees and has never done research related to work family conflict, job stress and job satisfaction

Based on the description, the researcher is interested to further examine the influence of work-family conflict on stress and satisfaction. Based on the previous study who written by Riana (2010) with title of research is Work Family conflict, job involvement and job stress on employee job satisfaction, so far the research on work family conflict is only seen from one-way factor only (Work Interference with Family) with the following variables are job stress and job satisfaction. Therefore, the researcher is interested in doing work of family conflict work from two directions at once namely WIF (Work Interference with Family) and FIW (Family Interference with Work).

#### **B. Problem Identification (s)**

Based on the background above, problem formulations of this research are as follows:

1. Does Work Interference with Family have significant influence on job stress of women employees at PT BRI Branch Kawi, Malang?
2. Does Family Interference with Work have significant influence on job stress of women employees at PT BRI Branch Kawi, Malang?
3. Does Work Interference with Family have significant influence on job satisfaction of women employees at PT BRI Branch Kawi, Malang?
4. Does Family Interference with Work have significant influence on job satisfaction of women employees at PT BRI Branch Kawi, Malang?
5. Does job stress have significant influence have significant influence on job satisfaction of women employees at PT BRI Branch Kawi, Malang?

### **C. Research Objective (s)**

Based on problems formulation above, the objectives of this research are as follows:

1. To analyze the influence of work family conflict against job stress of women employees at PT BRI Branch Kawi, Malang
2. To analyze the influence of family work conflict against job stress of women employees at PT BRI Branch Kawi, Malang
3. To analyze the influence of work family conflict against employee job satisfaction of women employees at PT BRI Branch Kawi, Malang
4. To analyze the influence of family work conflict against employee job satisfaction of women employees at PT BRI Branch Kawi, Malang
5. To analyze the influence of job stress against employee job satisfaction of women employees at PT BRI Branch Kawi, Malang

### **D. Research Contribution (s)**

This research gives the contributions both in theoretical and practical. These contributions are described as follows:

1. Theoretical Contribution
  - a. The results of this study is expected to add insights related to the topic of work family conflict, stress and satisfaction
  - b. The results of this study can be a material review and refined in subsequent research with similar themes
2. Practical Contribution

a. For Researchers

Researchers are able to develop and implement the theory and science of knowledge gained during lectures and combined with knowledge of practice that are in research place.

b. For Companies

The results of this research are expected to be beneficial to the people in PT. Bank Rakyat Indonesia Branch Kawi, Malang particularly for human resources are owned by the company. The results of this research can be used as consideration for PT. Bank Rakyat Indonesia Branch Kawi to resolve problems particularly related with the work family conflict, stress and satisfaction

c. For the Faculty of Administrative Sciences

The results of this research are expected to give benefit the development of science in the fields of business and can be a reference for researchers who want to do further research, and can be input for the existing literature.

d. For Further Researcher

This research can be used by further researcher as empirical review in conducting research that related to this research topic.

## **E. Systematic Discussion**

Systematics discussion needed to expand the understanding about the content of this research, the composition as follows:

## **CHAPTER I INTRODUCTION**

This chapter discusses the background that becomes basic reasons to conduct this research, research problem that want to be answered, research objective, research contribution both in theoretical and practical contributions, and systematics discussion of this research.

## **CHAPTER II LITERATURE REVIEW**

This chapter discusses empirical review that related with research topic, theoretical review that contains theory and concept that related with problem and relationship between variable that will be examined. This chapter also describes conceptual model and hypothesis model of this research.

## **CHAPTER III RESEARCH METHOD**

This chapter discusses the systematic procedure to answer the research problem of the research. Research method consists of research type, research location, variable and measurement, population and sample, data collection technique, and data analysis technique of this research.

## **CHAPTER IV RESEARCH RESULT AND DISCUSSION**

This chapter consists of analysis and discussion of research analysis results by using the methodology that was described in chapter three. In this chapter the hypotheses will be proved.

## **CHAPTER V CONCLUSION AND SUGGESTION**

This chapter contains of conclusion based on research result and alternative improvements suggestions which are expected to be a benefit





## CHAPTER II

### LITERATURE REVIEW

#### A. Empirical Review

##### 1. Lathifah (2008)

Study entitled "The influence of conflict family conflict on turnover intentions with job satisfaction as intervening variable" The variables in this research are work interference with family (X), work satisfaction ( $Y_1$ ) and turnover intentions as ( $Y_2$ ). This type of research used explanatory research with quantitative approach. The data analysis used path analysis by taking sample 97 respondents.

The result of research obtained by Work Interference with Family has a significant negatively effect on job satisfaction, job satisfaction has significant negatively effect on turnover intention and the conclusion of this study is the higher Work Interference with Family experienced then the lower the job satisfaction that will trigger the turnover intention.

##### 2. Putri (2013)

Study titled "Analysis the effect of job stress and work-family conflict on employee performance through job satisfaction as a variable intervening study at PT. ARA Shoes Indonesia. The variables in this research are job stress ( $X_1$ ), family work conflict ( $X_2$ ), job satisfaction ( $Y_1$ ), and employee performance ( $Y_2$ ). The type of research used explanatory with quantitative approach with use SPSS version 16, by taking sample 119 respondents.

The result of this study are job stress in work conflict - family have negative effect on job satisfaction, job stress have negative significant effect on employee performance and job satisfaction have significant effect on employee performance and the conclusion of the research indicates that the higher the work conflict and job stress experienced will be the lower the satisfaction and performance therefore the conflict family work and job stress minimized in order to create satisfaction and good performance.

3. Pranandari (2014)

Study entitled "Influence of Work Family Conflict and Family Work Conflict on Job Stress. Study on employee of Economics and Business Faculty at Universitas Gadjah Mada. The variables in this research are work family conflict ( $X_1$ ), family work conflict ( $X_2$ ) and job stress ( $Y$ ). This type of research used is quantitative approach. Data analysis in this research use descriptive analysis with used SPSS version 2.0 by taking sample 108 respondents.

The result of this study are work family conflict has positive effect on job stress of employees and family work conflict has a positive effect on job. The conclusion of this research is work family conflict and the family work conflict has a significant positively effect on Job Stress to employees who are married and have children. The higher of work-family conflict, the higher the level of job stress.

4. Retnaningrum (2016)

Study entitled "The influence of work family conflict on job satisfaction and performance study at RSUD Wonosari Yogyakarta". The variables in this research are Work Interference with Family ( $X_1$ ), Family Interference with Work ( $X_2$ ), job satisfaction ( $Y_1$ ), performance ( $Y_2$ ). This research uses quantitative approach with explanatory research type, by taking sample 51 nurses.

The results showed Work Interference with Family ( $X_1$ ) and Family Interference with Work ( $X_2$ ) have a significant negatively effect on job satisfaction and nurse performance and the conclusion of this research is Work Interference with Family and Family Interference with Work have an effect on job satisfaction and performance. The direct influence of Work Interference with Family on nurse performance is greater than indirect influence through nurse job satisfaction and nurse job satisfaction does not mediate the relationship between Work Interference with Family on nurse's performance, as well as Family Interference with Work on nurse's performance.

##### 5. Riana (2016)

Study entitled "The work of conflict family work, job involvement and job stress on employee job satisfaction at Hotel Amed Café and Bungalow, Bali". The variables in this research are work family conflict ( $X_1$ ) job involvement ( $X_2$ ), job stress ( $X_3$ ), and job satisfaction ( $Y$ ). This type of research used is quantitative approach with associative type. The data

analysis on this research is descriptive research with use SPSS version 2.0 by taking sample 50 respondents employees.

The result of the research shows that work family conflict has negative effect to job satisfaction, job stress has negative effect on job satisfaction variable and there is positive influence between work involvement with job satisfaction and the conclusion of the research shows that Work Family Conflict and higher stress will decrease employee job satisfaction. And higher work involvement will increase employee job satisfaction. Conclusion of this research is the population has good perception towards Work Family Conflict and Job Stress on Job Satisfaction and Turnover Intention.

**Table 2.1**  
**Empirical Review**

No	Researchers (Year)	Title	Research Method	Result
1	Lathifah (2008)	The Influence of work family conflict on turnover intentions with job satisfaction as intervening variable	This type of research used explanatory research with quantitative approach. The data analysis Used path analysis	Work Interference with Family has a significant negatively effect on job satisfaction, job satisfaction has significant negatively effect on turnover intention
2	Putri (2013)	Analysis the effect of job stress and	The type of research used explanatory	The results of this study are job stress

		Work family conflict on employee performance through job satisfaction as a variable intervening (Study at PT. ARA Shoes)	with quantitative approach. With the variable job stress (X1), work family Conflict (X2), Job satisfaction (Y1) and employee performance (Y2)	and work family conflict have negative effect on job satisfaction, job stress have negative significant effect in employee performance and job satisfaction have negative significant effect on employee performance
3	Pranandari (2014)	The influence of work family conflict and family work conflict on Job Stress (Study on employee of Economics and Business Faculty at Universitas Gajah Mada)	The type of research used descriptive and regression analysis with quantitative approach. With work family conflict (X1), family work conflict (X2) and job stress (Y)	The results showed that work family conflict and family work conflict have significant positively effect on job stress
4	Retnaningrum (2016)	The Influence of work family conflict on job satisfaction and performance (Study at RSUD Wonosari Yogyakarta)	The type of research used descriptive and path analysis with quantitative approach. With Work Interference with Family (X1), Family	The results showed that Work Interference with Family and Family Interference with Work have significant negatively effect on job

			Interference with Work (X2), job satisfaction (Y1) and performance (Y2)	satisfaction and nurse's performance
5	Riana (2016)	Work Family conflict, job involvement and job stress on employee job satisfaction (Study at Hotel Amed Café and Bungalow, Bali)	This type of research using quantitative approach with associative types. Data analysis used is multiple linear regression	The results shown that work family conflict has negative effect on job satisfaction, job stress has negative effect on job satisfaction and there is positive influence between job involvement and job satisfaction

Source: Authors Summary, 2017

## B. Theoretical Review

### 1. Work Family Conflict

#### a. Definition of Work Family Conflict

According to Amelia (2010) Work-family conflict is a situation that arises when a person has difficulty dividing the role between work and family or vice versa and it can cause the conflicts.

According to Aycan and Eskin (2005) work-family conflict is an inter-role conflict that arises when roles in work and roles in the family demand to be fulfilled, where fulfillment of one role will complicate the fulfillment of another role.

According to Cahyaningdyah (2009) work-family conflict is a form of inter-role conflict that arises because the implementation of functions in one role disrupts the implementation of other roles.

According to Bruck, Allen and Spector (2002) work family conflict occurs when job demands cannot be balanced, so there is disharmony with family demands.

According to Frone, Russell and Cooper (1992) work-family conflicts occur in employees where on the one hand employees must do work in the office and on the other hand must pay attention to the family as a whole, so it is difficult to determine which should be prioritized between work and family. Work-family conflicts occur when someone's home life collides with his responsibilities at work, such as entering work on time, completing daily tasks, or working overtime.

Based on the description above, it can be concluded that family work conflict is a conflict that occurs in individuals due to taking on multiple roles, both in work and family, where because time and attention are only devoted to one role (role in place). work), so that the demands of other roles (in the family) cannot be fulfilled optimally.

#### **b. The Forms of Work-Family Conflict**

Work family conflict occurs because of the conflicting role of work and family fields in some respects Christine et al., (2010). Work-family conflict according to Amelia (2010) has three forms, namely:

- 1) Time-based conflict

Time-based conflict is the amount of time required to meet the need of one role (work / family) causing a person to have difficulty in meeting the need of other roles (work/ family). This form of conflict is concerned with:

- a) Number of working hours
  - b) Overtime
  - c) Attendance rates in the works
  - d) Shift irregularity or division of labor that causes time in work and time for families to clash
  - e) Control of work schedule
- 2) Strain-based conflict

Strain-based conflict is the number of pressures that arise of performing one role (work/family) and it makes someone have difficulty in fulfilling other roles (work/family). Symptoms of the pressure include:

- a) Tension experienced
  - b) Disturbing anxiety
  - c) Fatigue
  - d) Characters of working role
  - e) Availability of social support from family members
- 3) Behavior-based conflict

Behavior-based conflict is the existences of a specific behavior needed by one of the roles (work/family) so as to make someone have

difficulties in meeting the needs of other roles (work/family).

**c. Factors that can affect work family conflict**

According to Patrice L Esson (2004), factors that can affect work family conflict, those are:

- 1) Time Pressure, the more time spent for working the less time for the family.
- 2) Family Size and Support, the more family members will make the greater possibility the occurrence of conflict, but the more support from will minimize the occurrence of conflict
- 3) Job Satisfaction, the higher the job satisfaction the perceived conflict will be less.
- 4) Marital and Life, the higher demands for marriage will be able to trigger negative consequences of career, and vice versa.

Size of firm and the number of workers in the organization, can influence role conflict in a person.

**d. Impacts of work family conflict**

Work-family conflicts have impact such as low commitment, less job satisfaction, absenteeism, lethargy, intention to quit, and less family satisfaction (Ghayyur and Jamal, 2012). Indicators of work family conflict can be seen from several things such as work at the office intervention of family and household, the difficulty in taking care of the home, family and personal responsibility, as well as the job demands and obligations in the workforce that interfere with the family activity (Amelia, 2010).

The research results of Allen et al., (2000) explained that important evidence relating to work family conflict has shown that work family conflict is associated with a variety of jobs, job satisfaction with depression and fatigue.

#### **e. Management of work family conflict**

Individuals who have experienced a conflict of role will continuously seek ways to reduce conflict and tension is felt. (Allen et al., 2004) suggests how to resolve work family conflict as follows:

- 1) The adjustment of time, so that the conflict could be reduced. For example, someone stopped working to devote more time to the family be able to decrease of tension.
- 2) Change the attitude of a person towards the conflict. For example, decide to feel less guilty of a lack of time spent on family.
- 3) Seek the organizations support to overcome and reduce the conflict of roles. For example, the organization provides allowance such family holiday.

According to Noor (2004) mostly woman employee faced two types of work family conflicts: *work-interfering-with-family* (WIF) and *family-interfering-with-work* (FIW). Work to family conflict or "work interfering with family" (WFC / WIF) occurs when a person's work affects or disrupts on family's life. Family to work conflict or Family interfering with work (FWC / FIW) occurs when a person's role in the family affects or disrupts on work life (Martins et al., 2002).

## **2. WIF (Work Interference with Family)**

### **a. Definition of WIF (Work Interference with Family)**

WIF (Work Interference with Family) is a conflict that occurs because of work activities interfere with individual responsibilities in the family environment. For example, individuals take home jobs and try to finish at home, but expense of family time as consequences (Noor, 2003).

The women must be able to complete the deadline of the work so as to interfere with family time. The effects of stress experienced in the work environment also make individuals not focus in solve the demands of their work in the family environment. In addition, individual career growth in their work causes the individual to increase her commitment to meet the demands of work until family demands are not met maximally (Carlson, Kacmar and William, 2000)

### **b. Indicator of Work Interference with Family**

According to Greenhaus & Beutell (1985). Indicator of Work Interference with Family, as follows:

#### **1) Time based Work Interference with Family**

The time needed to do the job responsibilities, can reduce the time to do the family responsibilities

#### **2) Strain based work interference family**

Pressures from job roles affect role performance in the family.

#### **3) Behavior based Work Interference with Family**

Certain patterns in behavioral roles while working are not in line with expectations about behavior in roles within the family.

This research uses reference from 3 (three) indicators.

### **3. FIW (Family Interference with Work)**

#### **a. Definition of FIW (Family Interference with Work)**

FIW (Family Interference with Work) is a common conflict due to unfinished work or pressure in the work disrupts family need, role and responsibility in the family disrupt work activities. Noor (2004) Family Interference with Work is a conflict that occurs when the individual who canceled the meeting is important because her son is ill.

Besides mentioned shown that gender difference is also an influence on the emergence of family conflicts. Caring ordinary of children is done by women, then the existence of working wives may further lead to family conflicts (Voydanoff, 1988)

#### **b. Indicator of Family Interference with Work**

According to Greenhaus & Beutell (1985). Indicator of Family Interference with Work, as follows:

##### **1) Time based Family Interference with Work**

The time it takes to execute the family responsibilities, can reduce the time to do job responsibilities.

##### **2) Strains based Family Interference with Work**

The pressure from family role, can effects on role performance in workplace.

### 3) Behavior based Family Interference with Work

Certain patterns in behavioral roles at home are not in line with expectations about behavior in roles within the family.

This study uses reference from three (3) indicators.

## 4. Job Stress

### a. Definition of Job Stress

Stress is a condition that affects the emotions, mind and physical conditions of a person. Stress that cannot be overcome with good usually will effect on inability of a person to interact positively with the environment, both in terms of work environment and outside. Job stress causes employees to deal with various negative symptoms which in turn affecting on work achievement (Siagian, 2009).

Job stress is a condition of tension that creates a physical and imbalance that affects the emotions, thinking processes and conditions of an employee Rivai and Sagala (2013). Robbins and Judge (2014) suggest that stress is an unpleasant psychological process that occurs in response to environmental stress. Job stress is a condition created by a person cannot control the emotions that affect the process of thinking and conditions themselves Muamarah and Kusuma (2012).

### b. Symptoms of Job Stress

Carlson, Kacmar & Williams (2000) stated that there are 3 symptoms that will be experienced by individuals when experiencing job

stress, namely physiological symptoms, psychological and behavioral symptoms

### 1. Physiological Symptoms

Most attention from the occurrence of stress is felt in physiological symptoms, which is characterized by several symptoms:

- a) Increased heart beat and blood pressure
- b) Physical exhaustion
- c) Muscle tension
- d) Sleep disorders
- e) Headache

### 2. Psychological Symptoms

Job stress can lead to work-related inadequacies, where such discontent has the simplest and most obvious psychological effect of stress. Included in psychological symptoms are:

- a) Tension, anxiety, confusion and irritability
- b) Feelings of frustration, anger and resentment
- c) Emotions become sensitive and hyperactive
- d) Effective communication skills become less
- e) Feel Bored and decreased of job satisfaction
- f) Mental fatigue and decreased intellectual function

### 3. Symptoms of Behavior

Symptoms of behavior-related stress include several changes, namely:

- a) Laze and avoid work
- b) Performance and productivity decreased
- c) Excessive eating as an escape that can obsessive obesity
- d) Loss of appetite and weight loss
- e) Increased high-risk behavior
- f) Relationships are not harmonious with family and friends

The description above shows that the symptoms of job stress is a complex phenomenon, which includes physical, psychological and behavioral conditions. However, these symptoms do not occur at the same time in a person are cumulative, which actually have been happening for a long time, it's just not detectable if it does not show certain behavior.

### **c. Causes Factor Job Stress**

Robbins and Judge (2014) show that there are three categories of potential stressors, as follows:

#### **1. Environmental Factor**

Environmental factors such as environmental uncertainty will affect the design of organizational structures. It also affects stress levels among employees within the organization. Of course, uncertainty is the biggest reason for people who have problems dealing with organizational change. There are three main types of uncertainty: economics, politics, and technology.

#### **2. Organizational Factors**

There are some factors in the organization that can cause stress. Pressure to avoid mistakes or complete tasks in a limited time, excessive workloads, very demanding and insensitive supervisor, and unpleasant colleagues.

### 3. Personal Factors

The last category is the personal factor that concerns itself. Personal factors are referred to in this case such as problems themselves with jobs, family issues and personal.

