



Work-Family Conflict Reviewed of Workload and Burnout among Female Employees at Bank X

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Abstract

Career woman is working women or do planned activities For get results in the form of money or services . Involvement and commitment time women in a family based on not quite enough answer to task House stairs , including look after husband and children make the women Work more often experience conflict . characteristics work of a nature more formal and managerial such as relatively long working hours long and abundant work more tend bring up *work-family conflict* in women work . Load factor overwork have effect double the burden on *work-family conflict* , in other words high work will increase working hours and also cause feelings of tension and fatigue in individuals . When difficulties arise in balance role double result in somebody lost source power that will trigger occurrence *burnout*. Research objectives This is For know Connection burden work and *burnout* with *work-family conflict* in employees Bank X woman. Measuring instruments used in study This is scale *work-family conflict*, scale burden work and scale *burnout* . Decision-making techniques sample is *purposive sampling* , namely technique determination sample with consideration certain . So that amount samples in research This that is as many as 118 people. Based on data analysis , obtained mark correlation multiple of 0.582 with level significance of 0.000 which means hypothesis accepted . This is show that There is significant relationship between burden work and *burnout* with *work-family conflict* in employees Bank X woman. With big donation effective from variables burden work and *burnout* with *work-family conflict* in employees Bank X women amounted to 33.87%.

Keywords : burden work , *burnout*, *work-family conflict* , employees woman , married

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1. Introduction

One of factor important things that companies must pay attention to in reach demands work is factor source Power human resources (HR) [1]. Until now , still Lots challenge For realize gender equality in environment Work [2]. The role of women in the world of work moment this is very important Because change the reflect progress in reach gender equality , which contributes to development economic and social more inclusive . The increasing role of women active in various sectors , both formal and non-formal, are able to give impact positive to growth economy , creativity , and innovation in the world of work [3]. Proven with 50.70 million resident 15 years old to above who works is women in 2020 [4]. Based on index based on data obtained from the Central Statistics Agency (BPS), it was found that data that in 2023 participation Woman as professional staff amounted to 49.53% of the figure This explain that existence levels from year previously only amounted to 48.65% [5]. This means role Woman give Lots change , women also do not Enough satisfied with work at home , so that There is Lots the woman who came along as well as choose For plunge into the world of careers . It is not uncommon for most of them woman

take role double in life they : become mothers and workers [6] .

Involvement and commitment time women in a family based on not quite enough answer to task House stairs , including look after husband and children make the women Work more often experience conflict . Conflict level This more severe in working women formally because they generally bound with rule organization about working hours , assignments or completion target job characteristics work of a nature more formal and managerial such as relatively long working hours long and abundant work more tend bring up *work-family conflict* in women work . Status and role husband generally more dominant than wife . Men (husbands) play a role as head House stairs and women (wives) play a role as Mother House stairs . Although women are also allowed For work , but not quite enough answer House the stairs also remain is on his shoulders [7] .

The tightness policy banking regarding working hours and time For holiday or leave cause his employees experience *work-family conflict* . This make Mother Work feel time available together family reduce Because must work , time For finish task the office becomes disturbed Because they too must do not quite enough the

answer as mother . Besides that Because busy work experienced make Mother Work own health bad physique , they often feel Sick head , problem digestion . Feelings negative too often they feel , like sad , upset , feeling guilty Because No Can accompany child completely . According to study mothers who work in the sector banking will more own *work-family conflict* than employees working in the sector others [8] .

Work-Family Conflict is one of the form form *interrole conflict* pressure or imbalance role between role at work with role in family , form conflict role Where demands role from work and family mutually not can aligned [9] . The dual role it has woman career is not easy situation For completed . Both role the demand balanced performance [10] . Employees who have not quite enough high responsibility within family can trigger emergence related conflicts with fulfillment not quite enough answer inside his work . The more tall not quite enough the responsibility that is owned employees inside family , then potential emergence conflict will the more big too because not quite enough answer from second role will each other contradictory and mutually exclusive demand One The same other. Pressure appear Because role in family and roles within work each other intersect and intersect each other demand fulfillment in a way simultaneously . Difficulty combine between role in work and home ladder as well as fulfillment demands of each role the result in conflict role [11] . *Work family conflict* is one of the form *interrole conflict* that is pressure or imbalance role between role employed with role in the family [9] . *Work-family conflict* divided to three aspect that is aspect conflict Because time (*time-based conflict*, conflict Because tension (*strain-based conflict*, conflict Because behavior (*behavior-based conflict*) [12] . Excessive workload have effect double the burden on *work-family conflict* , in other words high work will increase working hours and also cause feelings of tension and fatigue in individuals [13] .

