

THE INFLUENCE OF MULTIPLE ROLE CONFLICT ON THE PERFORMANCE OF FEMALE HEALTH WORKERS WITH JOB STRESS AS A MEDIATION VARIABLE



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Abstract

Dual roles are often one of the main causes of work stress, especially for women. When someone has to divide their time and energy, they may feel overwhelmed and have difficulty meeting all the demands. Conflict between these roles can cause stress, anxiety, and fatigue. The main objective of this study was to clarify the relationship between dual role conflict, job stress, and performance among female health workers. The method used in this study is a quantitative approach with a survey method, then the data analysis technique used is the SEM-PLS data analysis technique. Based on the data that has been obtained, the sample used in this study was 100 female civil servant health worker respondents. The results obtained are that there is a significant positive effect of dual role conflict on work stress of 0.472. In addition, there is a significant negative effect on the relationship between dual role conflict and performance of -0.411. Then, there is a significant negative effect on the relationship between work stress and performance of -0.489. And it is also known that the work stress variable significantly acts as a mediating variable on the effect of dual role conflict on performance of -0.231.

Keywords: Dual Role Conflict, Performance, Work Stress

INTRODUCTION

Multiple role conflict is an important issue that can affect the workforce, especially in the midst of rapid social and economic change. The increase in the Female Labor Force Participation Rate (TPAK) of Female Workers is an interesting phenomenon as evidenced by data from the Statistics Indonesia (BPS) in 2021-2023. The "Labor Force Participation Rate (TPAK)" of Female Workers increased from 2021 by 53.34%, in 2022 it showed a figure of 53.41%, and in 2023 it showed a figure of 54.52%. Women's involvement in the world of work after marriage reflects significant social and economic changes. Various factors can encourage women to continue working, even though they have entered a new phase of life as wives to their husbands and mothers to their children. Several motives underlying married women choosing to continue their careers include financial needs, social needs, improving living standards and self-fulfillment. Women who are married and continue to have a career must be able to manage their time and emotions wisely. Gender equality between men and women is one of the motives for women to be more enthusiastic about attending school and college, with the aim of developing and applying the knowledge gained to the wider community.

Dual role conflict occurs when individuals, both men and women, struggle to fulfill the demands of work roles and family responsibilities simultaneously. Women often face more pressure than men. According to (Safrizal et al., 2020), the dual role conflict experienced by women is higher than that of men, the reason is because apart from working outside the home, married women are also required to take care of the household and family, such as taking care of children, as well as being a wife. The dual role experienced by women is one of the things that can cause conflict which can result in work stress.

In the world of work, work stress experienced by employees is a common occurrence. According to Robbins (2011), work stress is a condition that causes tension to occur, thus affecting a person's emotions, thought processes and condition at work. One job that is vulnerable to work stress is work in the health sector. Health workers are part of the national health system that supports the achievement of public health goals. In Indonesia in 2023 the number of health workers will be 583,347 or 50% Nurses, 344,928 or 29% Midwives, 130,643 or 11% Pharmacy Workers, 53,125 or 5% Public Health Workers, and 24,759 or 2%

Environmental Health Workers, 36,400 or 3% Nutrition Workers (Statistics Indonesia), for workers in the health sector, especially women, dual roles are one of the factors that cause work stress. According to (A. Ahmad, 2008; Almasitoh & Hany, 2011) stated that multiple role conflicts have a negative impact on the performance of health workers, especially those who are married. When the demands of these two roles conflict with each other, this can cause work stress which can affect work focus. According to (Hutami & Chariri, 2011), when two or more roles expected from a person conflict, this can create tension or stress.

This research was conducted at one of the Regional Public Hospitals in Kuningan Regency. Regional General Hospital is a health service institution owned and managed by the regional government. The focus of the research is on the dual role conflict and work stress experienced by female health workers which can affect performance.