## 5. Job Satisfaction

### a. Definition of Job Satisfaction

Job satisfaction refers to the attitude of the employee resulting from an evaluation on job. Employees with a high level of job satisfaction will have a positive feel about their work, whereas a person with a low level has negative feelings Robbins and Judge, (2014). Rivai and Sagala (2013) stated that job satisfaction is essentially something that is individually.

Satisfaction in each individual has varying degrees according to his inner judgment. Job satisfaction is an evaluation that describes a person's attitude towards feeling happy or not happy, satisfied or dissatisfied in work. Job satisfaction factors according to Amelia (2010) and Khan et al. (2014) can be seen from five things: 1) Salary; 2) Promotion; 3) Co-workers; 4) Supervisor; 5) Job itself.

Job satisfaction is a feeling of satisfaction or pleasure that is felt by a person for the work achieved. Robbins and Judge (2014) stated, the impact that occurs when an employee is not satisfied with work, namely:

1. Leave

Leaves response leads to leaving the organization, including seeking a position of resignation.

2. Voice

Voice responses include actively and constructively trying to improve conditions, including suggesting improvements. Discuss the issue with the superiors, and take some form of union activity.

3. Loyalty

Loyalty responses mean passively but optimistically waiting for better conditions, including talking to organizations when addressing external criticism and trusting the organization and its management to do the right thing.

4. Abandonment

Abandonment response passively allows the conditions to worsen, including absences or late, reduced effort, and increased error rate.

#### **b. Theory Related with Job Satisfaction**

Mangkunegara (2009:120) describes some of the theory of job satisfaction, those are:

1. Equity Theory

According to this theory, satisfied or unsatisfied employees are the result of comparing an interrelations between input comparison self by learning outcomes of other employees (comparison person). So, if this is felt balance (equity), then the employees will feel satisfied but in the event of over compensation inequity may cause two possibilities, namely the that benefits to the employee and vice versa that disadvantages for other employee (under compensation) which is use as comparison.

## 2. Discrepancy Theory

This theory was first pioneered by Proter. He stated that measuring satisfaction can be done by calculating the difference between what should be and the reality felt by employees. Employee job satisfaction depends on the difference between what is earned and what is expected by the employee. If the employee get more than what is expected, then the employee becomes satisfied. Conversely, if the employees get lower than expected it will cause employees unsatisfied.

## 3. Need Fulfillment Theory

According to this theory, employee job satisfaction depends on whether or not the employee needs fulfillment. The employee will feel satisfied when they get what they needs. The greater the needs of employees are met, the more satisfied the employees, vice versa. If the needs of employees are not met, the employee will feel unsatisfied.

## 4. Social Reference Group Theory

According to this theory, employee job satisfaction is not dependent on the fulfillment of the needs only, but depends heavily on the views and opinions of the group that employees perceive as the reference group.

#### 5. Group Two Herzberg Factors

The two-factor theory was developed by Frederick Herzberg. He uses the theory of Abraham Maslow as his point of reference. Herzberg's research was conducted by interviewing the subject of engineers and accountants. Each subject is asked to describe what happened to them either pleasant or unsatisfactory. Then analyze the content (content analysis) to determine the factors.

### C. The Relationship between Variables

#### 1. The Influence of Work Interference with Family on Job stress

Research conducted by Judge et al. (1994) Work Interference with Family can effect on job stress. When work life disrupts family life, the stress experienced by the individual is often to reduce family time and spend more time with work. Colguiti et al. (2004) and Rajak (2013) from the results of research stated that work family conflict has a positive effect on job stress. This is because the higher of work interference with family experienced by employees then tend to cause high job stress on employees. So, there is a significant influence between Work Interference with Family on Job stress

#### 2. The Influence Family Interference with Work on Job stress

Research conducted by Judge et al. (1994) stated that this conflict is different from Work Interference with Family, the time demands of the family lead to lack of time to work so as to increase job stress. Pranandari (2014) stated that Family Interference with Work has a significant positively effect on job stress of employee who is married and have children. The higher of family interference with work, the higher the level of job stress also. So that allegedly there is a significant influence if the Family Interference with Work at a high level, the higher the level of job stress.

### **3. The Influence of Work Interference with Family on Job satisfaction**

Job satisfaction is a common problem generated through examination of test results regarding Work Interference with Family that causes job dissatisfaction (Lathifah and Rohman, 2014). According to Amelia (2010) supported by Anafarta (2011) and also research that has been done by Laksmi and Hadi (2012) stated that Work Interference with Family has a negative effect on job satisfaction in work. The higher of work interference with the family perceived by an employee then the job satisfaction will be lower, vice versa, the lower the work-family conflict that is felt then the job satisfaction will be higher.

### **4. The influence of Family Interference with Work on job satisfaction**

Frone et al.,(1992) stated that Family Interference with Work has negative relationship with job satisfaction. This indicates that the burden in the high family will have an impact on the decrease of job satisfaction so that

there is a significant influence between Family Interference with Work on job satisfaction

## **5. The Influence of Job Stress on Job Satisfaction**

Mansoor et al. (2011) stated that stress is significantly negative with employee job satisfaction that strengthens employee job satisfaction is critical to the success of the company. Stress has a negative and significant relationship with job satisfaction, because stress is a major problem in work that is closely related to employee job satisfaction (Jehangir, 2011). According to Iqbal and Waseem (2012) stress is a serious problem associated with job satisfaction, this can be proven by research that has been done to get the result that stress negatively affect the job satisfaction, supported also by the results of research conducted by Muamarah and Kusuma (2012) , Arifin et al., (2010) and Yinfah et al. (2010).

## **D. Conceptual Model and Hypothesis Model**

### **1. Conceptual Model**

The purpose of this research is to find out the factor of Work Family Conflict have an influence toward Job Stress and impact on Job Satisfaction of the woman employee in PT BRI Branch Kawi, Malang.

The Conceptual model is pictures in Figure 2.1 belows.

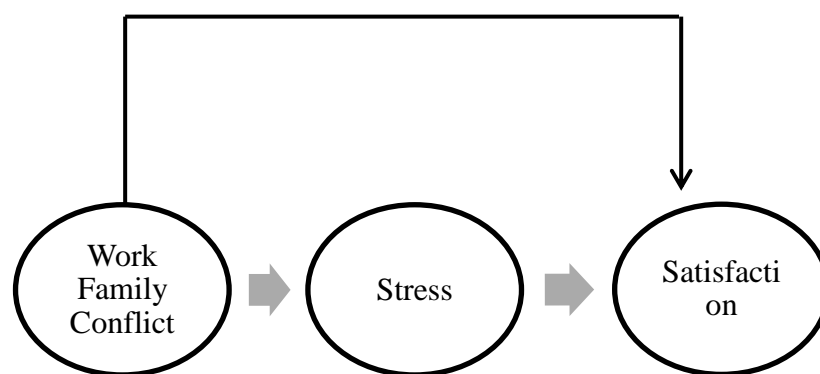


Figure 2.1 Conceptual Model

## 2. Hypothesis Model

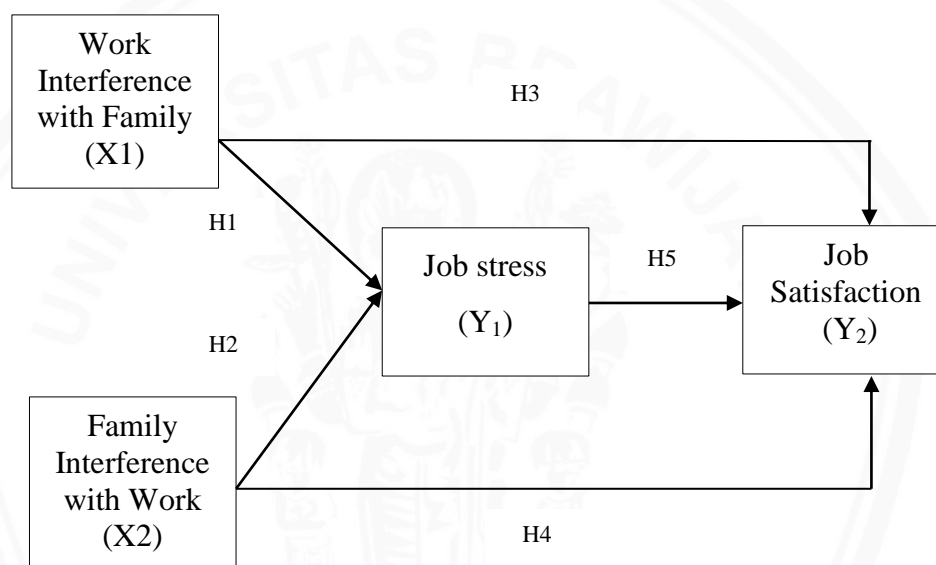


Figure 2.2 Hypothesis Model

Based on the hypothesis model which is the development of the conceptual model, the hypothesis is as follows:

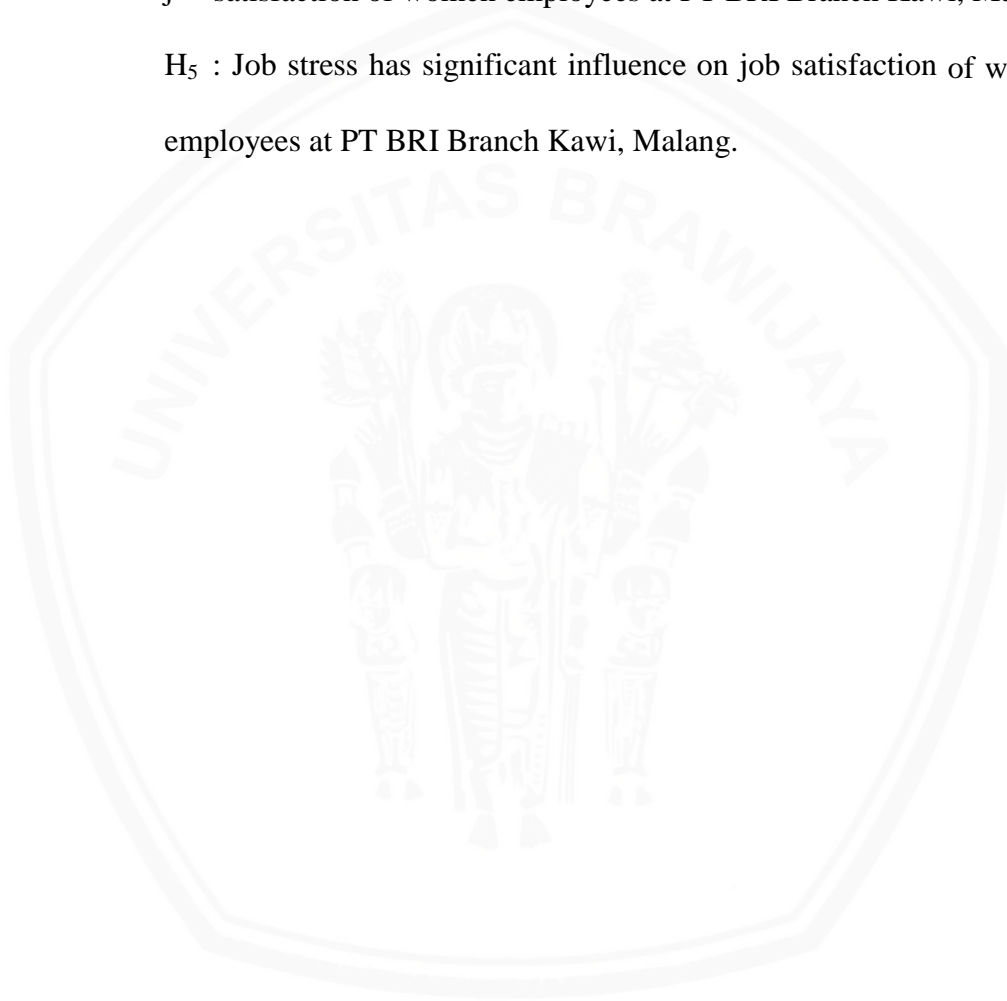
H<sub>1</sub>: WIF (Work Interference with Family) has significant influence on job stress of women employees at PT BRI Branch Kawi, Malang.

H<sub>2</sub> : FIW (Family Interference with Work) has significant influence on job stress of women employees at PT BRI Branch Kawi, Malang.

H<sub>3</sub> : WIF (Work Interference with Family) has significant influence on job satisfaction of women employees at PT BRI Branch Kawi, Malang.

H<sub>4</sub> : FIW (Family Interference with Work) has significant influence on job satisfaction of women employees at PT BRI Branch Kawi, Malang.

H<sub>5</sub> : Job stress has significant influence on job satisfaction of women employees at PT BRI Branch Kawi, Malang.



## CHAPTER III

### RESEARCH METHOD

#### A. Type of Research

This study discusses the influence of work family conflict on job stress and job satisfaction on women employee Bank BRI Branch Kawi, Malang. The type of research used in this study is the type of explanatory research. According to Singarimbun et al., (2008: 5) explanatory research is a study that explains the relationship between research variables with hypothesis testing.

The main reason for choosing the type of explanatory research is to test the hypothesis. Through the results of the hypothesis can be explained the relationship of Work Interference with Family and Family Interference with Work on job stress and job satisfaction on women employee at Bank BRI Branch Kawi, Malang.

The approach used in this study is Quantitative Approach that explains the value of a variable by processing the existing data into units of numbers (Sugiyono, 2005). This paper uses survey research method of questionnaire as the tool to collect the data. According to Hasan (2000), survey research is purposed to collect facts from remaining symptoms and finding the explanatory and evidence factually. In this survey research, the result is desired to be a consideration in making decisions and plans in the future.

## **B. Location of Research**

The research was conducted at Bank Rakyat Indonesia (BRI) Branch Kawi, located at Jl. Kawi, Malang City, East Java 65119 is one of the largest banks owned by Indonesian government. BRI was founded since December 16, 1895 and its existence is still calculated until now. The number of BRI Kawi, Malang employee is 150 people consisting of 80 men and 70 women, while the 80 married employees consist of 50 men and 30 women. Respondents in this study focused on married women employees, amounting to 30 people. This study's respondents are focused on women employees whose status is married because they are likely to experience work-family conflict while in the company they experience stress that influence on satisfaction.

Some of reason the researchers conduct the research in Bank BRI branch Kawi because the bank located in Malang city, it making easier for researchers to conduct the research and Bank BRI Kawi, Malang has never done research with the same review that is the influence of work family conflict on stress and satisfaction, so it makes the researchers interested to do a research.

## **C. Concept, Variable, Operational Definition and Measurement Scale**

### **1. Concept**

Conceptual definition is an explanation of the meaning of concepts. According to Mustafa (2009) the concepts can be defined as an abstraction or idea derived from the summary and observation on a reality expressed in terms generally applicable and unique. The concept of the research is :

#### **a) Work Family Conflict**

Conflict is where the demands of the role of work and family cannot be aligned. The conflict is an imbalance between the two roles of work and family that can interference one role with another role.

**b) The Concept of Job Stress**

Feel suppressing or feel depressed experienced by the employees in the face of work.

**c) The Concept of Job Satisfaction**

Satisfaction is the employee's sense on the job.

**2. Variables**

Variable is an attribute of a person or a thing that variates each other (Sugiyono, 2008). In detail about the variables in this researcher, can be described as follows:

**a) Independent Variable**

According to Sugiyono (2012), independent variables is variables that affect or be on changes or the emergence of the dependent variable. The independent variables in this researcher are Work Interference with Family ( $X_1$ ) and FIW (Family Interference with Work) ( $X_2$ ).

**b) Intervening Variable**

Intervening Variable is an intermediate variable which lies between independent and dependent variables, so the independent variables do not directly affect the change or the emergence of the dependent variable (Sugiyono, 2012). Intervening variables in this study is job stress ( $Y_1$ ).

**c) Dependent Variable**

According to Sugiyono (2012) the dependent variable is a variable affected or as a result, because of the independent variables. Dependent variable in this research is job satisfaction ( $Y_2$ )

### **3. Operational Definition**

#### **a. WIF (Work Interference with Family) ( $X_1$ )**

Work Interference with Family is a role conflict that occurs because the role of work interferes with the role of the family with the following indicators (Amelia, 2010).

##### **1) Time-based conflict**

Time-based conflict occurs when the time required to do one of the job demands can reduce the time to do the family's demands.

##### **2) Strain-based conflict**

Strain-based conflict is the amount of pressure that arises in running one of the demands of work, so that it has difficulty to meet the demands of the family. This can lead to discontent, tension and anxiety.

##### **3) Behavior-based conflict**

Behavior-based conflict occurs when there is a role discrepancy with the desired between work and family. Such, the problem solving solutions at work is less appropriate if applied to solve problems in the family.

#### **b. FIW (Family Interference with Work) ( $X_2$ )**

FIW (Family Interference with Work) ( $X_2$ ) is a role conflict that occurs because family needs interfere with job needs with the following indicators.

1) Time-based conflict

Occurs when the time taken to run one of the family demands can reduce the time to run the job demands

2) Strain-based conflict

Strain-based conflict is the amount of pressure that arises in running one of the roles at home so that it has difficulty in meeting the demands of the family. This can lead to discontent, tension and anxiety.

3) Behavior-based conflict

Behavior-based conflict occurs when there is a role discrepancy with the desired between family and work. As with his problem- solving solutions in the family is less appropriate if applied to solve problems in the work.

**c. Job stress ( $Y_1$ )**

Job stress ( $Y_1$ ) is a condition created by a person cannot control the emotions that affect the process of thinking and conditions themselves. Research in measures this variable using Likert scale with the following indicators of Carlson, Kacmar & Williams (2000).

1. Physiological Symptoms

Most attention from the occurrence of stress is felt in physiological symptoms, which is characterized by several symptoms:

- a) Increased heart beat and blood pressure
- b) Muscle tension
- c) Headache
- d) Sleep disorders
- e) Physical exhaustion

## 2. Psychological Symptoms

Job stress can lead to work-related inadequacies, where such discontent has the simplest and most obvious psychological impact of stress. Included in psychological symptoms are:

- a) Tension, anxiety, confusion and irritability
- b) Angry or upset easily
- c) Emotional easily
- d) Difficult to communicate effectively
- e) Feel Bored and decreased of job satisfaction
- f) Mental fatigue and decreased intellectual function

## 3. Symptoms of Behavior

Symptoms of behavior-related stress include several changes, namely:

- a) Laze and avoid work
- b) Productivity is decreased
- c) Performance is decreased

- d) Loss of appetite
- e) Relationships are not harmonious with family and friends

#### **d. Job satisfaction ( $Y_2$ )**

Job satisfaction is a level where one likes a job (Amelia, 2010). The research in this variable uses the Likert scale with the following indicators.

- 1) Salary earned according to what is done..
- 2) Promotion based on length of work, performance and done fairly.
- 3) Co- worker are technically, colleagues are clever and social, colleagues support.
- 4) Supervision is the ability of supervisors to provide technical assistance and behavior support.
- 5) The work itself is interesting work, the opportunity to learn and the opportunity to accept responsibility.

#### **4. Measurement Scale**

Measurement scale in this study uses Likert scale. According to Sugiyono (2010) Likert scale was used to measure attitudes, opinions and perceptions of a person or group of people about social phenomena. Variables that will be measured elaborated into the indicator variables. For the purposes of quantitative analysis, then the answer from questionnaire can be given a score as follows:

1. Strongly agree/always/very positive, given the score 5

2. Agree/often/positive , given the score 4
3. Doubts /sometimes/neutral, given the score 3
4. Don't agree/never/negative, given the score 2
5. Strongly disagree/never, was given a score of 1

Likert scale with this, respondents are requested to provide a response to each statement and questions by selecting one of five answers are already available.