Workload based on utilization time available work For do work , namely seen from activity , or activities carried out staff at the time work , good activity directly , no directly , and other activities such as activity personal and activities No productive [14] . Workload is assigned tasks to power Work or employee For completed on time certain with use skills and potential from power Work [15] . Workload a employee must customized with quantity and quality job . Quantity work refers to the amount work to be done done , whether too Lots or too little , and quality work refers to the skills and abilities required For finish work . When work No in accordance with skills and knowledge employee so will cause burden hard work for employees [16] . Aspects burden Work that is aspect mental burden , burden physical and time [17] . Workload is something that arises from the interaction between the demands of tasks , the work environment where it is used as a workplace, skills, behavior, and perceptions of workers [18] .

Occurrence collision between not quite enough answer work at home or life House ladder so that make woman own feeling guilty until cause pressure that ultimately cause *burnout* is A associated syndromes with work - related stress prolonged work consequence from overwork or dissatisfaction to work that ultimately cause impact negative to physical and mental state of a person , fatigue emotional , loss energy , loss enthusiasm , and loss trust self , as well as disappearance caring towards the people in environment work [19] . *Burnout* impact on performance work , both at work and in family [7] . *Burnout is the final condition of stress which can take the form* of physical exhaustion, emotional exhaustion, depersonalization, and reduced self-esteem as a result of long-term participation in stressful interpersonal situations [20] . *Burnout* can depicted as impact from stress work that causes decline performance and frustration in work , as well as relate with inability individual For respond with Good request received [21] . Aspects *burnout* is *Emotional exhaustion, Depersonalization and Reduced sense of personal accomplishment* [22] .

One of field demanding work Woman give more time Lots is work at a company banking . Working in industry banking it seems Still become choice for many people because a number of reasons , such as standard sufficient salary high , clear working hours , accepting from diverse background behind education , as well as existence certainty level career . This is make diversity employees who work in the company . Which one is here? they will each other interact in work daily them , and make industry banking as business that involves many people in it .

Based on results interview conducted on November 28 , 2022 with several employees woman get information that employee woman often use up time at the office Because have relatively long working hours long until utilization time holidays used at the end month . Home time Work operational it was at 17.00 WIB but often overtime Because lots of work cause problem with husband Because too much Busy with work . Holidays used For working at the time end the moon that makes tired until atmosphere a fickle heart also causes occurrence problem until to the house that makes problem small become big Because the fatigue felt employee said . Attitude selfish and wanting win Alone moment employee Work in the office often carried away to the house that causes effect problems and not existence harmony House ladder in the family Because characteristic selfish and work individuals who are required by their work .

Employee women who must working in the field and in the office at a time own heavy mental burden from beginning work until later at home time Work even until At home mental burden will felt by existing employees become Mother House stairs , according to results interview employee women who have become Mother House ladder own mental load is double compared to

with employee women who are still single . For employees who are required For down to field survey to its customers own burden physical liability for employee said . Have double work because after survey conducted , resource person must input data from results survey mentioned . The work targets that must be completed each month and have deadline time often hampered Because a number of matter like customers in arrears pay installments will make time the more wasted that will cause burden Work will the more pile up .

Feeling always tired felt by employees woman Because get demands psychological and emotional moreover Again demands overwork felt employee so that make they Work until after hours even until overtime that makes emotion No stable , easy angry until difficult control emotions . At the time demands work that has been done piling up , existence the pressures that are obtained that make employee become selfish and not prioritize environment around and lack of mutual feelings value between fellow . When the work that has been done done with maximum effort but himself consider the work it produces That become useless and useless valuable and feel No competent to his job , because existence comment or input from his boss made it employee feel things the .