This research is based on inconsistencies/inconsistencies in the results of previous research. According to Sari's (2015) research, dual role conflict has no significant effect on performance, whereas in the research of (Sugito & Efendi, 2021) dual roles have a positive effect on performance, and according to (Saragih et al., 2022; Sari et al., 2021) dual roles have a negative effect on performance. According to research by (Zurnizam & Nur Aini, 2024) work stress has a significant negative impact on job performance; however, according to (Maryani et al., 2024) The results of the study indicate a positive effect of work stress on employee performance, but this effect is not statistically significant. From the above background, the problem of this research can be formulated as follows: It is suspected that there is an increase and decrease in performance, which is influenced by dual role conflict and work stress in female health workers.

From the problem formulation above, the objectives of this research are:

1. Knowing the effect of dual role conflict on work stress.
2. Knowing the effect of dual role conflict on the performance of female health workers.
3. Knowing the effect of work stress on the performance of female health workers.
4. Knowing the influence of work stress mediating the relationship between dual role conflict on the performance of female health workers.

REVIEW OF LITERATURE

Health Workers

Republic of Indonesia Law No. 17 of 2023. In the context of health workers, this means that everyone who works in the health sector is equipped with knowledge and skills through health education, and for some types of work, has the authority to carry out health efforts. According to (Kurniati & Efendi, 2012) the definition of a health worker is every person who has received both formal and non-formal education, who dedicates themselves to efforts aimed at preventing, maintaining, and improving the level of public health.

From these two definitions, it can be interpreted that health workers have an important role in the public health system. Individuals, including health workers, often have a number of roles that must be carried out in their professional and personal lives. Role Theory According to (Z. Ahmad & Taylor, 2009) If an individual's actions do not meet their expectations, they are likely to experience stress, depression, feelings of dissatisfaction, and decreased performance, especially if there is a conflict in these expectations.

Multiple Role Conflict

The occurrence of role conflict is triggered by a clash when we are carrying out certain roles. According to (Greenhaus & Beutell, 1985, in (Iswadi et al., 2021) states that Pressure caused by work and family demands can trigger dual role conflict. Role conflict occurs because of various forms of role stress resulting from clashes between work and family demands. Activities in one role (work/family) will interfere with activities in other roles.

According to Greenhaus & Beutell (1985) in (Iswadi et al., 2021) defines three dimensions of dual-role conflict, namely:

- a. **Time-based conflict**, experienced when time pressures make the demands of one role inhibit another role. For example, a mother needs to cook for her husband and children first before she goes to work, which can cause delays when coming to work.
- b. **Strain-based Conflict** occurs when the stress of one role makes it difficult for an individual to engage in another role. The fatigue experienced by mothers working all day can hinder quality interactions with children, such as helping with schoolwork or playing together.

- c. **Behavior Based Conflict** occurs when behavioral patterns that constitute work demands conflict with family demands. For example, a woman who is the executive manager of a company may be expected to be aggressive and objective about her work, but her family has other expectations of her. He behaves according to what is expected when he is at the office, and when interacting at home with his family, he must also behave according to what is expected too.

Job Stress

According to (Robbins & Judge, 2011), work stress can be defined as a dynamic situation in which a person faces multiple opportunities, demands, or resources that are relevant to their desires, and the outcome of the situation is perceived as important but unpredictable.

(Robbins & Judge, 2011) also define the dimensions of work stress, the dimensions of work stress are divided into 3, namely:

- a. **Environmental Factors**, environmental uncertainty will influence the design of organizational structures, which can influence employee stress levels in an organization. Changes such as those in the business cycle can also create economic, technological, and political uncertainty
- b. **Organizational Factors**, factors such as task demands, roles, and interpersonal demands that occur within the organization, can cause stress. The various pressures and demands placed on and felt by employees are examples of several factors that cause stress in an organization.
- c. **Personal Factors**, this category contains factors that occur in employees' personal lives, such as family problems and personal economics and inherent personality characteristics.