**Table 3.1**  
**Concept, Variable, Indicator and Item**

No	Concept	Variable	Indicator	Item
1	Work Family Conflict	WIF (Work Interference with Family)	Time based Work Interference with Family	<ol style="list-style-type: none"> <li>1. Time spent on work, making it impossible to participate in family events.</li> <li>2. Lack of time to carry out household duties due to work</li> <li>3. Skip activities with the family because of the time spent working</li> </ol>
			Strain based Work Interference with Family	<ol style="list-style-type: none"> <li>1. Feel tired after work, so cannot do anything in the home.</li> <li>2. Have no more excitement after work from work load, so that cannot contribute in taking care of family.</li> <li>3. Job pressure creates unstable emotion at home.</li> </ol>
			Behavior based Work Interference with Family	<ol style="list-style-type: none"> <li>1. Can work effectively but not help to be a good parent and couple</li> <li>2. Problem- solving</li> </ol>

				<p>behavior that is used in the workplace, is not effective for solving problems at home</p> <p>3. The effective habits and rules in the workforce are unhelpful and unproductive at home.</p>
		Family Interference with Work (X2)	Time based Family Interference with Work	<p>1. The time spend on family responsibilities often interfere work responsibilities</p> <p>2. making family related phone calls or running personal errands during work time to find out the family situation</p> <p>3. miss work activities due to amount of time that must spend on family responsibilities</p>
			Strain based Family Interference with Work	<p>1. Can not concentrate at work because family problems</p> <p>2. Responsibility towards family makes the employee not work optimally</p> <p>3. Causes of pressure at home, Easily provoked emotionally while at work</p> <p>4. Thinking of family responsibilities at work</p>
			Behavior based Family Interference with Work	<p>1. Applying different problem-solving ways at workplace problems with family problems</p>

				<p>2. The problem-solving behaviors use in home are not effective in resolving problems at workplace</p> <p>3. Effective behavior at home will be counter-productive in the workplace</p> <p>The regulation that normally apply in the home can not be applied into the workplace</p>
2	Stress	Job Stress	Physiological Symptoms	<p>1. Muscle tension</p> <p>2. Headache</p> <p>3. Physical exhaustion</p>
			Psychological Symptoms	<p>1. Difficult to communicate effectively</p> <p>2. Angry/upset easily</p> <p>3. Emotional easily</p>
			Behavior Symptoms	<p>1. Productivity is decreased</p> <p>2. Performance is decreased</p> <p>3. Loss of appetite</p>
3	Satisfaction	Job Satisfaction	Satisfaction with salary	<p>1. Salary received always appropriate with education owned</p> <p>2. The salary received has fulfilled the necessities of life</p> <p>3. Salary received in accordance with the work performed</p>
			Satisfaction with promotion	<p>1. Promotion of work at workplace has been done fairly</p> <p>2. Promotion in workplace has been accordance on length of work</p> <p>3. Job promotion on workplace has been</p>

				done by performance of employees
			Satisfaction with Co workers	1. Received support from co workers 2. Have received trust from co workers 3. Have felt comfortable working with co workers
			Satisfaction with supervisor	1. Received support from superiors 2. The willingness of superiors to receive input from workers 3. Has received fair behavior From the management of BRI
			Satisfaction with job	1. Jobs that are covered in accordance with the expertise they have 2. Have an opportunity in making decisions related to work 3. Have liked the job or do not want to move on to another job

Source: Primary data processed, 2018

#### D. Research Population and Sample

##### 1. Population

The population according to Sugiyono (201: 80) is a generalization area consisting of objects or designs that have the qualities and characteristics that are applied by researchers to learn and then drawn conclusions. The numbers of population in this research are 30 women employees who are married in Bank BRI Branch Kawi, Malang.

## 2. Sample

The sample is part of the population (partial or representative population studied). Sample of the study is the population taken as a source of data and can represent the entire population. At the determination of the number of samples used by the authors in this study is by census method based on the provisions put forward by Sugiyono (2002: 61-63) which stated that "Saturated sampling is a sample research technique when all members of the population are used as a sample and another term saturated sample is a census sample. In this study the sample will be taken is all employees of married women that is 30 people. Sample research method used in this research is saturated sample method. The saturated sample method is a sample determination technique when all members of the population are used to be sampled.

## E. Data Collecting Technique

### 1. Data Source

Based on the source, data source used in this study consisted of two types, namely:

#### a. Primary data

Primary data is data obtained directly from the research location that is by distributing questionnaires that have been designed in accordance with the variables, indicator that has been determined by researchers related to work family conflict, stress and satisfaction. Primary

data obtained through the distribution of questionnaires on a number of samples of 30 women employee in BRI Kawi, Malang

#### **b. Secondary data**

Secondary data is data obtained indirectly by researchers and through intermediate media such as data from documents, as well as archives owned by the company. Secondary data in this research include the history and general description of the company, the vision and mission of the company and the number of employees.

### **2. Data Collection Method**

In this research, the collection of data is carried out by means of collecting data directly from the location or object being examined. The stages were used in this study include:

#### **a. Questionnaire**

Questionnaire is data collection technique by giving a set of statements or written questions to the respondents to be answered (Sugiyono, 2010). In this study a questionnaire given to respondents with regard to the influence of work family conflict on stress and satisfaction.

#### **b. Documentation**

Method of data collection by way of viewing and saving company documents relating to research.

### **3. Research Instrument**

According to Hasan (2002), research instruments are tools or facilities used by researchers in collecting data in order to easier the job, and the result

is better, in the sense of careful, complete and systematic way. Researchers in carrying out this research use the instrument as follows

a. Researchers

Instrument in quantitative researcher is the researcher itself, the researcher did the observed on object directly and the result of data collection will be processed to be the result of research.

b. Questionnaire

Questionnaire is a list of questions that are arranged in a structured, filled by the respondents with regard to the information needed. The questions submit to the employee Bank BRI Branch Kawi, Malang

## **F. Instrument Test**

### **1. Validity Test**

Ghozali (2011: 45) stated that the validity of the test is used to measure whether legitimate or valid questionnaires. A questionnaire considered valid if the questions in the questionnaire were able to reveal something that will measure the questionnaire. According to Arikunto (2010: 213) is that a size that was shows the levels of validity of an instrument. An instrument is valid or invalid have high validity. In contrast, the less valid instrument means having a low validity. The correlation formula that can be used is that proposed by Pearson, known as product moment correlation formula as follows:

$$r_{xy} = \frac{n(\Sigma XY) - (\Sigma X \Sigma Y)}{\sqrt{\{n \Sigma x^2 - (\Sigma X)^2\} \{n \Sigma Y^2 - (\Sigma Y)^2\}}}$$

Source: (Arikunto, 2010:2013)

Explanation

r : correlation value of product moment

n : amount of sample/ amount of respondents

X : amount of item score

Y : amount of total score

Each item is valid if the correlation (r) value is more than 0,3. According to Sugiyono (2014) stated that the minimum requirement to be considered eligible valid is if  $r \geq 0,3$ . So, if the correlation between grains with a total score less than 0,3 then the item in the instrument is declared invalid.

## 2. Reliability Test

According to Arikunto (2010:221) reliability refers to the definition that an instrument sufficiently reliable to be used as a data collection for the instrument has been good. An instrument which is either will not be tendentious directing the respondents to select certain answers. Instruments that have been reliable will reliably produce reliable data as well. If the data is correct in accordance with reality, than how many times it takes the result will still the same. An instrument is said to be reliable if a value greater than or equal to the critical value that is  $\alpha > 0.6$ . How to find the reliability of the

overall indicator of which can be done by using Cronbach Alpha coefficients were formulated as follows:

$$r = \left( \frac{k}{k-1} \right) 1 - \left( \frac{\sum \sigma b^2}{\sigma 1^2} \right)$$

Source: (Arikunto, 2010:231)

Explanation

$r$  : instrument reliability

$k$  : amount of questions grain

$\sum \sigma b^2$ : amount of grain variance

$\sigma 1^2$ : total variance

### 3. Validity and Reliability Test Result

#### a. Validity Test Result

**Table 3.2 Instrument Validity Test Result**

Variable	Item	$r$ table	$r$ result	Detail
X1	X1.1	0,3	0,813	Valid
	X1.2	0,3	0,773	Valid
	X1.3	0,3	0,659	Valid
	X1.4	0,3	0,780	Valid
	X1.5	0,3	0,779	Valid
	X1.6	0,3	0,835	Valid
	X1.7	0,3	0,807	Valid
	X1.8	0,3	0,760	Valid
	X1.9	0,3	0,828	Valid
	X1.10	0,3	0,879	Valid
	X1.11	0,3	0,700	Valid
X2	X2.1	0,3	0,878	Valid
	X2.2	0,3	0,849	Valid
	X2.3	0,3	0,836	Valid
	X2.4	0,3	0,844	Valid

	X2.5	0,3	0,899	Valid
	X2.6	0,3	0,897	Valid
	X2.7	0,3	0,881	Valid
	X2.8	0,3	0,959	Valid
	X2.9	0,3	0,932	Valid
	X2.10	0,3	0,939	Valid
	X2.11	0,3	0,931	Valid
Y1	Y1.1	0,3	0,898	Valid
	Y1.2	0,3	0,774	Valid
	Y1.3	0,3	0,669	Valid
	Y1.4	0,3	0,809	Valid
	Y1.5	0,3	0,774	Valid
	Y1.6	0,3	0,857	Valid
	Y1.7	0,3	0,832	Valid
	Y1.8	0,3	0,781	Valid
	Y1.9	0,3	0,711	Valid
Y2	Y2.1	0,3	0,704	Valid
	Y2.2	0,3	0,481	Valid
	Y2.3	0,3	0,703	Valid
	Y2.4	0,3	0,778	Valid
	Y2.5	0,3	0,674	Valid
	Y2.6	0,3	0,693	Valid
	Y2.7	0,3	0,730	Valid
	Y2.8	0,3	0,630	Valid
	Y2.9	0,3	0,651	Valid
	Y2.10	0,3	0,703	Valid
	Y2.11	0,3	0,644	Valid
	Y2.12	0,3	0,736	Valid
	Y2.13	0,3	0,549	Valid
	Y2.14	0,3	0,698	Valid
	Y2.15	0,3	0,630	Valid

Source: Data Processed by Researcher, 2018

Based on Table 3.2 above all of item in the instrument are considered valid because of the value of  $r \text{ count} \geq r \text{ table}$ , Thirteen (30) samples are used to test the instrument of this questionnaire. The amount of items in this research is 46 are passed the validity test in the significance level of 0,00.

#### **b. Reliability Test Result**

No	Variable	Reliability Test	Details
1	Work Interference with Family (X1)	0,937	Reliable
2	Family Interference with Work (X2)	0,973	Reliable
3	Job Stress (Y1)	0,924	Reliable
4	Job Satisfaction (Y2)	0,911	Reliable

Source: Data Processed by Researcher, 2018

From Table 3.3 obtained that the value of Cronbach Alpha of all variables are more than 0,6. Based on previous explanation about reliability testing, then it can be proved variables used in this research are reliable.

#### **G. Data Analysis Technique**

According to Singarimbun et al (2008: 263), data analysis is the process of simplifying the data into a form that is easier to read and understand. With data analysis, can be answered formulas problem that has been determined and testing the hypothesis that has been determined. Method of data analysis used in this research there are two, namely:

##### **1. Descriptive Analysis**

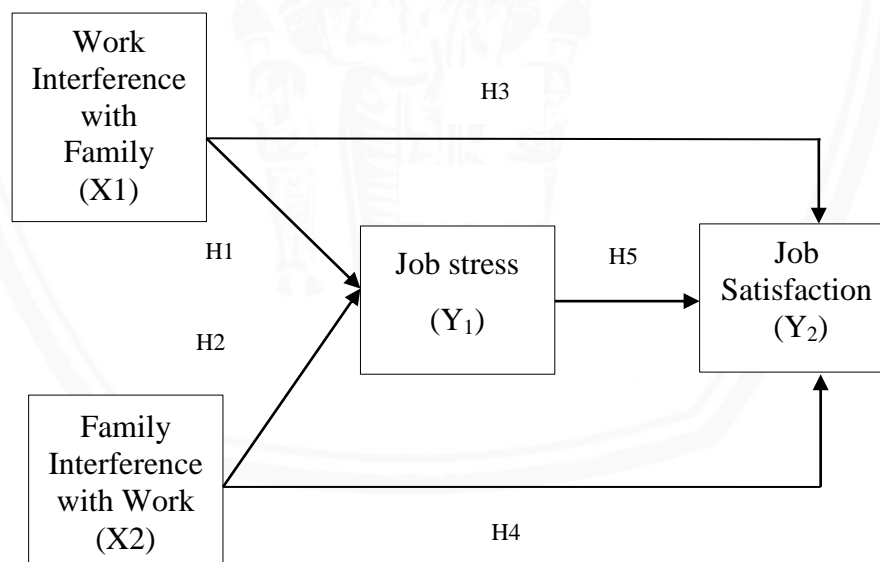
According to Sugiyono (2011:147) descriptive analysis is used to analyze the data in ways that describe or that has been collected as it is. Through analysis of descriptive data, there is simplification of data with

classification based on their respective groups. The purpose of descriptive data analysis is to simplify the data, so that data presented can provide information and easily understood by the reader.

## 2. Path Analysis

This study used path analysis to analyze the data. Path analysis is used to analyze the patterns of relationships between variables to determine the effect of directly or indirectly, a set of independent variables on the dependent variable. Path coefficients shows how big the influence of changes in one variable against another. In the path analysis, there are several steps as follows (Solimun, 2002: 47)

### a. Designing a model based on the concepts and theories



Equation:

$$Y_1 = P_{y_1x_1}x_1 + P_{y_1x_2}x_2 + \varepsilon_1$$

$$Y_2 = P_{y_2x_1}x_1 + P_{y_2y_1}y_1 + Y_2\varepsilon_2$$

Explanation:

$X_1$ : Work Interference with Family

$X_2$ : Family Interference with Work

$Y_1$ : Job Stress

$Y_2$ : Job Satisfaction

$\varepsilon_1 \varepsilon_2$  : Residual

b. Examination of the underlying assumptions. Assumptions that underlying the path analysis are:

- 1) In path analysis model, the relationship between variables is linear and additive
- 2) Only recursive models that can considered, which only causal system flow in one direction
- 3) The dependent variable at least a measuring scale interval
- 4) Valid and reliable measurement instrument
- 5) The model that specified analyzed (identified) correctly based on relevant theories and concepts

c. Parameter estimation or calculation of path coefficients

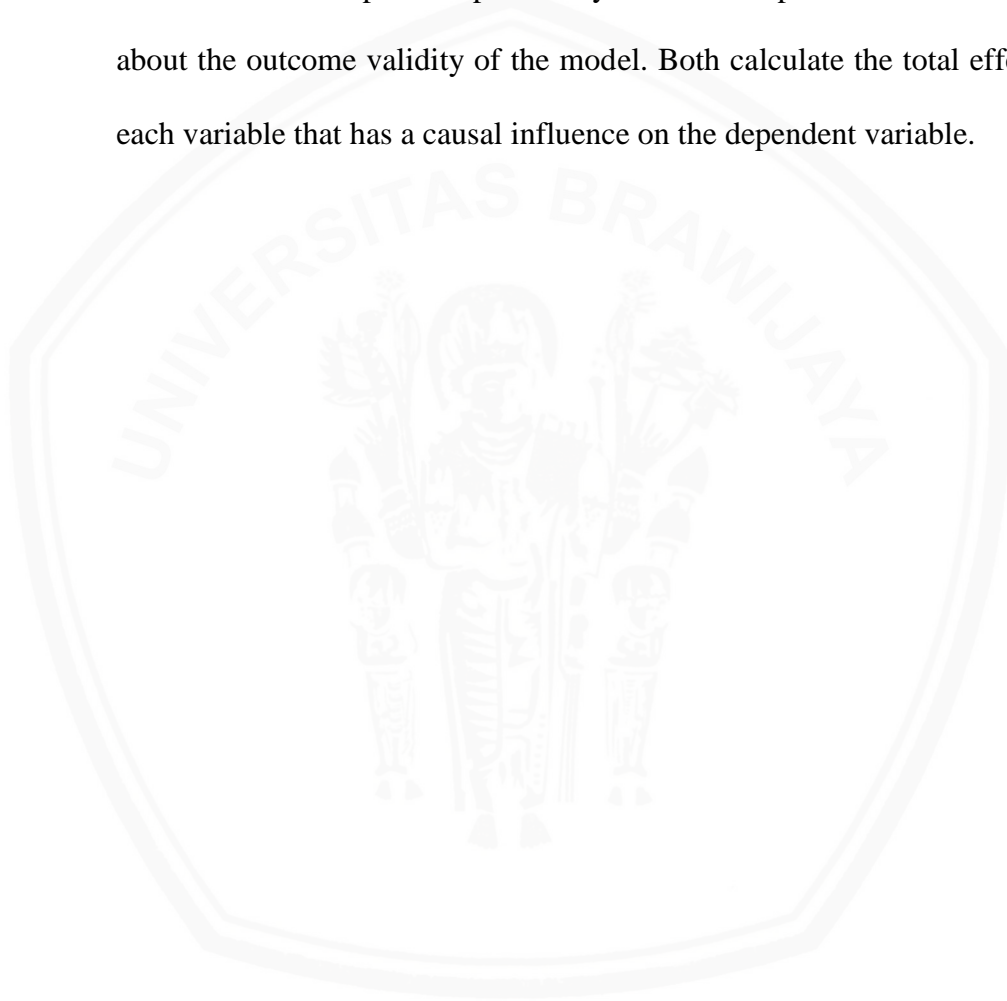
For one-way  $\longrightarrow$  arrows used standardized regression calculation, partially in each equation. From this calculation path coefficient obtained direct influence. Parameter estimation performed using SPSS software and calculated through regression analysis, which is carried out on each partial equation.

d. Examination of the validity model.

There are two indicators of validity model in path analysis, the coefficient of determination of total and trimming theory. This research model validation checks using total indicators coefficient of determination.

e. Interpretation of analytical results.

The last step in the path analysis is to interpret the results. First is about the outcome validity of the model. Both calculate the total effect of each variable that has a causal influence on the dependent variable.



## CHAPTER IV

### RESEARCH RESULT AND DISCUSSION

#### A. General Description of Research Location

##### 1. Company Profile

PT Bank Rakyat Indonesia (Persero) Tbk (People's Bank of Indonesia, commonly known as BRI or PT BRI) is one of the largest banks in Indonesia . It specializes in small scale and microfinance style borrowing from and lending to its approximately 30 million retail clients through its over 4,000 branches, units and rural service posts. It also has a comparatively small, but growing, corporate business. As of 2010 it is the second largest bank in Indonesia by asset.

BRI is the oldest bank in Indonesia, tracing back since 1896. It is currently 70% government owned operating company (Persero) and has been government-owned for the entire period since the war of independence (1945 to 1949) to November 2003, when 30% of its shares were sold through an IPO.