Based on things explained above , researchers interested For do study This Because part big bank employees are women . In addition to the demands heavy work and the existence of not quite enough answer House stairs that must be done for employees who have family especially at the end the month that requires For overtime . Because of that that , researcher lift study *Work-Family Conflict* Reviewed of Workload and *Burnout* among Bank X Employees .

2. Methodology Study

Types of research This is study quantitative with variables dependent his is *Work-Family Conflict* (Y) and its independent variables is Workload and *Burnout* (X). Population in study This is Employee Bank X women , totaling 123 people . Retrieval technique sample in study This is *Purposive Sampling* , namely technique determination sample with consideration certain [2 3] .

Data analysis techniques used in the research This is the product moment correlation test , where technique the used For know There is or whether or not significant relationship between two variables . Requirements analysis statistics parametric , namely assumption tests which include normality tests which use Kolmogorov-Smirnov *test of normality* and linearity test using *test for linearity* with level significance of 5% ($p < 0.05$), and hypothesis testing with technique correlation multiple .

3. Results and Discussion

Validity coefficient scale burden Work own mark *corrected item total-correlation* range between 0.308 to with 0.798 . With coefficient its reliability of 0.908. Validity coefficient scale *burnout* own mark *corrected*

item-total correlation range between 0.328 to with 0.740 with coefficient reliability of 0.924. Validity coefficient scale *Work-Family Conflict* own mark *corrected item total-correlation* range 0.377 to with 0.879 . With coefficient its reliability of 0.942. Normality test in study This state that the data is stated normally distributed if significance more big of 5% or 0.05. Based on results data processing with using the IBM SPSS program version 21.0, then normality burden work , *burnout* with *Work-Family Conflict* can seen in Table 1.

Table 1. Normality Test

Variables	N	KSZ	P	Distribution
Workload	118	0.768	0.597	Normal
<i>Burnout</i>	118	0.722	0.675	Normal
<i>Work-Family Conflict</i>	118	0.886	0.413	Normal

Based on table on so obtained mark significance on a scale burden Work of $p=0.597$ with $KSZ=0.768$. These results show that p value >0.05 , meaning distribution scale burden Work distributed normally , on a scale *burnout* is acquired mark significance of $p=0.675$ with $KSZ=0.722$ results the show that p value >0.05 , meaning distribution distributed normally , on a scale *work-family conflict* obtained mark significance of $p=0.413$ with $KSZ=0.886$ results the show that p value >0.05 , meaning distribution distributed normally . Linearity test results burden work , *burnout* with *work-family conflict* can seen in Table 2.

Table 2. Linearity Test of Workload and *Work-Family Conflict*

N	Df	Mean Square	F	Sig.
118	1	1390,088	55,545	0,000

Based on description table above , then obtained F value = 55.545 with significance of $p = 0.000$ results the shows $p < 0.05$, meaning *variance* on a scale burden Work with *work-family conflict* classified as linear. The results of the linearity test *burnout* and *work-family conflict* can seen in Table 3.

Table 3. Linearity Test of *Burnout* and *Work-Family Conflict*

N	Df	Mean Square	F	Sig.
118	1	1532,892	64,030	0,000

Based on description table above , then obtained F value = 64.030 with significance of $p=0.000$ results the shows $p < 0.05$, meaning *variance* on a scale *burout* with *work-family conflict* classified as linear. Hypothesis test results burden work , *burnout* with *Work-Family Conflict* can seen in Table 4.

Table 4. Hypothesis Testing

Variables	P	(α)	Correlation Value (r)	R. Square
Workload with WFC	0,000	0.01	0.549	0.301
<i>Burnout</i> with WFC	0,000	0.01	0.576	0.332

Based on correlation test results *product moment (person)* that is carried out with help with the IBM SPSS version 21.0 program. So it is obtained coefficient correlation between burden Work with *work-family conflict* , namely of $p = 0.000 < 0.01$ *level of significance* (α) means hypothesis accepted . So there is very

significant relationship between burden Work with *work-family conflict* in employees Bank X woman , with r value = 0.549 which is trending positive with level currently shows , if burden Work tall so *work-family conflict* in employees Bank X women will so tall too on the other hand , if burden work for employees woman low so the more low *work-family conflict* in employees woman .