Performance

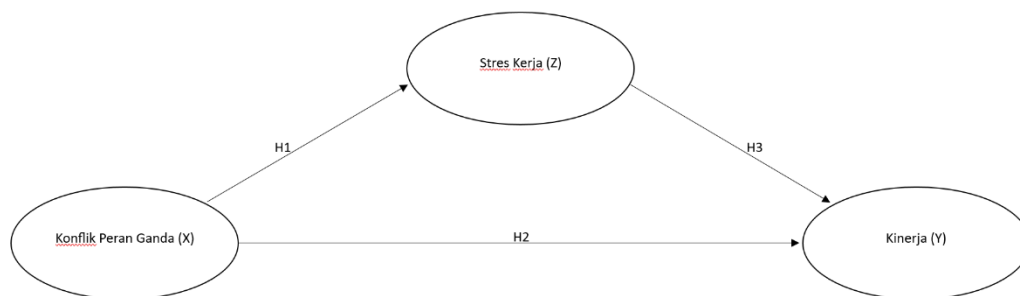
According to the KBBI, performance refers to the results, achievements, or accomplishments obtained by someone when carrying out work in accordance with their role and function. The performance of health workers is greatly influenced by the professional standards that apply in each field. This professional standard includes various guidelines and procedures that must be followed by health workers in carrying out their duties. According

to Campbell in (Koopmans et al., 2012), performance is the behavior displayed by individuals to achieve organizational goals.

Campbell in (Koopmans et al., 2012), also explains the 3 dimensions of performance, namely:

- a. **Task Performance**, relating to employee behavior as demonstrated by completing work according to plan, on time, and optimally.
- b. **Contextual Performance**, relating to employee performance measured based on goal achievement, and employee professionalism in the work environment.
- c. **Adaptive Performance**, work behavior is demonstrated by a person's productivity in completing good work with efficient time and effort.

According to (Sugiyono, 2019), a thinking framework is a conceptual framework that shows how the theory is connected to relevant aspects. The framework for thinking in this research can be presented as follows:



H1: It is suspected that multiple role conflict has a significant positive effect on work stress.

H2: It is suspected that multiple role conflict has a significant negative effect on performance.

H3: It is suspected that work stress has a significant negative effect on performance.

H4: It is suspected that work stress mediates the effect of dual role conflict on performance.

RESEARCH METHOD

This research uses a methodological approach in the form of a survey method with a quantitative approach. According to (Sugiyono, 2018), the survey research method is a quantitative research method used to collect data on beliefs, opinions, traits, actions, relationships between factors, and to test several hypotheses. Then, the quantitative approach is a research methodology that adopts the principles of positivism, with the aim of studying

a group of people or objects with special characteristics. Data is collected through research instruments, analyzed statistically, and used to prove the formulated hypothesis. (Sugiyono, 2018).

Data collection used in this study is using the observation method and distributing questionnaires, both methods are used with the aim of obtaining data and information directly to female health workers, with a variable measurement scale using an ordinal scale with a Likert scale of 1-5. The analysis technique used is Structural Equation Modeling (SEM) which includes two stages, namely verification of the measurement model and testing of the structural model, the general population in this study are female health workers, while the target population is Female Civil Servant Health Workers at the Regional General Hospital located in Kuningan Regency as many as 134 female civil servant medical personnel. In determining the number of samples to be used, this study uses the Slovin formula with a standard error of 5%, the number of samples used is 100 female civil servant medical personnel, the sampling technique used in this study is using a random sampling technique (Simple Random Sampling).

RESULTS AND DISCUSSION

Evaluation of Measurement Models

This study uses a reflective measurement model, which means that variables such as dual role conflict, work stress, and performance are measured based on indicators that reflect these variables. In (Hair Jr et al., 2021), to evaluate the reflective measurement model in the form of Loading Factor (Outer Loading > 0.70), Cronbach's Alpha > 0.70 , and Convergent Validity (AVE > 0.50); As well as evaluating discriminant validity, namely using the Fornell and Lacker criteria and (HTMT) Heterotrait Monotrait Ratio.