BRI was founded in 1895, during the Dutch colonial period as De Poerwokertosche Hulp en Spaarbank der Inlandsche Hoofden (Help and Savings Bank for Purwokerto's Aristocrats) by Raden Bei Aria Wirjaatmadja in Purwokerto, Central Java. It then underwent its first (of many) name changes to Hulp en Spaarbank der Inlandsche Bestuurs Ambtenaren (Help and Savings Bank for Local Civil Servants).

Going through several name changes, its final name during the colonial period was Algemene Volkscredietbank (People's General Credit Bank, AVB) in 1934. This translates loosely into Indonesian as Bank Rakyat Serikat. At this point it was one of the largest institutions in the (then) colony.

The bank's operations were affected by the Japanese occupation during the 1942 to 1945 period of World War II, including a further name change to Shomin Ginkou (People's Bank). After the Indonesian declaration of independence, on 17 August 1945 the bank was officially nationalised by the new government and then renamed Bank Rakyat Indonesia Serikat. As a bank wholly owned by the government, BRI's structure then largely followed government whim, which moved rapidly towards socialism under President Sukarno and then to state authoritarianism under President Suharto. This involved being folded into, and then out of, Bank Indonesia (now the central bank of Indonesia). BRI gained its current name and status in 1992.

BRI was nearly unique in Indonesia in the East Asian financial crisis of 1997, in that its operations were largely unaffected. This was because it had very little, if any, lending in foreign currencies or to the large corporations that had been borrowing heavily overseas, as most of the other large Indonesian banks had.

Since then BRI has been concentrating on increasing its core business and improving its risk management practices. As part of reform process in Indonesia since 1998, the government has been steadily reducing its influence on the Bank's day-to-day operations, culminating in its IPO. It is also seeking

to comply with the Basel II accords, as mandated by Bank Indonesia, by 2008. During period of 2006–2011, its assets jumped almost 62%. The bank topped the list of the nation's most profitable banks for six years, recording assets of Rp 249.56 trillion (US\$28.6 billion) in 2010, up from Rp 154.72 trillion in 2006.

In April 2014, BRI contracted build and launch their first satellite, a 3,500 lb (1,600 kg) C- and Ku-band spacecraft dubbed BRIsat, and on 18 June 2016, Ariane 5 has successfully launched BRIsat as the first satellite owned and operated by a bank in the world to link the bank's geographically isolated branches.

## **2. Vision and Mission**

### **Vision:**

Bank Rakyat Indonesia's vision is to become a leading commercial bank that always prioritizes customer satisfaction

### **Mission:**

To achieve the the vision, BRI has decided on three missions that have to be undertaken namely:

- a) BRI provides the best banking operation by prioritizing services for Macro, Small, and Medium Businesses in order to support people's economy.
- b) BRI offers premium services to customers through a network that are spread all over Indonesia and supported by professional human resources who implement the Good Corporate Governance practices

- c) BRI create values and produce optimal benefits to all stakeholders.

## B. General Description of Respondents

This research is using questionnaire as the instruments and distribute to 30 Women Employee at Bank Rakyat Indonesia Branch Kawi. Based on the result, researcher obtained data as below:

### 1. Respondents based on ages

Table 4.1 below shows the number of respondents based on ages:

**Table 4.1**  
**Respondents Distribution Based on Ages**

No.	Ages (years old)	Amount (n)	Percentage (%)
1	21 – 30	17	56,70
2	31 – 40	11	36,70
3	> 40	2	6,70
<b>Total</b>		<b>30</b>	<b>100</b>

Source: Primary data processed, 2018

Table 4.1 above shows that there are 17 (56,70%) respondents who are in the first category of 21-30 years old, 11 (36,70%) respondents who are in the second category of 31-40 years old, and 2 (6,70%) respondents who are in the last category of above 40 years old. This is indicates that the majority of respondents are in the range of ages 21 to 30 years, so that respondents in that age becomes the highest presentation.

### 2. Respondents based on number of children

Table 4.2 below shows the number of respondents based on number of children.

**Table 4.2**  
**Respondents Distribution Based on Number of Children**

No	Number of Children	Amount (n)	Percentage (%)
----	--------------------	------------	----------------

1	0	10	<b>33,33</b>
2	1-3	20	<b>66,67</b>
3	> 3	0	<b>0</b>
<b>Total</b>		<b>30</b>	<b>100</b>

Source: Primary data processed, 2018

Table 4.2 shows that there are 10 (33,33%) respondents who do not have children in the first category, 20 (66,67%) respondents who have a number of children between 1 to 3 children in the second category, and there is no respondent who have children more than 3.

### 3. Respondents based on level of education level of education

Table 4.3 below shows the number of respondents based on level of education.

**Table 4.3**  
**Respondents Distribution Based on Level of Education**

No	Level of Education	Amount (n)	Percentage (%)
1	D3/ Diploma	9	<b>30,0</b>
2	S1/ Bachelor	20	<b>66,70</b>
3	S2/ Master	1	<b>3,30</b>
<b>Total</b>		<b>30</b>	<b>100</b>

Source: Primary data processed, 2018

Table 4.3 shows that there are 9 (30,0%) respondents who have D3/ Diploma education level, 20 (66,7%) respondents who have S1/ Bachelor education level and 1 (3,30%) respondents who have S2/ Master education level.

### 4. Respondents based on length of working

Table 4.4 below shows the number of respondents based on length of working.

**Table 4.4**  
**Respondents Distribution Based on Length of Working**

No	Length (years)	Amount (n)	Percentage (%)
1	< 5	16	53,30
2	5-10	7	23,30
3	> 10	7	23,30
	<b>Total</b>	<b>30</b>	<b>100</b>

Source: Primary data processed, 2018

Table 4.4 shows that there are 16 (53,3%) respondents who are in the first category under 5 years, 7 (23,3%) respondents who are in the second category of 5 to 10 years, and 7 (23,3%) respondents who are in the last category of above 10 years length of working.

### C. Descriptive Statistic Analysis

In this research, descriptive analysis consists of item distribution from each variable. Grouped data is tabulated and followed with a descriptive discussion. Descriptive analysis that is used, gives information about variables' characteristic in this research; Work Interference with Family (X1), Family Interference with Work (X2), as the independent variables with Job Stress (Y1) on Job Satisfaction (Y2) as the dependent variable.

#### 1. Frequency Distribution of Work Interference with Family (X1)

**Table 4.5**  
**Frequency Distribution Table of Work Interference with Family (X1)**

SA		A		N		DA		SDA		Mean Item	Mean Indicator
f	%	f	%	f	%	f	%	f	%		
6	20,0	13	43,3	5	16,7	5	16,7	0	0	3,63	3,65
2	6,7	17	56,7	6	20	5	16,7	0	0	3,53	
2	6,7	17	56,7	8	26,7	3	10,0	0	0	3,60	
8	26,7	11	36,7	9	30,0	2	6,7	0	0	3,83	
4	13,3	13	43,3	7	23,3	6	20,0	0	0	3,50	3,45

2	6,7	15	50	5	16,7	8	26,7	0	0	3,37	3,63
3	10	14	46,7	7	23,3	6	20	0	0	3,47	
0	0	20	66,7	6	20,0	4	13,3	0	0	3,53	
6	20,0	13	43,3	7	23,3	4	13,3	0	0	3,70	
6	20,0	10	33,3	8	26,7	6	20,0	0	0	3,53	
2	6,7	19	63,3	6	20	3	10	0	0	3,67	
Mean of Variable of Work Interference with Family (X1)										3,58	3,58

Note:

**Indicator of Time-based work interference with family**

X1.1: I always skip my family activities because of my work.

X1.2: My job keeps me from participating equally in household responsibilities and activities

X1.3: I feel guilty for not having amount of times to taking care of family (husband and child) because of work

X1.4: The time I spend together with family is not enough because of my work responsibilities

**Indicator of Strain-based work interference with family**

X1.5: When I get home from work I am often too frazzled to participate in family activities/responsibilities

X1.6: Due to all pressures at work, I am easily provoked emotionally while at home

X1.7: When I was at home, the responsibilities of my job keep disturbing my mind

X1.8: I could not concentrate on taking care of my family because of my responsibilities at work

**Indicator of Behavior-based work interference with family**

X1.9: The problem-solving behaviors I use in my job are not effective in resolving problems at home

X1.10: I do not usually apply the regulation that normally I apply in the work into the family

X1.11: The behaviors I perform that make me effective at work do not help me to be a better parent and spouse

Based on the table above it is known that variable of work interference are divided into three indicators. The first indicator is time based work interference with family, the second indicator is strain based work interference with family and the third indicator is behavior based in work interference with family.

The first item of time based work interference with family indicator is “i always skip my family activities because of my work”, which stated strongly

agree as much as 6 respondents or 20,0%, which stated agree as much as 13 respondents or 43,3%, 5 respondents or 16,7% which stated neutral, 5 respondents or 16,7% which stated disagree and 0 respondents or 0% which stated strongly disagree. The average value of item X1.1 is 3,63, and this means that the employee of PT BRI often skip their family activities because of their works.

Second item is “My job keeps me from participating equally in household responsibilities and activities”, there are 2 respondents or 6,7% which stated strongly agree, 17 respondents or 56,7% stated agree, which stated neutral as much as 6 respondents or 20,0%, which stated disagree as much as 5 respondents or 16,7% and 0 or 0% respondents which stated strongly disagree. The average value of X1.2 is 2,53 and it means that the women employees of PT BRI often not equally participate in household responsibilities because of their job.

The third item is “I feel guilty for not having amount of times to taking care of family (husband and child) because of work”, there are 2 respondents or 6,7% which stated strongly agree, 17 respondents or 56,7% which stated agree, there are 8 respondents or 26,7% which stated neutral, who stated strongly disagree as much as 0 or 0% respondents. The average value of X1.3 is 3,60 and it means that the women employees of PT BRI often feel guilty for not having amount of times to taking care of family (husband and child).

The fourth item is “The time I spend together with family is not enough because my work responsibilities”, there are 8 respondents or 26,7% which stated strongly agree, there are 11 respondents or 36,7% which stated agree, 9 respondents or 30,0% which stated neutral, 2 respondents or 6,7% which stated

disagree, and 0 or 0% respondents which stated strongly disagree. The average value of item X1.4 is 3,83 and it means that the time that women employees of PT BRI spend together is not enough because their work responsibilities

From indicator Work Interference Family on indicator based in time it can conclude that the average value as much as 3,65. This value describes the most of women employees of PT BRI Kawi realize the time conflict with the high influence, so the women employees are hard in divide the time for family responsibilities or work responsibilities. This is because the women employees of PT BRI could not make a balancing condition between one role with another role.

The second indicator of work interference with family is indicator strain based Work Interference with Family. It will be the fifth item in work interference with family. The fifth item is “When I get home from work I am often too frazzled to participate in family activities/responsibilities”, there are 3 respondents or 10% which stated strongly agree, 14 respondents or 46,7% which stated agree, 7 respondents or 23,3% stated neutral, there are 6 respondents or 20% which stated disagree, and 0 respondents or 0 which stated strongly disagree. The average value of X1.5 is 3,47 and it means that the women employee of PT BRI often feel frazzled to do their responsibilities in household when they get home.

The sixth item of work interference with family is “Due to all pressures at work, I am easily provoked emotionally while at home”, there are 2 respondents or 6,7% which stated strongly agree, 17 respondents or 56,7% which stated agree, 8 respondents or 26,7% which stated neutral, there are 3 respondents or 10% which stated disagree and 0 or 0% respondents which stated strongly disagree.

The average value of X1.6 is 3,60, and it means pressures at work make the women employees of PT BRI often easily provoked emotionally while at home.

The seventh item of work interference with family is “When I was at home, the responsibilities of my job keep disturbing my mind”, 0 respondents or 0% which stated strongly agree, there are 20 respondents or 66,7% which stated agree, 6 respondents or 20% which stated neutral, there are 4 respondents or 13,3% which stated strongly disagree and 0 respondents or 0% which stated disagree. The average value of item X1.7 is 3,53 and it means that responsibilities of job of women employees in PT BRI could interfere their concentration in doing family activities.

The eighth Item of work interference with family based in strain is “I could not concentrate on taking care of my family because of my responsibilities at work”, there are 8 respondents or 26,7% which stated strongly agree, 11 respondents or 36,7% stated agree, 9 respondents or 30,0% stated neutral, 2 respondents or 6,7% stated disagree, and 0 respondents or 0% which stated strongly disagree. The average value of item X1.8 is 3,83 and it means that the women employees of PT BRI less of concentrates in doing their responsibilities in household because of their responsibilities in their job.

The average value of work interference with family on indicator based strain based is 3,53. This result describes that the women employees in PT BRI Kawi experience conflict of strains obtained from both of their roles, those are household activities and employee activities in PT BRI Malang.

The third indicator of work interference with family is indicator behavior based Work Interference with Family. This is the ninth item of work interference with family is “The problem-solving behaviors I use in my job are not effective in resolving problems at home”, there are 6 respondents or 20,0% which stated strongly agree, 13 respondents or 43,3% stated agree, 7 respondents or 23,3% stated neutral, 4 respondents or 13,3% which stated disagree, and 0 respondents or 0% which stated strongly disagree. The average value of item X1.9 is 3,70 and it means that the problem-solving used in the work place is not suitable in household environment.

Furthermore, the item of work interference with family is “I do not usually apply the regulation that normally I apply in the work into the family”, there are 6 respondents or 20,0% which stated strongly agree, 10 respondents or 33,3% stated agree, 8 respondents or 26,7% which stated neutral, 6 respondents or 20,0% which stated disagree and 0 respondents or 0% which stated strongly disagree. The average value of item X1.10 is 3,53 and it means that the regulation which is applied in the work place could not be placed in the home (household).

The last item of work interference is “The behaviors I perform that make me effective at work do not help me to be a better parent and spouse”, there are 2 respondents or 6,7% which stated strongly agree, who stated agree as much as 9 respondents or 63,3%, 6 respondents or 20% stated neutral, 3 respondents or 10% which stated disagree and 0 respondents or 0% which stated strongly disagree. The average score of item X1.11 is 3,67 and it means that the effective behaviors

in workplace are not giving effect for women employees of PT BRI for being a better parent.

The average score on behavior based in work interference with family is 3.69 which is high. It is describes that women employees at PT BRI Kawi experienced strained conflicts that resulted from two roles, as a parent and as an employee with a relatively high capacity. Women employees at PT BRI feel that not all of the activity they apply in a workplace which is good and effective will give good results or impacts when applied in the family environment. It can also explain that the character of the work environment and the family environment have the distinction, so that it can not be given the same treatment.

Based on the results of the responses of respondents regarding the items related to work interference with family variable, the average work interference with family variables of 3.58, it can be concluded that employees of PT BRI Kawi experience work interference family is classify as high value.

## 2. Frequency Distribution of Family Interference with Work (X2)

**Table 4.6**  
**Frequency Distribution Table of Family Interference with Work (X2)**

SA		A		N		DA		SDA		Mean Item	Mean Indicator
f	%	f	%	f	%	f	%	f	%		
1	3,3	21	70,0	4	13,3	2	6,7	2	6,7	3,57	3,56
6	20,0	12	40,0	6	20,0	3	10,0	3	10,0	3,50	
6	20,0	14	46,7	4	13,3	4	13,3	2	6,7	3,60	
4	13,3	13	43,3	7	23,3	5	16,7	1	3,3	3,47	3,54
2	6,7	21	70,0	1	3,3	5	16,7	1	3,3	3,60	
2	6,7	21	70,0	1	3,3	6	20,0	0	0	3,63	
0	0	22	73,3	2	6,7	4	13,3	2	6,7	3,47	
6	20,0	13	43,3	4	13,3	5	16,7	2	6,7	3,53	3,58
9	30,0	10	33,3	4	13,3	5	16,7	2	6,7	3,63	
6	20,0	14	46,7	4	13,3	4	13,3	2	6,7	3,60	

SA		A		N		DA		SDA		Mean Item	Mean Indicator
f	%	f	%	f	%	f	%	f	%		
0	33,3	7	23,3	6	20	4	13,3	3	10	3,57	
Mean of Variable of Family Interference with Work (X2)										3,56	3,56

Note

**Indicator based in time family interference with work**

X2.1: The time I spend on family responsibilities often interfere with my work responsibilities

X2.2: I find myself making family related phone calls or running personal errands during work time to find out the family situation

X2.3: I have to miss work activities due to amount of time I must spend on my family responsibilities

**Indicator based in strain family interference with work**

X2.4: I can not concentrate at work because of my family problems

X2.5: Responsibility towards family makes me not work optimally

X2.6: Due to all pressures at home, I am easily provoked emotionally while at work

X2.7: Thinking of family responsibilities at work

**Indicator based in behavior family interference with work**

X2.8: Applying different problem-solving ways at workplace problems with family problems

X2.9: The problem-solving behaviors I use in my home are not effective in resolving problems at workplace

X2.10: Effective behavior at home will be counter-productive in the workplace

X2.11: The regulation that normally I apply in the home can not be applied into the workplace

Based on the table above, it can be seen that the variable family interference with work is divided into 3 indicators, the first is indicator of time-based family interference with work, the second indicator is strain-based family interference with work and the third is the indicator of behavior based in family interference with work.

In the indicator of time-based family interference with work, the first item is "The time I spend on family responsibilities often interfere with my work responsibilities", as many as 1 respondent or 3.3% who answered strongly agree, as many as 21 respondents or 70.0% who stated agree, as many as 4 respondents

or 13.3% stated neutral, 2 respondents or 6.7% stated disagree, and 2 respondents or 6.7% stated strongly disagree. The average value of this item is 3.57 which mean that their responsibilities in taking care of family often disrupt the time to do their responsibilities at work.

The second item on family interference with work is " I find myself making family related phone calls or running personal errands during work time to find out the family situation", many as 6 respondents or 20.0% stated strongly agree, 12 respondents or 40.0% who stated agree, 6 respondents or 20.0% stated neutral, 3 respondents or 10.0% who stated disagree, and 3 respondents or 10.0% who stated strongly disagree. The average value of the items is 3.50 and it means that female employees often make calls on their work time to find out the situation of the house.

The third item of family interference with work is " I have to miss work activities due to amount of time I must spend on my family responsibilities", 0 respondents or 0% stated strongly agree, as many as 14 respondents or 46.7% stated agree, as many as 4 respondents or 13.3% who stated neutral, as many as 4 respondents or 13.3% who stated disagree, and 2 respondents or 6.7% who stated strongly disagree. The average value of an item is 3.60 and it means that female employees at PT BRI often miss/skip their work activities to fulfill family responsibilities.

The average value in the indicator of based in time family interference with work is 3.56. It describes that female employees at PT BRI Kawi experienced time conflicts, so women employees were indicated at PT BRI had

difficulty in divide time for family and time will be used to carry out their work responsibilities.

The second indicator of family interference with work is the indicator of strain based family interference with work. The item that is became the fourth item of family interference with work is " I can not concentrate at work because of my family problems", as many as 4 respondents or 13.3% stated strongly agree, 13 respondents or 43.3% who stated agree, 7 respondents or 23, 3% stated neutral, 5 respondents or 16.7% who stated disagree and as much as 1 respondent or 3.3% who stated strongly disagree. The average value of this item is 3.47 and it means that the female employee at BRI Bank is difficult to concentrate on his work when the employee is experiencing problems within the family.

The fifth item in the family interference with work is " Responsibility towards family makes me not work optimally ", as many as 2 respondents or 6.7% stated strongly agree, as many as 21 respondents or 70.0% stated agree, 1 respondent or 3.3 % who stated neutral, as many as 5 respondents or 16.7% stated disagree and 1 respondent or 3.3% who stated strongly disagree. The average value of the fifth item is 3.60, and it means that the family responsibilities make women employees at BRI Bank could not work optimally.