Correlation coefficient between *burnout* with *work-family conflict* , namely of $p = 0.000 < 0.01$ level of *significance* (α) means hypothesis accepted . So there is very significant relationship between *burnout* with *work-family conflict* in employees Bank X woman , with r value = 0.576 which is trending positive with level currently shows , if *burnout* tall so *work-family conflict* in employees Bank X women will tall too on the other hand , if employee *burnout* woman low so the more low *work-family conflict* in employees women . Correlation test results multiple can seen in Table 5.

R	R. Square	R. Square Change	F. Change	Sig. f Change
0.582	0.338	0.338	29,399	0,000

Based table above , know the Sig test $0.000 < 0.01$ then hypothesis can accepted . There is connection It means burden work and *burnout* own connection very significant with *work-family conflict* in employees woman Bank X. Correlation value directional positive and standard currently show the more tall burden work and *burnout* then the more There is also high *work-family conflict* among employees Bank X woman is like that on the contrary If burden low work and *burnout* so *work-family conflict* is also low . *Descriptive statistics* can seen in Table 6.

Variables	N	Mean	Standard Deviation	Min	Max
Workload	118	57.41	6,246	44	73
Burnout	118	57.32	6,323	44	73
Work-Family Conflict	118	52.58	6,279	35	68

Grouping results category subject can seen in Table 7.

Variables	Score	Amount	Percentage	Category
Workload	44-50	20	17%	Low
	51-62	77	65%	Tall
	63-73	21	17%	Currently
Burnout	44-50	22	13%	Low
	51-62	79	67%	Tall
	63-73	17	14%	Currently
Work-Family Conflict	44-50	16	13%	Low
	51-62	85	72%	Tall
	63-73	18	15%	Currently

Based on the table above can depicted that 20 people (17%) employee woman in Bank X has burden low work , 77 person (65%) employees Bank X own burden Work Which currently and 21 people (17%) employees woman in Bank X has burden the work that tall . There are 22 people (13%) employees woman in Bank X has burden low work , 79 people

(67%) employees Bank X own burden Work Which medium and 17 people (14%) employees woman in Bank X has burden the work thattall . A total of 16 people (13%) were employees women in Bank X has burden low workload , 85 people (72%) employees Bank X own burden Work Which currently And18 people (15%) employees woman in Bank X has burden the work thattall .

This matter in accordance with condition employee Bank X women. Most of them employee woman feel own burden work in progress due to many employee women who have level *work-family conflict* is also moderate . This result show For lower *work-family conflict* so burden Work play a role important , if woman capable overcome the pressure that occurs between role in work and roles At home at each the day so will followed with decline amount guidance task jobs . Most of them employee woman own moderate *burnout* due to many have level *work-family conflict* too. For lower *work-family conflict* so *burnout* play a role important will matter that , if employee woman capable overcome the pressure that occurs between role in work and roles At home at each the day so will followed with decline amount employee *burnout* woman .

Research result show For lower *work-family conflict* so burden work and *burnout* own role important , if guidance task work reduced and employees woman can overcome motivation negative in do work so employee woman will capable lower level the pressure that occurs between role in work and roles At home at each the day .

4. Conclusion

There is very significant relationship between burden Work with *work-family conflict* in employees Bank X woman directional positive with level currently show If burden Work tall so *work-family conflict* in employees Bank X women will tall too on the other hand , if burden work for employees woman low so the more low *work-family conflict* in employees women . There are very significant relationship between *burnout* with *work-family conflict* in employees Bank X women who are oriented positive with level currently show If *burnout* tall so *work-family conflict* in employees Bank X women will tall too on the other hand , if employee *burnout* woman low so the more low *work-family conflict* in employees women . There are results that connection burden work and *burnout* own very significant relationship with *work-family conflict* in employees Bank X women . Correlation value directional positive and standard currently show the more tall burden work and *burnout* so the more There is also high *work-family conflict* among employees Bank X woman is like that on the contrary If burden low work and *burnout* so *work-family conflict* is also low . Contribution effective from variables burden Work with *work-family conflict* is by 30.14%. Contribution effective from variables *burnout*

with *work-family conflict* is by 33.17% and donation effective variables burden work and *burnout* with *work-family conflict* is by 33.87%.

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