Variable	Measurement Items	Outer Loading	Cronbach's Alpha	Composite Reliability	AVE
Multiple Role Conflict	X1.1	0.798	0.921	0.936	0.677
	X1.2	0.817			
	X1.3	0.825			
	X1.4	0.866			
	X1.5	0.823			
	X1.6	0.840			

	X1.7	0.789			
Performance	Y1.1	0.877	0.950	0.956	0.645
	Y1.2	0.766			
	Y1.3	0.883			
	Y1.4	0.810			
	Y1.5	0.788			
	Y1.6	0.813			
	Y1.7	0.815			
	Y1.8	0.779			
	Y1.9	0.750			
	Y1.10	0.734			
	Y1.11	0.764			
	Y1.12	0.845			
Job Stress	Z1.1	0.746	0.930	0.939	0.585
	Z1.2	0.746			
	Z1.3	0.770			
	Z1.4	0.777			
	Z1.5	0.745			
	Z1.6	0.760			
	Z1.7	0.764			
	Z1.8	0.798			
	Z1.9	0.779			
	Z1.10	0.744			
	Z1.11	0.783			

(Construct Reliability and Convergent Validity Table – Processed using SmartPLS-4)

Each variable is measured by each measurement item, the dual role conflict variable is measured by 7 (seven) valid measurement items with values outer loading between 0.789 – 0.866, the performance variable is measured by 12 (Twelve) valid measurement items with a value outer loading between 0.734 – 0.883, and the work stress variable is measured by 11 (Eleven) valid measurement items with a value outer loading between 0.744 – 0.798. From value outer loading, the three variables can be interpreted as meaning that each measurement item can reflect the measurement of each variable. The level of reliability of each variable is acceptable as indicated by the Cronbach's Alpha and Composite Reliability values above 0.70 (Reliable), or also known as the internal consistency of each variable used. The level of convergent validity shown by the AVE

value for the dual role conflict variable is 0.677, the performance variable is 0.645, and the work stress variable is 0.585, so it can be interpreted that of the three variables used, the AVE value for each variable is > 0.50 so that the level of convergent validity for each variable the indicators have good convergent validity. In general, the diversity of items used to measure each variable, namely, the dual role conflict variable reached 67.7%, performance 64.5%, and work stress 58.5%.

	Performance	Multiple Role Conflict	Job Stress
Performance	0.803		
Multiple Role Conflict	-0.642	0.823	
Job Stress	-0.684	0.472	0.765

(Fornell and Lacker Discriminant and Validity Table – Processed using SmartPLS-4 software)

Data validity can be tested using the criteria developed by Fornell and Lacker. According to (Hair Jr et al., 2021), Discriminant validity is used to test whether the hypothesized variables are theoretically different and are actually different based on the results of data analysis. According to the Fornell and Lacker criteria, A variable is considered to have strong discriminant validity if the square root value of the Average Variance Extracted (AVE) variable meets certain criteria and is higher than the correlation value between the variable and other variables.

In this study, the performance variable has an AVE root (0.803) with a greater correlation with dual role conflict (-0.642) and work stress (-0.684), the dual role conflict variable has an AVE root (0.83) with a greater correlation with work stress (0.472), and finally the work stress variable has an AVE root value of (0.765). Thus, these results confirm the discriminant validity has been achieved of each variable has been fulfilled.

	Performance	Multiple Role Conflict	Job Stress
Performance			
Multiple Role Conflict	0.676		
Job Stress	0.663	0.467	

(HTMT Discriminant and Validity Table – Processed using SmartPLS-4 software)

(Hair et al., 2019) The use of HTMT is recommended because this method is considered to have a higher level of sensitivity and accuracy in testing discriminant

validity. The recommended value is below 0.90. The test results show that the HTMT value is <0.90 for each pair of variables, so discriminant validity is met.

Structural Model Evaluation

Structural model evaluation aims to test hypotheses regarding the relationships between variables in the study, which is carried out through three phases of examination, namely first checking the absence of multicollinearity between variables with the inner measure VIF (Variance Inflation Factor) below 5, so it can be interpreted that there is no multicollinearity between one variable and another (Hair Jr et al., 2021).

The second stage in the evaluation is to test the hypothesis that connects the research variables, which is done by analyzing the t-statistic or p-value. If the t-statistic from the calculation results is greater than 1.96 (t-table) or the p-value from the test results is smaller than 0.05 then there is a significant influence between the variables, the third is the f square value, namely the direct influence of variables at the structural level with the criteria (f square 0.02 minor, 0.15 moderate, and 0.35 major), Hair et, al (2021).