The sixth item in the family interference with work is " Due to all pressures at home, I am easily provoked emotionally while at work ", as many as 2 respondents or 6.7% who stated strongly agree, as many as 21 respondents or 70% who stated agree, as much as 1 respondent or 3.3% who answered neutral, as many as 6 respondents or 20.0% stated disagree and 0 respondents or 0% who

stated strongly disagree. The average value of sixth item is 3.63 which mean that women employees at PT BRI become emotionally at work because of stress from family.

The seventh item in the family interference is "Thinking of family responsibilities at work", 0 respondents or 0% stated strongly agree, 22 respondents or 73.3% answered agree, 2 respondents or 6.7% who stated neutral, as many as 4 respondents or 13 , 3% stated disagree, and as many as 2 respondents or 6.7% answered strongly disagree. The average value of an item is 3.47, which means that women employees at PT BRI often think of their responsibilities in the family while at work.

The average value of family interference with work in the indicator based in strain is 3.54. It shows that women employees at PT BRI Kawi experience conflict of tension from two roles that is as parent and high capacity employee.

The third indicator in work interference with family is the indicator of strain based family interference with work. The eighth item of the family interference with work is " Applying different problem-solving ways at workplace problems with family problems ", 6 respondents or 20.0% stated strongly agree, 13 respondents or 43.3% who stated agree, as many as 4 respondents or 13.3% stated neutral, as many as 5 respondents or 16.7% who stated disagree and 2 respondents or 6.7% who stated strongly disagree. The average value of the eighth item is 3.53, and it means that women employees at PT BRI apply different ways of solving problems at work and resolving family problems.

The ninth item of family interference with work is "The problem-solving behaviors I use in my home are not effective in resolving problems at workplace", as many as 9 respondents or 30.0% who stated strongly agree, as many as 10 respondents or 33.3% who stated agree, as many as 4 respondents or 13.3% answered neutral, as many as 5 respondents or 16.7% stated not agree and as many as 2 respondents or 6.7% who stated strongly disagree. The average value of ninth item is 3.63 which mean that problem-solving that effective at home is not effective when implemented at work.

The tenth item in the family interference with work is " Effective behavior at home will be counter-productive in the workplace ", as many as 6 respondents or 20.0% answered strongly agree, as many as 14 respondents or 46.7% answered agree, 4 respondents or 13, 3% answered neutral, as many as 4 respondents or 13.3% answered disagree, and 2 respondents or 6.7% answered strongly disagree. The average value of tenth item is 3.60 which mean that effective behavior at home is counter-productive when it was done at work.

The eleventh item of the family interference with work is " The regulation that normally I apply in the home could not be applied into the workplace", as many as 10 respondents or 33.3% answered strongly agree, as many as 7 respondents or 23.3% answered agree, as many as 6 respondents or 20 % answered neutral, as many as 4 respondents or 13.3% answered disagree, and as many as 3 respondents or 10% answered strongly disagree. The average value of an eleventh item is 3.57 which mean that women employees at BRI Bank can not apply the regulation at home when they are at work.

The average value of behavior based family interference with work indicator is 3.58 which is high. It describes that the women employees at PT BRI Kawi often experience conflicts between their usual behaviors at home as housewives with their behaviors as employees in the workplace. Where their behaviors and rules that they usually apply in the family at home are not completely acceptable if those behaviors and rules applied in the workplace.

Based on the results of the responses of respondents regarding items that is related to the family interference with work variable, the average value of work interference with family variables is 3.56 so it can be concluded that employees of PT BRI Kawi experiencing work interference family is high.

### 3. Frequency Distribution of Job Stress (Y1)

**Table 4.7**  
**Frequency Distribution Table of Job Stress (Y1)**

SA		A		N		DA		SDA		Mean Item	Mean Indicator
f	%	f	%	f	%	f	%	f	%		
7	23,3	11	36,7	6	20,0	6	20,0	0	0	3,63	3,85
5	16,7	14	46,7	6	20,0	5	16,7	0	0	3,63	
6	20,0	21	70,0	1	3,3	2	6,7	0	0	4,03	
1	3,3	20	66,7	4	13,3	5	16,7	0	0	3,63	3,67
6	20,0	11	36,7	9	30,0	4	13,3	0	0	3,80	
7	23,3	13	43,3	7	23,3	3	10	0	0	3,63	
4	13,3	15	50,0	6	20,0	5	16,7	0	0	3,60	3,59
1	3,3	19	63,3	7	23,3	3	10,0	0	0	3,60	
3	10,0	21	70,0	4	13,3	2	6,7	0	0	3,57	
Mean of Variable of Job Stress (Y1)										3,70	3,70

Note:

#### **Physiological Symptoms**

Y1.1 : I often experience muscle tension when working or back home from work

Y1.2 : I often experience headaches

Y1.3 : I often experience physical exhaustion during work

#### **Psychological Symptoms**

Y1.4 : The work responsibilities make me difficult to communicate effectively with co-workers

Y1.5 : The work responsibilities often make me angry or upset easily

Y1.6 : When the work responsibilities increase, I get emotional easily

**Behavioral Symptoms**

Y1.7: I could not finish the job on time as scheduled

Y1.8 : Recently, I could not finish my job well

Y1.9 : I will lose my appetite when the work responsibilities are excessive

Job stress have 3 indicators, the first is physiological symptoms, psychological symptoms and behavioral symptoms. The first item in job stress is related to the physiological symptom indicator that is " I often experience muscle tension when working or back home from work", as many as 7 respondents or 23.3% stated strongly agree, as many as 11 respondents or 36.7% agreed, as many as 6 respondents or 20.0% stated neutral, as many as 6 respondents or 20.0% stated disagree and as many as 0 respondents or 0% stated strongly disagree. The average value of the first item is 3.63 and it means that women employees at PT BRI often experience muscle tension when working or coming home from work.

The second item is "I often experience headaches", as many as 5 respondents or 16.7% stated strongly agree, as many as 14 respondents or 46.7% who stated agree, as many as 6 respondents or 20.0% stated neutral, as many as 5 respondents or 16.7% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the second item is 3.63 which is means that women employees at BRI Bank often experience headaches.

The third item is "I often experience physical exhaustion during work", as many as 6 respondents or 20.0% stated strongly agree, as many as 21 respondents or 70% stated agree, as much as 1 respondent or 3.3% stated neutral, as much as 2 respondents or 6 , 7% stated disagree and 0 respondents or 0% stated strongly

disagree. The average value of the third item is 4.03 which means that women employees of PT BRI often experience physical exhaustion during work.

The indicator value of physiological symptoms on job stress is 3.85 which is means that job stress experienced by women employee at BRI Bank tends to be high, while the highest average value in environmental indicator is 4.03. This indicates that women employees at PT BRI often experience physical exhaustion during work.

The fourth item on job stress is related to the psychological symptoms indicator that is "The work responsibilities make me difficult to communicate effectively with colleagues", as many as 1 respondent or 3.3% stated strongly agree, as many as 20 respondents or 66.7% stated agree, 4 respondents or 13.3% stated neutral, as many as 5 respondents or 16.7% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the fourth item is 3.63 which mean that the work responsibilities make an employee difficult to communicate effectively with colleagues.

The fifth item is "The work responsibilities often make me angry or upset easily", as many as 6 respondents or 20.0% stated strongly agree, as many as 11 respondents or 36.7% stated agree, 9 respondents or 30.0% stated neutral, 4 respondents or 13.3% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the fifth item is 3.80 which is mean that the work responsibilities often make women employees at PT BRI angry or upset easily.

The sixth item of job stress is " When the work responsibilities increase, I get emotional easily", as many as 7 respondents or 23.3% stated strongly agree, as

many as 13 respondents or 43.3% stated agree, as many as 7 respondents or 23.3% stated neutral, as many as 3 respondents or 10.0% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the item is 3.63 which mean that the women employees of PT BRI become emotional easily when the work responsibilities increase.

Psychological symptoms indicator on job stress has an average value of 3.67 which is high. However there is one item that has a high average value which is 3.80. This indicates that the work responsibilities often make female employees at PT BRI irritable or upset easily.

The seventh item relates to the behavioral symptoms indicator in the job stress that is " I could not finish the job on time as scheduled ", as many as 4 respondents or 13.3% stated strongly agree, as many as 15 respondents or 50.0% stated agree, respondents or 20.0% stated neutral, as many as 5 respondents or 16.7% stated disagree and 0 respondents or 0% who stated strongly disagree. The average value of the seventh item is 3.60 which means that women employees at PT BRI are unable to complete the work on time as scheduled.

The eighth item is "Recently, I could not finish my job well", as many as 1 respondent or 3.3% stated strongly agree, as many as 19 respondents or 63.3% stated agree, as many as 7 respondents or 23.3% stated neutral, as many as 3 respondents or 10.0% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the eighth item is 3.60 which mean that women employees at PT BRI tend to not finish their job well.

The ninth item is " I will lose my appetite when the work responsibilities are excessive ", as many as 3 respondents or 10.0% stated strongly agree, as many as 21 respondents or 70% stated agree, as many as 4 respondents or 13.3% stated neutral, as much as 2 respondents or 6.7% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of ninth item is 3.57, which means that women employees at PT BRI will lose their appetite when the work responsibilities are excessive.

The personal indicator on the job stress experienced by women employees at BRI Bank has an average value of 3.59 which is categorized into high capacity. However there is an item with the highest average of 3.60. This indicates that women employees at PT BRI are unable to complete the work on time as scheduled and finish the job well.

In general, job stress experienced by employees are high, it can be seen from the average score of 3.70. Physiological symptoms indicator is the indicator that has the highest score causes of stress work.

#### 4. Frequency Distribution of Job Satisfaction (Y2)

**Table 4.8**  
**Frequency Distribution Table of Job Satisfaction (Y2)**

SA		A		N		DA		SDA		Mean Item	Mean Indicator
F	%	f	%	f	%	f	%	f	%		
2	6,7	14	46,7	10	33,3	4	13,3	0	0	3,47	3, 36
0	0	14	46,7	12	40,0	4	13,3	0	0	3,33	
0	0	14	46,7	10	33,3	6	20,0	0	0	3,27	
1	3,3	10	33,3	11	36,7	8	26,7	0	0	3,13	3, 29
0	0	16	53,3	9	30,0	5	16,7	0	0	3,37	
2	6,7	12	40,0	11	36,7	5	16,7	0	0	3,37	
1	3,3	18	60,0	7	23,3	4	13,3	0	0	3,53	3, 73
3	10,0	17	56,7	10	33,3	0	0	0	0	3,77	
3	10,0	20	66,7	7	23,3	0	0	0	0	3,87	

SA		A		N		DA		SDA		Mean Item	Mean Indicator
F	%	f	%	f	%	f	%	f	%		
2	6,7	20	66,7	7	23,3	1	3,3	0	0	3,77	3,62
0	0	17	56,7	11	36,7	1	3,3	1	3,3	3,47	
2	6,7	18	60,0	8	26,7	1	3,3	1	3,3	3,63	
1	3,3	15	50,0	12	40,0	2	6,7	0	0	3,50	3,54
2	6,7	17	56,7	8	26,7	3	10,0	0	0	3,60	
3	10	11	36,7	15	50,0	1	3,3	0	0	3,53	
Mean of Variable of Job Satisfaction (Y2)										3,51	3,51

Note:

**Indicator of satisfaction on salary**

Y2.1: The salary I received is in accordance with my education level

Y2.2: The salary I received has fulfilled my daily needs

Y2.3: The salary I received is in accordance with the work responsibilities I do

**Indicator of satisfaction on promotion**

Y2.4: The promotion of work at my workplace has been done fairly

Y2.5: Promotion in my workplace has been accordance on length of work

Y2.6: Job promotion of my workplace has been done by performance of employees

**Indicator of satisfaction on co-workers**

Y2.7: I have received the support from my fellow co-workers

Y2.8: I feel comfortable working with my co-workers

Y2.9: I have received the trust of my co-workers

**Indicator of satisfaction on supervisor**

Y2.10: I have received support from my supervisor

Y2.11: My suggestion can be accepted by your supervisor

Y2.12: I have received fair treatment from my supervisor

**Indicator of satisfaction on the job itself**

Y2.13: Work responsibilities in my workplace are in accordance with the expertise

Y2.14: Having an opportunity in decision-making that is related with my job

Y2.15: I like my job and do not want to move to another job

Job satisfaction has 5 indicators, first is satisfaction on salary, second indicator is satisfaction on promotion, third indicator is satisfaction on co-worker, fourth indicator is satisfaction to supervision and fifth indicator satisfaction on the job itself. The item of job satisfaction indicator which is related to salary is " The salary I received is in accordance with my education level ", as many as 2 respondents or 6.7% stated strongly agree, as many as 14 respondents or 46.7%

stated agree, as many as 10 respondents 33,3% stated neutral, as many as 4 respondents or 20% who stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the first item is 3.47, which means that women employees at PT BRI are satisfied with the amount salary that is accordance with the level of their education.

The second item is "The salary I received has fulfilled my daily needs", 0 respondents or 0% stated strongly agree, as many as 14 respondents or 46.7% stated agree, as many as 12 respondents or 20.0% who stated neutral, as many as 4 respondents or 13.3 stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the second item is 3.33, which means that women employees at PT BRI are satisfied with the amount of salary they were received because it could fulfill their daily needs.

The third item is " The salary I received is in accordance with the work responsibilities I do ", 0 respondents or 0% answered strongly agree, as many as 14 respondents or 46.7% stated agree, as many as 10 respondents or 33.3% stated neutral, as many as 6 respondents or 20.0% stated disagree and as much as 0 respondents or 0% stated strongly disagree. The average value of the item is 3.27, which means that female employees at PT BRI are satisfied with the amount of salary that was received in accordance with the work performed.

The average value indicator of satisfaction on salary of 3.36 which is high, it means that women employees at PT BRI are satisfied with their salary. While the highest average value on job satisfaction indicator with items that related to salary is 3.60. it could be interpreted that the amount of salary was received by

women employees at PT BRI Kawi has been in accordance with the education level and also the salary was received has been fulfill their daily needs.

The second indicator in job satisfaction is related with satisfaction on promotion. This item becomes the fourth item in job satisfaction that is " The promotion of work at my workplace has been done fairly", as much as 1 respondent or 3,3% stated strongly agree, as much as 10 respondents or 33,3% stated agree, as many as 11 respondents or 36,7% stated neutral, as many as 8 respondents or 26.7% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the fourth item is 3.13 which means that the women employees at PT BRI are quite satisfied with the promotion system in the workplace.

The fifth item is "Promotion in my workplace has been accordance on length of work", 0 respondents or 0% stated strongly agree, as many as 16 respondents or 53.3% stated agree, as many as 9 respondents or 30.0% stated neutral, as many as 5 respondents or 16.7% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the fifth item is 3.37 which mean that the women employees at PT BRI are satisfied with the promotion that is accordance with the length of work.

The sixth item is "Job promotion of my workplace has been done by performance of employees", as many as 2 respondents or 6.7% stated strongly agree, 12 respondents or 40% stated agree, respondents or 16.7% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the sixth

item is 3.37 which mean that the women employees at PT BRI are satisfied with the promotion system that applied based on the employee's performance.

The average value of job satisfaction indicator based on promotion is 3.29 which is mean that women employees are satisfied with the promotion system implemented at PT BRI, with an average item value is 3.37. This indicates that the highest satisfaction of women employees at PT BRI comes from promotion indicators based on length of work and performance of women employees at PT BRI.

The third indicator of job satisfaction is related to satisfaction on co-workers. This item becomes the seventh item of job satisfaction indicator that is "I have received the support from my fellow co-workers", as many as 1 respondent or 3.3% stated strongly agree, as many as 18 respondents or 60% stated agree, as many as 7 respondents or 23.3% stated neutral, as many as 4 respondents or 13.3% stated disagree, and 0 respondents or 0% stated strongly disagree. The average value of the seventh item is 3.53 which mean that the women employees have received support from his co-workers.

The eighth item is "I feel comfortable working with my co-workers", as many as 3 respondents or 10.0% stated strongly agree, as many as 17 respondents or 56.7% stated agreed, 10 respondents or 33.3% stated neutral, 0 respondents or 0%, stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the eighth item is 3.77 which means that the women employee at BRI Bank feel comfortable working with their co-workers.

The ninth item " I have received the trust of my co-workers ", as many as 3 respondents or 10% stated strongly agree, as many as 20 respondents or 66.7% stated agree, 7 respondents or 23.3% stated neutral, 0 respondents or 0% stated disagree and as much as 0 respondents or 0% stated strongly disagree. The average value of the ninth item is 3.87 which means that the women employees at PT BRI have received the trust of fellow co-workers of their workplace.

The average value of satisfaction on co-workers indicator is 3.73 and it means that the value is high with highest value of item is 3.87. This indicates that women employees at PT BRI have received trust from their co-workers.

The fourth indicator in job satisfaction is related to satisfaction with supervisor. This item becomes the tenth item in job satisfaction is "I have received support from my supervisor". As many as 2 respondents or 6.7% stated strongly agree, as many as 20 respondents or 66.7% say agree, as many as 7 respondents or 23.3% stated neutral, as many as 1 respondent or 3.3% stated disagree and as much as 0 respondents or 0% stated strongly disagree. The average value of the tenth item is 3.77 which means that the women employees at PT BRI has received support from the supervisor.

The eleventh item is "My suggestion can be accepted by your supervisor". It is known that respondents who stated strongly agree as many as 0 respondents or 0%, as many as 17 respondents or 56.7% stated agree, 11 respondents or 36.7% stated neutral, as many as 1 respondent or 3.3% stated disagree and 1 respondent or 3.3% who stated strongly disagree. The average value of the eleventh item is

3.47, which means that the women employees at PT BRI are quite satisfied because the suggestion was given by employees could be accepted by supervisor.

The twelfth item is “I have received fair treatment from my supervisor”. As many as 2 respondents or 6.7% stated strongly agree, as many as 18 respondents or 60% stated agree, as many as 8 respondents or 26.7% stated neutral, as much as 1 respondent or 3.3% stated disagree and 1 respondent or 3.3% stated strongly disagree. The average value of the item is 3.63 which is means that the women employees at PT BRI are quite satisfied with the fair treatment of their supervisor.

The average value of satisfaction on supervisor indicator is 3.62. The highest value of items above is 3.77. This indicates that women employees at PT BRI are satisfied with support that given by their supervisor.

The fifth indicator in job satisfaction is related with satisfaction on the job. This item becomes the thirteenth item in job satisfaction that is “Work responsibilities in my workplace are in accordance with the expertise”. As many as 1 respondent or 3.3% stated strongly agree, as many as 15 respondents or 50% stated agree, as many as 12 respondents or 40.0% stated neutral, as many as 2 respondents or 6.7% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the thirteenth item is 3.50 which means that the women employees at PT BRI are satisfied because the work they do has been in accordance with their expertise.

The fourteenth item is “Having an opportunity in decision-making that is related with my job”. It is known that as many as 2 respondents or 6.7% stated

strongly agree, as many as 17 respondents or 56.7% stated agree, as many as 3 respondents or 10.0% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the item is 3.67, which means that the women employees at PT BRI are satisfied because they have the opportunity to make decisions related to their job.

The Fifteenth items is "I like my job and do not want to move to another job", It is known that as many as 1 respondent or 3.3% stated strongly agree, as many as 11 respondents or 36.7% stated agree, as many as 15 respondents or 50% stated neutral, as much as 1 respondent or 3.3% stated disagree and 0 respondents or 0% stated strongly disagree. The average value of the Fifteenth item is 3.53 which means that the women employees at PT BRI is satisfied because the employee likes her job and does not want to move to another job.

The highest average value on job satisfaction indicator on job is 3.54. This is related to the satisfaction received by women employees at PT BRI because women employees have opportunity in decision-making related to the job.

The average value of five indicators on job satisfaction is 3.51, it means that the employee's job satisfaction at PT BRI Kawi can be categorized as high. The highest average score in indicator of satisfaction is from the co-worker item which is 3.73. This shows that women employees have received trust from their co-worker, gained support from co-worker and enjoys working with co-worker at this time.

#### D. Path Analysis Test Result

Path analysis model is to test whether there is influence of independent variable on dependent variable either directly or indirectly.

##### 1. Path Coefficient of Work Interference with Family and Family Interference with Work on Job Stress

The results of Path analysis of Work Interference with Family and Family Interference with Work on Job Stress are shown on the table below.

**Table 4.9**  
**Path Coefficient of Work Interference with Family and Family Interference with Work on Job Stress**

Variable	Beta	t <sub>count</sub>	p-value	Notes
Work Interference with Family (X1)	0,467	3,511	0,002	Significant
Family Interference with Work(X2)	0,489	3,680	0,001	Significant
R Square : 0,816 Y1: Job Stress				

Source: Data Processed by Researcher, 2018

- a) The path coefficient of work interference with family (X1) on job stress (Y1)

Table above shows that path coefficient of work interference with family on job satisfaction is 0.467. The positive path coefficient value indicates that the higher work interference with family the higher level of job stress. Value of t<sub>count</sub> is 3.511 and sig-value is 0,002 (sig < 0,05), so it means that H<sub>1</sub> which stated that work interference with family have effect

on job stress is accepted. The test results show that work interferences with family has a positive effect on job stress of women employees at PT BRI.

- b) The path coefficient of family interference with work (X2) on job stress (Y1)

The table above shows that path coefficient of family interference with work on job stress is 0.489. The positive path coefficient value indicates that the higher the family interference with work the higher level of job stress on the employee. The  $t_{\text{count}}$  is 3.680 and the sig-value is 0.001 (sig < 0.005) and it means that  $H_2$  which stated that family interaction with work has positive effect on job stress is accepted. The results of path analysis show that family interaction with work has a positive effect on job stress of women employees at PT BRI.

The determination coefficient value is 81.6 or 81.6%. This result indicates that the contribution of work interference with family and family interference with work on job stress is 81,6% while the contribution of other variables outside of this research is 18,4%.

## **2. Path Coefficient Work Interference with Family and Family Interference with Work on Job Satisfaction.**

The results of Path analysis of Work Interference with Family and Family Interference with Work on Job Satisfaction are shown on the table below:

**Table 4.10**

**Path Coefficient Work Interference with Family and Family Interference with Work on Job Satisfaction**

Variable	Beta	$t_{\text{count}}$	p-value	Notes
Work Interference with family (X1)	-0,272	-2,094	0,046	Significant
Family interference with work (X2)	- 0,273	-2,069	0,049	Significant
Stress Kerja (Y1)	-0,448	-2,873	0,008	Significant
R Square : 0,884 Y2: Job satisfaction				

Source: Data Processed by Researcher, 2018

- a. The path coefficient of work interference with family (X1) on job satisfaction (Y2)

The table above shows that path coefficient of work interference with family on job satisfaction is -0.2272. Negative path coefficient value indicates that the higher work interference with family the lower the satisfaction. The value of  $t_{\text{count}}$  is -2.094 and significance value is 0.046 (sig <0.005) it means that  $H_3$  which stated work interference with family has a significant effect on job satisfaction is accepted. The results of path analysis show that work interference with family has a significant negative effect on job satisfaction which means that the higher work interference with family for employees the lower the job satisfaction.

- b. The coefficient of family interference with work (X2) path to job satisfaction (Y2)

The table above shows that path coefficient of family interference with work to employee job satisfaction is -0.2273. Negative path coefficient value indicates that family interference with work has negative effect on job satisfaction. The  $t_{\text{count}}$  value is -2.069 and the sig value is 0,046 (sig <0,05), it means that  $H_3$  which stated that family interference with work have significant effect to job satisfaction is accepted. The results of path analysis show that family interference with work have a significant negative effect on job satisfaction which means that the higher family interference with work for the employees the lower the job satisfaction.

- c. Coefficient of job stress path (Y1) to job satisfaction (Y2)

The table above shows that path coefficient on job stress on job satisfaction is -0.448. Negative path coefficient value indicates that the higher the employee stress will affect the job satisfaction.  $t_{\text{count}}$  value is -2.873 and sig value is 0.008 (sig <0.05) and it means that  $H_5$  which stated that job stress has a significant effect on job satisfaction is accepted. Coefficient value is 0.884 or 88.4%. These results indicate that the contribution of work interference with family, family interference with work and job stress on job satisfaction is 88.4% while the contribution of other variables outside this research is 11.6%.

### 3. Job Stress Testing as Intervening Variable In Work Interference with Family, Family Interference with Work on Job Satisfaction

Indicate the indirect effect of work interference with family variable and family interference with work variable on job satisfaction through job stress can be done as follows:

- a. The direct influence of work interference with family ( $X_1$ ) on job satisfaction ( $Y_2$ ) is -0,272.
- b. Indirect influence of work interference with family ( $X_1$ ) on job satisfaction ( $Y_2$ ) through job stress ( $Y_1$ ) is equal to

$$\begin{aligned}\text{Indirect Effect (EI)} &= (PY1X1) \times (PY2Y1) \\ &= 0,426 \times -0,448 \\ &= -0,209\end{aligned}$$

The total effect of work interference with family ( $X_1$ ), job stress ( $Y_1$ ) and job satisfaction ( $Y_2$ )

$$\begin{aligned}\text{Total Effect (TE)} &= PY2X1 + (PY1X1 \times PY2Y1) \\ &= -0,272 - 0,209 \\ &= -0,481\end{aligned}$$

- c. The direct influence of work interference with work ( $X_2$ ) on job satisfaction ( $Y_2$ ) is -0,273.
- d. Indirect influence of work interference with work ( $X_2$ ) on job satisfaction ( $Y_2$ ) through job stress ( $Y_1$ ) is equal to

$$\text{Indirect Effect (IE)} = (PY1X2) \times (PY2Y1)$$

$$= 0,489 \times -0,448$$

$$= - 0,219$$

The total influence of work interference with work ( $X_2$ ), job stress ( $Y_1$ ) and job satisfaction ( $Y_2$ )

$$\text{Total Effect (TE)} = PY2X2 + (PY1X2 \times PY2Y1)$$

$$= -0,273 - 0,219$$

$$= - 0,492$$

The summary of direct, indirect, and total effect of the research path are described in the following table below:

**Table 4.11**  
**Result of calculation of Direct, Indirect and Total Effect**

Variable Effect	Result of effect		Total Effect
	Direct	Indirect Effect X toward Y	
X1 on Y1	0,467	-	0,467
X2 on Y1	0,489	-	0,489
X1 on Y2	-0,272	$= 0,467 \times -0,489$ $= -0,209$	-0,481
X2 on Y2	-0,273	$= 0,489 \times -0,448$ $= -0,219$	- 0,492
Y1 on Y2	-0,448	-	-0,448

Source: Data Processed by Researcher, 2018

Based on the table above, it can be seen that the indirect effect of work interference with family on job satisfaction through job stress is -0.209 and total influence of job stress on job satisfaction is -0.481. The indirect effect of family interference with work on job satisfaction through

job stress is -0.219 and total influence of job stress on job satisfaction is -0.492.

#### 4. Path Analysis Result

The result of path coefficient calculation obtained in this research resulted coefficient path between variables as describe in Figure 4.1:

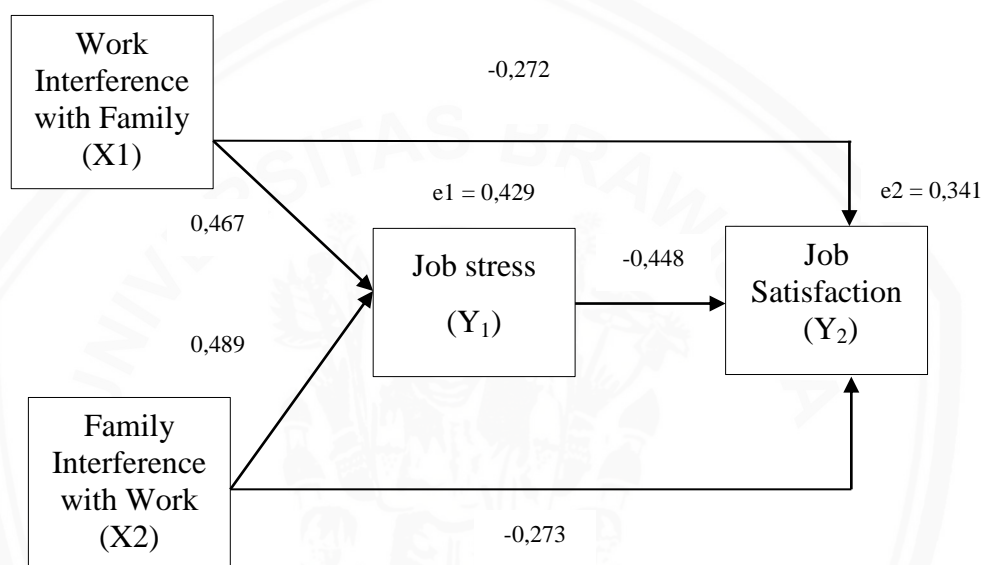


Figure 4.1: Diagram of Path Analysis Result of The Influence of Work Interference with Family and Family Interference with Work on Job Stress and Job Satisfaction

Source: Data processed by researcher, 2018

From the overall calculation that has been done, this research produce coefficient path between variables. Figure 4.1 show the overall path analysis result diagram. The effect of work interference with family variable on job stress showed coefficient value is 0, 467. The effect of family interference with work variable on job stress showed a coefficient value is 0.489. The effect of work interference with family variable on job

satisfaction shows a coefficient value as much as - 0.272. The influence of family interference with work variable on job satisfaction showed coefficient as much as -0.215 and the effect of job stress on job satisfaction showed coefficient as much as -0.448.

The result path analysis diagram in figure 4.1 has the following equation:

$$\text{Sub Structure I : } Y1 = 0,467X1 - 0,489X2$$

$$\text{Sub Structure II : } Y2 = -0,272X1 - 0,273X2 - 0,448Y1$$

## 5. Goodness of Fit

The coefficient of total determination describes how large the path model is formed in explaining the data which is used in this research. The value of the coefficient of determination ranges from 0% to 100%, where the higher the coefficient of determination the better a model in explaining the data was used. The accuracy of the hypothesis model is measured by the coefficient of determination ( $R^2$ ) in both equations. Calculation of model accuracy as follows:

$$\begin{aligned} R^2 &= 1 - (1 - R_1^2)(1 - R_2^2) \\ &= 1 - [(1 - 0,816) \times (1 - 0,884)] \\ &= 0,979 \text{ or } 97,9\% \end{aligned}$$

The coefficient of total determination value that was obtained based on the calculation of path model is 0.979 which shows that the path model used can explain 97.9% of the data used in this research. While the value of 2.1% means that the other variables explained outside this research model.

## **E. Discussion**

### **1. Descriptive Analysis**

#### **a. Work Interference with Family ( $X_1$ )**

The variable of Work interference with family ( $X_1$ ) is divided into 3 indicators: time based work interference with family, strain based work interference with family and behavior work interference with family. The average value of work interference with family is 3.58. So, it could be interpreted that women employees in PT BRI have a work interference with family that is in high category. From all of them, the highest mean score is owned by item  $X_{1.4}$  with the number of 3.83 and the statement of "the time I spent with family is not enough, because of my responsibilities". It means that most of the female employees at PT BRI Kawi Malang face time conflict because of work responsibilities, so the time that spends family is not enough.

#### **b. Family Interference with Work ( $X_2$ )**

The variable of Family Interference with Work ( $X_2$ ) has 3 indicators: time based family interference with work, strain based family interference with work and behavior based family interference with work. The average value of family interference with work ( $X_2$ ) is 3.56. So, could be interpreted that women employees in PT BRI have a work interference with family that is in high category. From all of them, the highest mean score is owned by item  $X_{2.9}$  with the number of 3.63 and the statement of "the problem/solving behaviors I use in my home are not effective in

resolving problems at workplace". It means that women employee at PT BRI experience conflicts due to differences in their usual behavior at home as housewives with the usual behaviors at workplace as an employee.

**c. Job stress ( $Y_1$ )**

Job stress has 3 indicators namely physiological indicator, psychological indicator and behavioral indicator. The average value of job stress is 3,70. So, could be concluded that women employees in PT BRI have a job stress that is in high category. From all of them, the highest mean score is owned by item  $Y_{1.3}$  with the number of 4,03 and the statement of "I often experience physical fatigue during work". It means that women employees at PT BRI experience physical fatigue during work.

**d. Job satisfaction ( $Y_2$ )**

Job satisfaction has 5 indicators namely satisfaction on salary, satisfaction on promotion, satisfaction on co-workers, satisfaction on supervisor and satisfaction on job. The average value of job satisfaction is 3,51. So, could be concluded that women employees in PT BRI quite satisfied with the salary obtained, satisfied with promotional opportunity, satisfied with co-worker, satisfied with supervise and satisfied with the work itself. The frequency distribution on employee job satisfaction variable ( $Y_2$ ) as a whole has an average of 3.51 so that it can be interpreted that job satisfaction of women employees at PT BRI Kawi is indicated satisfied with the work done, quite satisfied with the salary obtained, work,

satisfied with promotional opportunity, satisfied with supervise and satisfied with the work itself. From all of them, the highest mean score is owned by item is  $Y_{2.8}$  with the number 3,87 with statement of “I felt comfortable working with my co-workers. It means that women employee has received trust from co-workers.

## 2. Discussion of the Research

In this research there are five hypotheses to be tested: work interference with work has significant influence to job stress, family interference has significant influence to job stress, work interference with family has significant influence to job satisfaction, family interference with work has significant influence to job satisfaction, and job stress has significant influence to job satisfaction. The result of this five hypothesis tests can be seen below:

### a. The Influence of work interference with family on Job Stress

The result of path test shows the value of path coefficient 0,467 means that work interference with family at women employee of PT BRI Kawi Malang have direct influence is 0,467 on job stress and value of sig 0,005 ( $0,00 < 0,05$ ) prove that  $H_1$  is accepted. So, it can be concluded that work interference with family on women employees have a significant effect on job stress.

The result of path analysis showed that beta coefficient value was positive, which means that the work interference with family variable has positive significantly effect on job stress. It means that the higher work

interference conflict with family will be followed by higher job stress. These results be able to support the previous study who written by Judge et al. (2004), Hammer et al. (2004) , Bazana and Dodd (2013) and Pranandari (2014) which stated that work interference with family has a positive effect on job stress.

Based on the description of respondents at PT BRI, work interference with family which often is experienced by women employees related to time. These results be able to support the previous study who written by Muddasar,Ahmed and Perviaz (2012) which states that high work interference with family is experience by women employees working in the banking sector. The reason, banks have long working hours, it makes the difficulties for employee to adjust their time to be more optimal in fulfill of the demands on family roles. This pressure will cause job stress on employees. Because, the responsibilities as an employee at PT BRI requires that the employee spend a lot of time in the office to complete their responsibilities. These results be able to support the previous study who written by Judge et al., (1994) which stated work interference with family tends to lead to job stress because when the work affairs interfere with family life, the pressure often occurs in the individual to reduce the time spent in the family and provide more time for the work.

The results study of the Mckee (2007) also explained the interventions of work on family such as overload and overtime can cause a decrease in psychic and physical health, which may impact on family

conflicts. These results be able to support the previous study who written by Grzywacz, et al. (2008) which state that psychological and physical fatigue affects positively to work interference with family

b. The influence of family interference with work on job stress

The result of path test shows the value of path coefficient 0,489 means that family interference with work at women employee at PT BRI Kawi Malang have direct influence is 0,489 on job stress. Sig value of 0.001 ( $0.001 < 0.05$ ) proves that  $H_2$  is accepted, so it could be concluded that the family interference with work on women employees of PT BRI have a significant effect on job stress.

The result of path analysis showed that beta coefficient value was positive, which means that the family interference with work variable has positive significantly effect on job stress. It shows that the higher family interference with work will be followed by the higher job stress. These results be able to support the previous study who written by Pranandari (2014) which states that family interference with work have a positive effect on job stress, it means that the higher family interference with work experienced by the employee will be followed by the higher job stress.

Family interference with work felt most disturbing by women employees at PT BRI comes from behavioral indicator. The results of the description describe that most of the women employees at PT BRI experienced a conflict between their usual behaviors at home as housewives with the usual behaviors at workplace as an employee. Where

the usual behaviors they applied to faced family at home, not appropriate/unacceptable when done in the workplace. These results be able to support the previous study who written by Wulandari (2009) which state that "The characteristics, rules and workplace conditions that are not the same as the home make what is commonly done at home to be unsuitable, ineffective is usually done at work".

Differences of behavior and family problems carried out to workplace will cause the occurrence of job stress on employees. If the family interference with work increases, then the job stress experienced by women employees will increase too. This happens because there is a strong relation between family interference with work on job stress that can affect each other. These results be able to support the previous study who written by Byron (2005), Mesmers and Viswesvaran (2005), and Grzywacz, et al., (2007) which stated that work interference with family can positively influence on employee job stress at work place.

c. The Influence of work interference with family on job satisfaction

The result of path test shows the value of path coefficient - 0,272 means that work interference with family of women employees of PT BRI Kawi have direct influence is -0,272 on job satisfaction. The sig value of 0.046 ( $0.046 < 0.05$ ) proves that H3 is accepted. So, could be concluded that work interference with family on women employees of PT BRI Kawi has a significant effect on job satisfaction.

The result of path analysis shows that the coefficient value with negative sign means that work interference with family variable negative significantly effects on job satisfaction. It shows that the higher work interference with family will make low of job satisfaction. These results be able to support the previous study who written by Latifah (2008), Soeharto, Triana (2010) and Wulandari (2012) which states that work interference with family has a negative effect on employee job satisfaction.

Job satisfaction is important for working individuals. Job satisfaction is influenced by several things such as work-family conflict. Negative attitudes and feelings toward work are the result from the work-family conflict Kim and Ling (2001).

Description of respondents explained that women employees of PT BRI are often experienced the work-family conflict. This is due to the obligations and responsibilities, inflexible work schedules, and the workload of the women employee. When, work interference with family of PT BRI employee increases make satisfaction on salary, promotion and job will decreases.

These results is able to support the previous study who written by Buonocore and Marcello (2010) which states that high time-based conflict will affect job satisfaction

d. The influence of family interference with work on job satisfaction

The result of path test shows the value of path coefficient 0,273. Means that the family interference with work of women employees of BRI

Kawi has direct influence is 0,273 on job satisfaction and sig <0,049 (0,049 <0,05) proves that H4 is accepted. So, could be concluded that family interference with work of women employees at PT BRI Kawi had a significant negative effect on job satisfaction.