	VIF
Dual Role Conflict → Performance	1.287
Multiple Role Conflict → Job Stress	1.000
Job Stress → Performance	1.287

(VIF Value Table – Processed using SmartPLS4)

The first step prior to hypothesis testing of the structural model is confirming there is no multicollinearity among the variables, which can be measured by the inner VIF statistical measurement. The estimation results show that the inner VIF for the relationship between each variable is <5, so the level of multicollinearity between variables is low. This result strengthens the results of parameter estimation in SEM PLS, which is robust (Unbiased).

Hypothesis	Path Coefficient	p-value	f-square
H1. Multiple Role Conflict → Job Stress	0.472	0.000	0.287
H2. Dual Role Conflict → Performance	-0.411	0.000	0.327
H3. Job Stress → Performance	-0.489	0.000	0.464

(Direct Effect Hypothesis testing table – Processed using SmartPLS-4)

Hypothesis	Path Coefficient	p-value
H4. Dual Role Conflict → Job Stress → Performance	-0.231	0.000

(Indirect Effect Hypothesis Testing Table – Processed using SmartPLS-4)

Based on the results of the hypothesis testing above, it is known as follows:

1. The first hypothesis (H1) is accepted, namely that there is a significant positive influence of dual role conflict on work stress with a path coefficient (0.472) and p-value ($0.000 < 0.05$). So, it can be interpreted that when respondents experience multiple role conflicts, work stress will increase by 0.472. However, the existence of multiple role conflicts in increasing work stress has an influence that moderates the structural level ($f\text{-square} = 0.287$). In this case, there needs to be social support that can create a supportive work environment, both from colleagues and management, so that it can help relieve pressure and reduce the stress that occurs.
2. The second hypothesis (H2) is accepted, namely that there is a significant negative effect on the relationship between dual role conflict and performance with a path coefficient (-0.411) and p-value ($0.000 < 0.05$). So, it can be interpreted that when respondents experience multiple role conflicts, work stress will decrease by -0.411. In this case, the existence of multiple role conflicts in reducing performance has a major influence at the structural level ($f\text{-square} = 0.327$). In this case, management needs to provide education regarding work-life balance so that employees can manage the pressure and stress caused by multiple role conflicts, so that the pressures experienced in life outside of work do not affect their performance.
3. Based on the analysis, the third hypothesis (H3) is confirmed, namely that work stress has a significant negative effect on performance. The statistical evidence is the path coefficient of (-0.489) and p-value ($0.000 < 0.05$). So, it can be interpreted that when respondents experience work stress, their performance will decrease by -0.489. In this case, the presence of work stress in influencing performance has a major influence at the structural level ($f\text{-square} = 0.464$). In this case, there is a need for stress management training; management needs to facilitate this program so that it can reduce stress levels which can affect performance. Apart from training programs, management also needs to increase support in order to increase employee motivation.

4. The fourth hypothesis (H4) was proven correct, indicating that work stress significantly functions as a mediator between dual role conflict and performance, with a path coefficient value of mediation (-0.231) and p-value ($0.000 < 0.05$). This means that when Dual Role Conflict increases, through the influence of mediation, performance will decrease by -0.231.

CONCLUSION

Following the findings from the hypothesis testing that has been carried out, the following conclusions can be obtained: The first hypothesis (H1) is accepted, namely that there is a significant positive influence of dual role conflict on work stress, meaning that the higher the dual role conflict, the higher the work stress or vice versa. The second hypothesis (H2) is accepted, namely that there is a significant negative influence on the relationship between dual role conflict and performance, meaning that the higher the dual role conflict, the lower the performance or the performance decreases. The third hypothesis (H3) is accepted, namely that there is a significant negative influence on the relationship between work stress and performance, meaning that the higher the work stress, the lower the performance, or the performance decreases. The fourth hypothesis (H4) is accepted, where work stress significantly acts as a mediating variable on the effect of dual role conflict on performance.

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