The result of path analysis shows that the coefficient value is negative signs, which means that the family interference with work has a significant negative effect on the employee's job satisfaction. It shows that higher family interference with work is followed by low job satisfaction.. These results be able to support the previous study who written by Schjoedt, Dr. Leon et al.,(2008) and Retnaningrum (2016) which stated that family interference with work had a significant effect on job satisfaction.

Family interference with work is a conflict that arises causes the family interference with the work life. Based on the description of women employees at PT BRI, employees feel fatigue for taking care of their family then the emotions from home carry out to the workplace, employees also have difficulties to changes the behavior from one role to another role. It will make a person have negative attitudes and feelings toward his work. These results able to support the previous study who written by Parasuraman and Simmers (2001).

e. The influence of job stress on job satisfaction

The result of path test shows the value of path coefficient -0,448. It means that job stress of women employee PT BRI Kawi have a direct

influence is -0.448 on job satisfaction. The value of sig 0.008 (0.001 <0.05) proves that H6 is supported, so it could be concluded that the job stress on women employees at PT BRI Kawi has a significant effect on job satisfaction.

The results of path analysis showed that the beta coefficient was negative sign, which means that the job stress variable had a significant negative effect on job satisfaction. It shows that the higher job stress experienced by employees will be followed also with low job satisfaction. These results be able to support the previous study who written by Mansoor et al. (2011), Jehangir (2011) and Putri (2013) that job stress has a negative and significant relationship with job satisfaction, because stress becomes the main problem in work which is very related to job satisfaction.

The existence of job stress can be seen from the condition of employees who often experience muscle tension while working, often experienced headaches and physical fatigue during work, will effects to occurrence of employee stress. Barriers to work where employees often find it difficult to meet the performance standards set by the company and experience communication barriers with co-workers can also lead to job stress.

Responsibilities, high workloads make women employees physically exhausted eventually will also add job stress to the employees. These results be able to support the previous study who written by

Robbins (2003), Iqbal and Waseem (2012), Bhatti et al., (2011), Jehangir (2011), and Villanueva and Djurkovic (2009) who stated that stress have related with job causes dissatisfaction on job and that the most simple and clear of psychological effect of stress.

The relationship between job stress and job satisfaction lies in the source of stress. Means that job stress is a stressor of job satisfaction, in other words satisfaction or dissatisfaction is the impact of the stress of which experienced by individual. These results be able to support the previous study who written by McShane and Glinow (2008), Lian, et al.,(2007) which stated that the impact of negative stress (distress) as proposed such as decreasing of job Therefore, job stress can negatively affect the work satisfaction of an individual workplace.

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### A. Conclusion

Based on the result and discussion of this research, it can be concluded into several conclusions as follows:

1. The results showed that Work Interference with Family variable significant effect on Job Stress (Y1) is proved by probability value  $< 0,05$  which means there is significant influence. This means the H1 is accepted
2. The results showed that Family Interference with Work variable significant effect on Job Stress (Y1) is proved by probability value  $< 0,05$  which means there is significant influence. This means the H2 is accepted
3. The results showed that Work Interference with Family variable significant effect on Job Satisfaction (Y2) is proved by probability value  $< 0,05$  which means there is significant influence. This means the H3 is accepted
4. The results showed that Work Interference with Family variable significant effect on Job Satisfaction (Y2) is proved by probability value  $< 0,05$  which means there is significant influence. This means the H4 is accepted
5. The results showed that Job Stress variable significant effect on Job Satisfaction (Y2) is proved by probability value  $< 0,05$  which means there is significant influence. This means the H5 is accepted

**B. Suggestion :**

Based on the conclusion above, the researcher comes up with some suggestion and recommendation that expected to be useful for PT BRI Branch Kawi stated below :

- 1) Most of the women employees at PT BRI Branch Kawi have experienced work family conflict, which means there is an unbalanced expectation between contribution in one role as housewife with other role that is as employee, or vice versa. Therefore, women can manage time in performing their roles as employees and as housewives and always communicate the condition experienced by the family (husband) and the company (co-workers and supervisor)
- 2) Most employees experienced work family conflict and job stress, therefore the company is expected to create policies that can facilitate the needs of women employees, especially those who have a family, such as:
  - a. . There is an alternative work schedule for certain types of work
  - b. There is a daycare facility

With the policy is expected to work family conflict that is often experienced by women employees who have been married can be resolved.

- 3) Job satisfaction can be increased by paying attention to the promotion and salary that applied by the company. It is also suggested to the supervisor to do

some things such as eating together with employees in improving the closeness with employees. And the employees have to do their responsibilities better than before, because if the employee's performance is good then the company will provide compensation for what is achieved, so that job satisfaction also increases.

- 4) For future researchers should be able to develop research by adding other variables that are not contained in this research model. This research is also expected to be a reference for further researchers with similar concepts or themes

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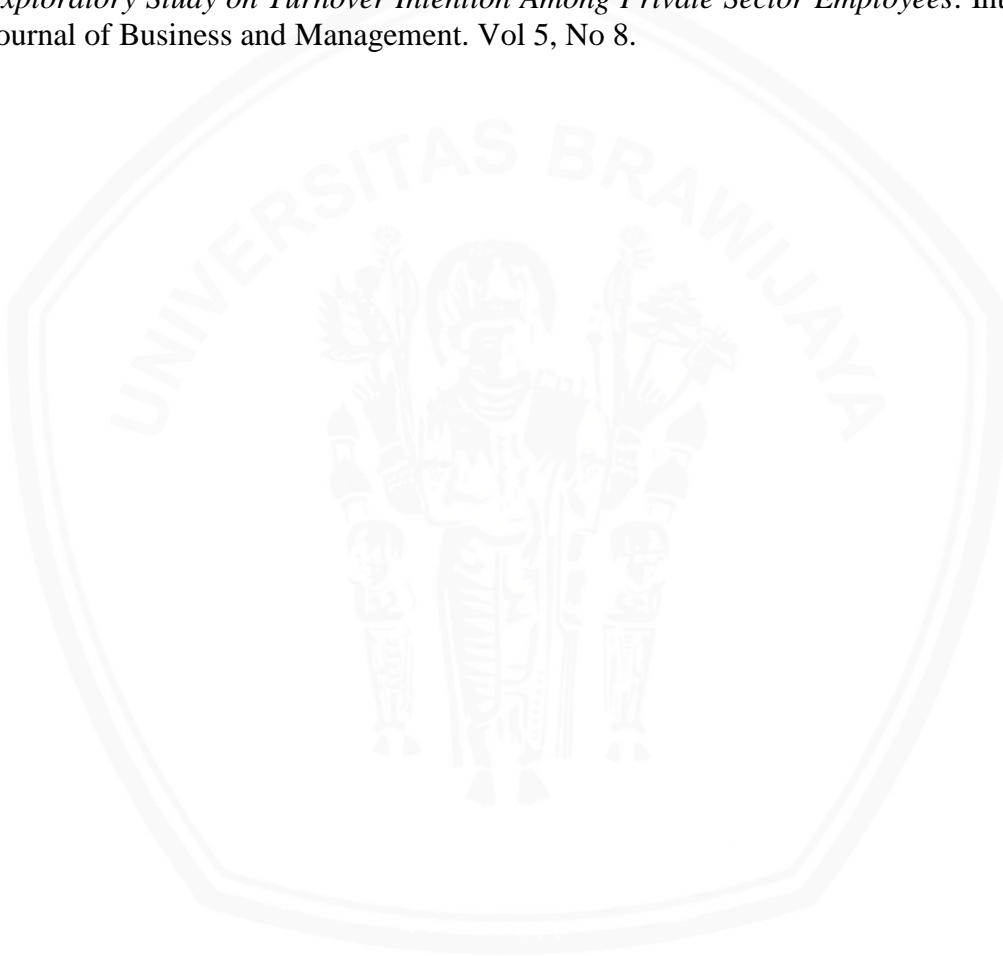
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## Appendix 1. Research Questionnaire

No. Responden :
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Kepada Yth:

Bapak/Ibu/Saudara/i.....

Di Tempat

Dengan Hormat,

Sehubungan dengan penyusunan skripsi saya yang berjudul “Pengaruh konflik peran ganda dan stress kerja terhadap kepuasan kerja (Studi pada karyawan wanita yang telah menikah di PT. Bank BRI Cabang Kawi, Malang) dan disela kesibukan Bapak/Ibu/Saudara/i, perkenankan saya mohon bantuannya untuk meluangkan sedikit waktu guna mengisi angket yang saya sertakan berikut ini.

Angket ini semata-mata untuk kepentingan ilmiah yaitu dalam rangka memenuhi penyusunan tugas akhir/skripsi dan kewajiban dalam memperoleh gelar sarjana (S1) Universitas Brawijaya Malang. Mengingat betapa pentingnya data-data ini maka saya sangat mengharapkan agar angket ini diisi dengan lengkap, jujur, tanpa dipengaruhi oleh siapapun. Perlu juga diketahui bahwa dalam hal ini tidak ada jawaban yang dianggap salah, jawaban yang paling benar adalah yang sesuai dengan keadaan, perasaan dan pikiran Bapak/Ibu/Saudara/i masing-masing.

Akhirnya berkat bantuan dan kerjasama Bapak/Ibu/Saudara/i dalam penelitian ini, saya mengucapkan banyak terima kasih. Besar harapan saya untuk menerima kembali angket ini dalam waktu singkat.

Hormat saya,

Ici F P B

**A. Identitas Responden**

Pendidikan terakhir : ☐SMA ☐D1 ☐D2 ☐D3 ☐S1 ☐S2 ☐S3

Usia : .....Tahun

Masa Kerja : ☐ < 5 Tahun ☐ 5-10 Tahun ☐ >10Tahun

Jumlah Anak : ☐0 ☐1-3 ☐ >3

**B. Petunjuk Pengisian Kuesioner**

Berikan tanda check list ( ☒ ) pada salah satu jawaban yang paling sesuai dengan pendapat Bapak/Ibu/Saudara/i. Kriteria penilaian :

Sangat Setuju (SS) : diberi skor 5

Setuju (S) : diberi skor 4

Netral(N) : diberi skor 3

Tidak Setuju (TS) : diberi skor 2

Sangat Tidak Setuju (STS) : diberi skor 1

No.	Item/Pertanyaan	Jawaban				
Work Interference with Family		SS	S	N	TS	STS
1.	Saya sering melewatkan acara/kegiatan keluarga, karena sibuk bekerja					
2.	Pekerjaan membuat saya tidak bisa secara seimbang mengurus keperluan rumah tangga					
3.	Saya merasa bersalah karena tidak punya cukup waktu mengurus keluarga ( suami dan anak) karena bekerja					
4.	Waktu kebersamaan saya dengan keluarga sangat kurang karena saya bekerja					
5.	Sepulang bekerja, saya merasa terlalu lelah untuk melakukan kewajiban rumah tangga					

6.	Tekanan pekerjaan membuat saya mudah terpancing emosi saat berada di rumah					
7.	Saat saya berada di rumah tanggungjawab pekerjaan tetap membebani pikiran saya					
8.	Saya kurang dapat berkonsentrasi mengurus keluarga karena tanggungjawab saya di tempat kerja					
9.	Cara memecahkan masalah yang biasa saya lakukan dalam bekerja ternyata tidak cocok saya terapkan untuk menyelesaikan masalah di rumah					
10.	Saya tidak biasa menerapkan aturan yang biasa saya jalankan di kantor ke dalam keluarga					
11.	Perilaku efektif saya di tempat kerja tidak memengaruhi kemampuan saya untuk menjadi Ibu Rumah Tangga yang lebih baik					
	<b>Family Interference with Work</b>	<b>SS</b>	<b>S</b>	<b>N</b>	<b>TS</b>	<b>STS</b>
1.	Kewajiban saya mengurus keluarga membuat waktu untuk melakukan tanggungjawab saya kepada pekerjaan terganggu					
2.	Disela – sela pekerjaan, saya mempergunakan waktu untuk melakukan panggilan telepon guna mengetahui keadaan keluarga di rumah					
3	Saya melewatkan kegiatan kantor guna memenuhi tanggung jawab saya kepada keluarga					

4.	Saya menerapkan cara berbeda dalam menyelesaikan permasalahan di tempat kerja dengan cara menyelesaikan permasalahan di keluarga					
5.	Permasalahan keluarga membuat saya tidak dapat berkonsentrasi pada pekerjaan saya					
6.	Tanggungjawab terhadap keluarga membuat saya tidak dapat bekerja secara optimal					
7.	Kewajiban keluarga membuat saya sibuk memikirkan urusan keluarga di tempat kerja					
8.	Saya menjadi mudah emosi pada saat bekerja karena tekanan/ stress dengan urusan keluarga					
9.	Cara pemecahan masalah yang efektif untuk saya di rumah tampaknya tidak menjadi efektif untuk saya terapkan di tempat kerja					
10.	Aturan yang saya lakukan di rumah tidak dapat saya terapkan di tempat kerja					
11.	Perilaku yang efektif dan penting bagi saya di rumah akan menjadi kontra produktif di tempat kerja					
<b>Stres Kerja</b>		<b>SS</b>	<b>S</b>	<b>N</b>	<b>TS</b>	<b>STS</b>
1.	Saya sering mengalami ketengangan otot saat bekerja maupun pulang kerja					
2.	Saya sering mengalami sakit kepala					
3.	Saya sering mengalami kelelahan fisik selama bekerja					
4.	Beban pekerjaan membuat saya sulit untuk dapat berkomunikasi efektif					

	dengan rekan kerja					
5.	Beban pekerjaan sering membuat saya gampang marah atau kesal					
6.	Saya menjadi gampang emosi pada saat beban pekerjaan meningkat					
7.	Saya tidak dapat menyelesaikan pekerjaan tepat waktu sesuai dengan yang dijadwalkan					
8.	Akhir – akhir ini saya tidak bisa menyelesaikan pekerjaan saya dengan baik					
9.	Saya akan kehilangan nafsu makan bila beban pekerjaan sedang padat					
<b>Kepuasan Kerja</b>		<b>SS</b>	<b>S</b>	<b>N</b>	<b>TS</b>	<b>STS</b>
1.	Gaji yang saya terima telah sesuai dengan pendidikan yang saya miliki					
2.	Gaji yang saya terima telah memenuhi kebutuhan hidup saya					
3.	Gaji yang saya terima sesuai dengan pekerjaan yang saya lakukan					
4.	Promosi pekerjaan di tempat kerja saya telah dilakukan secara adil					
5.	Promosi jabatan di tempat kerja saya telah berdasarkan masa kerja					
6.	Promosi jabatan di tempat kerja saya telah berdasarkan atas kinerja					
7.	Saya telah mendapatkan dukungan dari sesama rekan kerja					
8.	Saya merasa nyaman berhubungan kerja dengan sesama rekan kerja					
9.	Saya telah menerima kepercayaan dari sesama rekan kerja					

10.	Saya telah menerima dukungan dari atasan					
11.	Saran saya bisa diterima oleh atasan					
12.	Saya telah menerima perlakuan adil dari atasan					
13.	Pekerjaan yang ditanggung sesuai dengan keahlian yang dimiliki					
14.	Mempunyai kesempatan dalam pengambilan keputusan yang berkaitan dengan pekerjaan					
15.	Saya menyukai pekerjaan dan tidak ingin pindah pada pekerjaan lain					

**TERIMA KASIH**

## Appendix 2. Respondents Frequency Table

### Frequency Table

Statistics											
	X1. 1	X1. 2	X1. 3	X1. 4	X1. 5	X1. 6	X1. 7	X1. 8	X1. 9	X1. 10	X1. 11
N Valid	30	30	30	30	30	30	30	30	30	30	30
Missing	0	0	0	0	0	0	0	0	0	0	0
Mean	3,63	3,53	3,6	3,83	3,5	3,37	3,47	3,53	3,70	3,53	3,67

#### X1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	20,0	20,0	20,0
3	5	16,7	16,7	36,7
Valid 4	13	43,3	43,3	80,0
5	6	20,0	20,0	100,0
Total	30	100,0	100,0	

#### X1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	5	16,7	16,7	16,7
3	6	20,0	20,0	36,7
Valid 4	17	56,7	56,7	93,3
5	2	6,7	6,7	100,0
Total	30	100,0	100,0	

#### X1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	10,0	10,0	10,0
3	8	26,7	26,7	36,7
Valid 4	17	56,7	56,7	93,3
5	2	6,7	6,7	100,0
Total	30	100,0	100,0	

**X1.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	6,7	6,7	6,7
3	9	30,0	30,0	36,7
4	11	36,7	36,7	73,3
5	8	26,7	26,7	100,0
Total	30	100,0	100,0	

**X1.5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	6	20,0	20,0	20,0
3	7	23,3	23,3	43,3
4	13	43,3	43,3	86,7
5	4	13,3	13,3	100,0
Total	30	100,0	100,0	

**X1.6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	8	26,7	26,7	26,7
3	5	16,7	16,7	43,3
4	15	50,0	50,0	93,3
5	2	6,7	6,7	100,0
Total	30	100,0	100,0	

**X1.7**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	6	20,0	20,0	20,0
3	7	23,3	23,3	43,3
4	14	46,7	46,7	90,0
5	3	10,0	10,0	100,0
Total	30	100,0	100,0	

**X1.8**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	13,3	13,3	13,3
3	6	20,0	20,0	33,3
4	20	66,7	66,7	100,0
Total	30	100,0	100,0	

**X1.9**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	13,3	13,3	13,3
3	7	23,3	23,3	36,7
4	13	43,3	43,3	80,0
5	6	20,0	20,0	100,0
Total	30	100,0	100,0	

**X1.10**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	6	20,0	20,0	20,0
3	8	26,7	26,7	46,7
4	10	33,3	33,3	80,0
5	6	20,0	20,0	100,0
Total	30	100,0	100,0	

**X1.11**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	10,0	10,0	10,0
3	6	20,0	20,0	30,0
4	19	63,3	63,3	93,3
5	2	6,7	6,7	100,0
Total	30	100,0	100,0	

**Variable X2**

**Statistics**

	X2. 1	X2. 2	X2. 3	X2. 4	X2. 5	X2. 6	X2. 7	X2. 8	X2. 9	X2. 10	X2. 11
N Valid	30	30	30	30	30	30	30	30	30	30	30
Missing	0	0	0	0	0	0	0	0	0	0	0
Mean	3,57	3,50	3,60	3,47	3,60	3,63	3,47	3,53	3,63	3,60	3,57

**X2.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	6,7	6,7	6,7
2	2	6,7	6,7	13,3
3	4	13,3	13,3	26,7
4	21	70,0	70,0	96,7
5	1	3,3	3,3	100,0
Total	30	100,0	100,0	

**X2.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	10,0	10,0	10,0
2	3	10,0	10,0	20,0
3	6	20,0	20,0	40,0
4	12	40,0	40,0	80,0
5	6	20,0	20,0	100,0
Total	30	100,0	100,0	

**X2.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	6,7	6,7	6,7
2	4	13,3	13,3	20,0
3	4	13,3	13,3	33,3
4	14	46,7	46,7	80,0
5	6	20,0	20,0	100,0
Total	30	100,0	100,0	

**X2.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	3,3	3,3	3,3
2	5	16,7	16,7	20,0
3	7	23,3	23,3	43,3
4	13	43,3	43,3	86,7
5	4	13,3	13,3	100,0
Total	30	100,0	100,0	

**X2.5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	3,3	3,3	3,3
2	5	16,7	16,7	20,0
3	1	3,3	3,3	23,3
4	21	70,0	70,0	93,3
5	2	6,7	6,7	100,0
Total	30	100,0	100,0	

**X2.6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	6	20,0	20,0	20,0
3	1	3,3	3,3	23,3
4	21	70,0	70,0	93,3
5	2	6,7	6,7	100,0
Total	30	100,0	100,0	

**X2.7**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	6,7	6,7	6,7
2	4	13,3	13,3	20,0
3	2	6,7	6,7	26,7
4	22	73,3	73,3	100,0
Total	30	100,0	100,0	

**X2.8**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	6,7	6,7	6,7
2	5	16,7	16,7	23,3
3	4	13,3	13,3	36,7
4	13	43,3	43,3	80,0
5	6	20,0	20,0	100,0
Total	30	100,0	100,0	

**X2.9**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	6,7	6,7	6,7
2	5	16,7	16,7	23,3
3	4	13,3	13,3	36,7
4	10	33,3	33,3	70,0
5	9	30,0	30,0	100,0
Total	30	100,0	100,0	

**X2.10**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	6,7	6,7	6,7
2	4	13,3	13,3	20,0
3	4	13,3	13,3	33,3
4	14	46,7	46,7	80,0
5	6	20,0	20,0	100,0
Total	30	100,0	100,0	

**X2.11**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	10,0	10,0	10,0
2	4	13,3	13,3	23,3
3	6	20,0	20,0	43,3
4	7	23,3	23,3	66,7
5	10	33,3	33,3	100,0
Total	30	100,0	100,0	

**Variable Y1**

**Statistics**

		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y1.8	Y1.9
N	Valid	30	30	30	30	30	30	30	30	30
	Missing	0	0	0	0	0	0	0	0	0
Mean		3,63	3,63	4,03	3,57	3,63	3,80	3,60	3,60	3,83

**Y1.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	20,0	20,0
	3	6	20,0	40,0
	4	11	36,7	76,7
	5	7	23,3	100,0
	Total	30	100,0	

**Y1.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	16,7	16,7
	3	6	20,0	36,7
	4	14	46,7	83,3
	5	5	16,7	100,0
	Total	30	100,0	

**Y1.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	6,7	6,7
	3	1	3,3	10,0
	4	21	70,0	80,0
	5	6	20,0	100,0
	Total	30	100,0	

**Y1.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	5	16,7	16,7	16,7
3	4	13,3	13,3	30,0
4	20	66,7	66,7	96,7
5	1	3,3	3,3	100,0
Total	30	100,0	100,0	

**Y1.5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	13,3	13,3	13,3
3	9	30,0	30,0	43,3
4	11	36,7	36,7	80,0
5	6	20,0	20,0	100,0
Total	30	100,0	100,0	

**Y1.6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	10,0	10,0	10,0
3	7	23,3	23,3	33,3
4	13	43,3	43,3	76,7
5	7	23,3	23,3	100,0
Total	30	100,0	100,0	

**Y1.7**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	5	16,7	16,7	16,7
3	6	20,0	20,0	36,7
4	15	50,0	50,0	86,7
5	4	13,3	13,3	100,0
Total	30	100,0	100,0	

**Y1.8**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	10,0	10,0	10,0
3	7	23,3	23,3	33,3
Valid 4	19	63,3	63,3	96,7
5	1	3,3	3,3	100,0
Total	30	100,0	100,0	

**Y1.9**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	6,7	6,7	6,7
3	4	13,3	13,3	20,0
Valid 4	21	70,0	70,0	90,0
5	3	10,0	10,0	100,0
Total	30	100,0	100,0	

## Variable Y2

**Statistics**

	Y2.1	Y2.2	Y2.3	Y2.4	Y2.5	Y2.6	Y2.7	Y2.8	Y2.9	Y2.10	Y2.11
N Valid	30	30	30	30	30	30	30	30	30	30	30
Missing	0	0	0	0	0	0	0	0	0	0	0
Mean	3,47	3,33	3,27	3,13	3,37	3,37	3,53	3,77	3,87	3,77	3,47

**Statistics**

	Y2.12	Y2.13	Y2.14	Y2.15
N Valid	30	30	30	30
Missing	0	0	0	0
Mean	3,63	3,50	3,60	3,53

**Y2.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	13,3	13,3	13,3

3	10	33,3	33,3	46,7
4	14	46,7	46,7	93,3
5	2	6,7	6,7	100,0
Total	30	100,0	100,0	

### Y2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	13,3	13,3	13,3
3	12	40,0	40,0	53,3
4	14	46,7	46,7	100,0
Total	30	100,0	100,0	

### Y2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	6	20,0	20,0	20,0
3	10	33,3	33,3	53,3
4	14	46,7	46,7	100,0
Total	30	100,0	100,0	

### Y2.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	8	26,7	26,7	26,7
3	11	36,7	36,7	63,3
4	10	33,3	33,3	96,7
5	1	3,3	3,3	100,0
Total	30	100,0	100,0	

### Y2.5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	5	16,7	16,7	16,7
3	9	30,0	30,0	46,7
4	16	53,3	53,3	100,0
Total	30	100,0	100,0	

**Y2.6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	5	16,7	16,7	16,7
3	11	36,7	36,7	53,3
4	12	40,0	40,0	93,3
5	2	6,7	6,7	100,0
Total	30	100,0	100,0	

**Y2.7**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	13,3	13,3	13,3
3	7	23,3	23,3	36,7
4	18	60,0	60,0	96,7
5	1	3,3	3,3	100,0
Total	30	100,0	100,0	

**Y2.8**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	10	33,3	33,3	33,3
4	17	56,7	56,7	90,0
5	3	10,0	10,0	100,0
Total	30	100,0	100,0	

**Y2.9**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	7	23,3	23,3	23,3
4	20	66,7	66,7	90,0
5	3	10,0	10,0	100,0
Total	30	100,0	100,0	

**Y2.10**

	Frequency	Percent	Valid Percent	Cumulative Percent
--	-----------	---------	---------------	--------------------

	2	1	3,3	3,3	3,3
	3	7	23,3	23,3	26,7
Valid	4	20	66,7	66,7	93,3
	5	2	6,7	6,7	100,0
	Total	30	100,0	100,0	

**Y2.11**

	Frequency	Percent	Valid Percent	Cumulative Percent
	1	1	3,3	3,3
	2	1	3,3	6,7
Valid	3	11	36,7	43,3
	4	17	56,7	100,0
	Total	30	100,0	

**Y2.12**

	Frequency	Percent	Valid Percent	Cumulative Percent
	1	1	3,3	3,3
	2	1	3,3	6,7
Valid	3	8	26,7	33,3
	4	18	60,0	93,3
	5	2	6,7	100,0
	Total	30	100,0	

**Y2.13**

	Frequency	Percent	Valid Percent	Cumulative Percent
	2	2	6,7	6,7
	3	12	40,0	46,7
Valid	4	15	50,0	96,7
	5	1	3,3	100,0
	Total	30	100,0	

**Y2.14**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	10,0	10,0

3	8	26,7	26,7	36,7
4	17	56,7	56,7	93,3
5	2	6,7	6,7	100,0
Total	30	100,0	100,0	

Y2.15

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	3,3	3,3	3,3
3	15	50,0	50,0	53,3
Valid 4	11	36,7	36,7	90,0
5	3	10,0	10,0	100,0
Total	30	100,0	100,0	



### Appendix 3. Overall Validity and Reliability Test

#### Correlations

##### Correlations

		X1
	Pearson Correlation	,813 <sup>**</sup>
X1.1	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,773 <sup>**</sup>
X1.2	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,659 <sup>**</sup>
X1.3	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,780 <sup>**</sup>
X1.4	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,779 <sup>**</sup>
X1.5	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,835 <sup>**</sup>
X1.6	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,807 <sup>**</sup>
X1.7	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,760 <sup>**</sup>
X1.8	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,828 <sup>**</sup>
X1.9	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,879 <sup>**</sup>
X1.10	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,700 <sup>**</sup>
X1.11	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	1
X1	Sig. (2-tailed)	
	N	30

<sup>\*\*</sup>. Correlation is significant at the 0.01 level (2-tailed).

## Reliability

### Case Processing Summary

	N	%
Valid	30	100,0
Cases Excluded <sup>a</sup>	0	,0
Total	30	100,0

a. Listwise deletion based on all variables in the procedure.

### Reliability Statistics

Cronbach's Alpha	N of Items
,937	11

## Correlations

### Correlations

	X2
Pearson Correlation	,878**
X2.1 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,849**
X2.2 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,836**
X2.3 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,844**
X2.4 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,899**
X2.5 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,897**
X2.6 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,881**
X2.7 Sig. (2-tailed)	,000

	N	30
	Pearson Correlation	,959**
X2.8	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,932**
X2.9	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,939**
X2.10	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,931**
X2.11	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	1
X2	Sig. (2-tailed)	
	N	30

\*\* . Correlation is significant at the 0.01 level

## Reliability

### Case Processing Summary

	N	%
Valid	30	100,0
Cases Excluded <sup>a</sup>	0	,0
Total	30	100,0

a. Listwise deletion based on all variables in the procedure.

### Reliability Statistics

Cronbach's Alpha	N of Items
,973	11

# Correlations

## Correlations

	Y1
Pearson Correlation	,898**
Y1.1 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,774**
Y1.2 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,669**
Y1.3 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,809**
Y1.4 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,774**
Y1.5 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,857**
Y1.6 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,832**
Y1.7 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,781**
Y1.8 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,711**
Y1.9 Sig. (2-tailed)	,000
N	30
Pearson Correlation	1
Y1 Sig. (2-tailed)	
N	30

\*\*, Correlation is significant at the 0.01 level

# Reliability

## Case Processing Summary

	N	%
Valid	30	100,0
Cases Excluded <sup>a</sup>	0	,0
Total	30	100,0

a. Listwise deletion based on all variables in the procedure.

## Reliability Statistics

Cronbach's Alpha	N of Items
,924	9

# Correlations

## Correlations

	Y2
Pearson Correlation	,704**
Y2.1 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,481**
Y2.2 Sig. (2-tailed)	,007
N	30
Pearson Correlation	,703**
Y2.3 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,778**
Y2.4 Sig. (2-tailed)	,000
N	
Pearson Correlation	,674**
Y2.5 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,693**
Y2.6 Sig. (2-tailed)	,000
N	30
Pearson Correlation	,730**
Y2.7 Sig. (2-tailed)	,000
N	30

	Pearson Correlation	,630**
Y2.8	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,651**
Y2.9	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,703**
Y2.10	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,644**
Y2.11	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,736**
Y2.12	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,549**
Y2.13	Sig. (2-tailed)	,002
	N	30
	Pearson Correlation	,698**
Y2.14	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	,630**
Y2.15	Sig. (2-tailed)	,000
	N	30
	Pearson Correlation	1
Y2	Sig. (2-tailed)	
	N	30

\*\*. Correlation is significant at the 0.01 level

## Reliability

### Case Processing Summary

	N	%
Valid	30	100,0
Cases Excluded <sup>a</sup>	0	,0
Total	30	100,0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
,911	15



## Appendix 4. Classic Assumption

**Coefficients<sup>a</sup>**

Model		Collinearity Statistics	
		Tolerance	VIF
1	X1	,384	2,601
	X2	,384	2,601

a. Dependent Variable: Y1

**Coefficients a**

**Coefficients<sup>a</sup>**

Model		Collinearity Statistics	
		Tolerance	VIF
1	X1	,264	3,788
	X2	,256	3,906
	Y1	,184	5,445

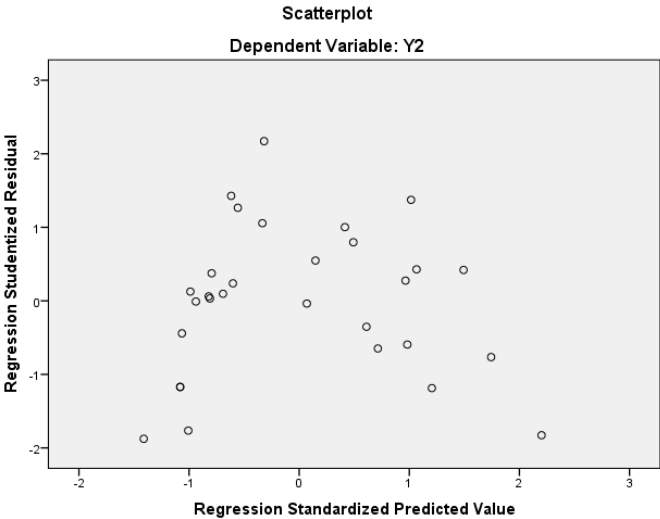
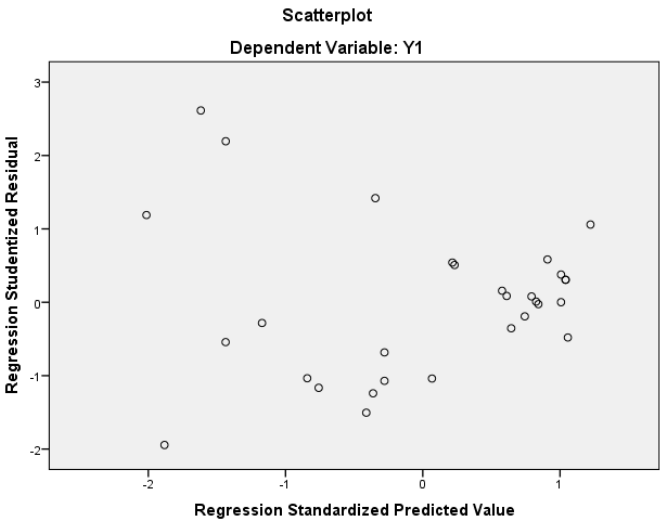
a. Dependent Variable: Y2

**One-Sample Kolmogorov-Smirnov Test**

		Unstandardiz ed Residual	Unstandardiz ed Residual
N		30	30
Normal Parameters <sup>a,b</sup>	Mean	,0000000	,0000000
	Std. Deviation	2,66651560	2,54026808
	Absolute	,113	,120
Most Extreme Differences	Positive	,113	,085
	Negative	-,056	-,120
Kolmogorov-Smirnov Z		,618	,656
Asymp. Sig. (2-tailed)		,840	,782

a. Test distribution is Normal.

b. Calculated from data.



## Appendix 5. Path Analysis Job Stress (Y1)

### Regression

#### Descriptive Statistics

	Mean	Std. Deviation	N
Y1	33,3333	6,22195	30
X1	39,3667	7,83662	30
X2	39,1667	10,92635	30

#### Correlations

		Y1	X1	X2
Pearson Correlation	Y1	1,000	,851	,856
	X1	,851	1,000	,785
	X2	,856	,785	1,000
Sig. (1-tailed)	Y1	.	,000	,000
	X1	,000	.	,000
	X2	,000	,000	.
N	Y1	30	30	30
	X1	30	30	30
	X2	30	30	30

#### Variables Entered/Removed<sup>a</sup>

Model	Variables Entered	Variables Removed	Method
1	X2, X1 <sup>b</sup>	.	Enter

a. Dependent Variable: Y1

b. All requested variables entered.

#### Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,904 <sup>a</sup>	,816	,803	2,76351

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y1

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	916,468	2	458,234	60,002	,000 <sup>b</sup>
	Residual	206,199	27	7,637		
	Total	1122,667	29			

a. Dependent Variable: Y1

b. Predictors: (Constant), X2, X1

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7,821	2,643		2,959	,006
	X1	,371	,106	,467	3,511	,002
	X2	,279	,076	,489	3,680	,001

a. Dependent Variable: Y1

## Path Analysis of Job Satisfaction (Y2)

### Regression

#### Descriptive Statistics

	Mean	Std. Deviation	N
Y2	52,6000	7,45377	30
X1	39,3667	7,83662	30
X2	39,1667	10,92635	30
Y1	33,3333	6,22195	30

#### Correlations

		Y2	X1	X2	Y1
Pearson Correlation	Y2	1,000	-,868	-,871	-,914
	X1	-,868	1,000	,785	,851
	X2	-,871	,785	1,000	,856
	Y1	-,914	,851	,856	1,000
Sig. (1-tailed)	Y2	.	,000	,000	,000
	X1	,000	.	,000	,000
	X2	,000	,000	.	,000
	Y1	,000	,000	,000	.
N	Y2	30	30	30	30
	X1	30	30	30	30
	X2	30	30	30	30
	Y1	30	30	30	30

#### Variables Entered/Removed<sup>a</sup>

Model	Variables Entered	Variables Removed	Method
1	Y1, X1, X2 <sup>b</sup>	.	Enter

a. Dependent Variable: Y2

b. All requested variables entered.

#### Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
-------	---	----------	-------------------	----------------------------

1	,940 <sup>a</sup>	,884	,870	2,68282
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a. Predictors: (Constant), Y1, X1, X2

b. Dependent Variable: Y2

#### ANOVA<sup>a</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1424,064	3	474,688	65,951	,000 <sup>b</sup>
	Residual	187,136	26	7,198		
	Total	1611,200	29			

a. Dependent Variable: Y2

b. Predictors: (Constant), Y1, X1, X2

#### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	87,995	2,953		29,799	,000
	X1	-,259	,124	-,272	-2,094	,046
	X2	-,186	,090	-,273	-2,069	,049
	Y1	-,537	,187	-,448	-2,873	,008

a. Dependent Variable: Y2

# **Appendix 6 : List Data of Respondents**

No	Usia	Jumlah Anak	Pendidikan Akhir	Masa Kerja
1	36	1-3	D3	>10 thn
2	38	1-3	S1	>10 thn
3	40	1-3	D3	5-10 thn
4	42	1-3	S1	>10 thn
5	35	1-3	S2	<5 thn
6	32	1-3	S1	5-10 thn
7	29	0	S1	5-10 thn
8	33	1-3	S1	5-10 thn
9	32	1-3	S1	<5 thn
10	30	1-3	S1	5-10 thn
11	45	1-3	S1	>10 thn
12	40	1-3	S1	>10 thn
13	35	1-3	D3	5-10 thn
14	37	1-3	S1	>10 thn
15	39	1-3	S1	>10 thn
16	30	0	S1	<5 thn
17	27	1-3	S1	<5 thn
18	28	1-3	S1	5-10 thn
19	22	0	S1	<5 thn
20	25	0	S1	<5 thn
21	23	0	D3	<5 thn
22	21	1-3	D3	<5 thn
23	22	0	S1	<5 thn
24	25	0	S1	<5 thn
25	25	0	S1	<5 thn
26	24	0	S1	<5 thn
27	23	0	D3	<5 thn
28	21	1-3	D3	<5 thn
29	23	0	D3	<5 thn
30	21	0	D3	<5 thn

## Appendix 7 Curriculum Vitae

### CURRICULUM VITAE

Name : Ici F P B  
 NIM : 135030200111129  
 Place and Date of Birth : Sipahutar, July 11, 1995  
 Email : icibutarbutar@gmail.com



#### Education

Year	Institution	Location
2001-2007	SD RK BUDI MULIA 1	P.Siantar
2007-2010	SMP RK BINTANG TIMUR	P.Siantar
2010-2013	SMA RK BUDI MULIA	P.Siantar

#### Organizational Experience

Year	Organization	Position
2014-2015	PMK Immanuel	Pembinaan

#### Achievement

Year	Description
2016	Top 30 Espriex Business Model Competition ASEAN 2016