

## Role Conflict, Role Overload, and Work and Family Conflict: The Moderating Marital Status

Azis Rahman Sulfan<sup>1</sup>, Syahrizal<sup>2\*</sup>

<sup>1</sup> Department of Management, Padang State University, Padang, Indonesia

### ARTICLE INFO

Received 08 April 2022  
Accepted 12 May 2022  
Published 30 June 2022

**Kata Kunci :**  
*Role Conflict, Role  
Overload, Marital Status,  
Work Family Conflict*

### ABSTRACT

This study aims to determine the effect of role conflict and role overload on work family conflicts with marital status as a moderating variable. This study uses five high schools in the city of Bukittinggi. The population in this study were high school teachers in the city of Bukittinggi. While the sample used amounted to 82 teachers. Data collection is done through distributing questionnaires and data processing is done through smart PLS3. The results of this study indicate that role conflict has a positive and significant effect on work and family conflict, role overload does not significantly affect work family conflict, marital status significantly moderates the relationship between role conflict and work and family conflict, marital status does not significantly moderate the relationship between role overload to work and family conflicts.

DOI: <https://doi.org/10.24036/hrms.v2i2>



This is an open access article distributed under the Creative Commons 4.0 Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited. ©2020 by author.

\* Corresponding author: e-mail: [Syahrizal@fe.unp.ac.id](mailto:Syahrizal@fe.unp.ac.id)

## INTRODUCTION

Work and family are very important and interrelated. However, carrying out both roles is very difficult so that it can lead to a conflict called work and family conflict (Hammonds, 2019). Work and family conflicts can have negative outcomes for both families and workers. The study of Greenhaus and Beutell (2016) shows that work and family conflicts are the result of work overload, long and irregular working hours, pressure about performance and also work discomfort which has a negative impact on the company by decreasing productivity, increasing work slack and absenteeism.

Roles in work are related to pressures arising from excessive workloads and time required, for example work that must be resolved immediately, inter-role conflicts resulting from conflicting role pressures between work and family (Greenhaus, 1985).

Role conflict and role overload are factors that have a positive effect on work and family conflicts. The higher the level of role overload and role conflict felt by employees, the higher the work and family conflict. Role conflict occurs when two or more social roles overlap and are incompatible. Role conflict leads to tension as well as several work-related, non-work-related, and stress-related consequences in work and family domains that can give rise to work and family conflicts (Creary & Gordon, 2010).

Rizzo (2010) states that the possibility that causes a person to experience role conflict is the division of groups of people whose expectations are different and do not match each other. The person will be under stress, will suffer from stress, will have to solve the problem by adopting some behavior, and the person and system will both be disturbed. Another statement was conveyed by Wikaningrum (2011) when someone experiences a role conflict due to the compulsion to do something that is contrary to the values he adheres to. Between the two expectations and personal characteristics of each of these conditions can generate pressure for the individual. The phenomenon of role conflict that researchers found in high school teachers in Bukittinggi City is that they are often asked to do several different jobs by their superiors at one time.

Role overload is the result of too many things to do in a certain period of time. Possibly with many roles and an imbalance with the working time it will cause stress for employees. With time constrained by too many tasks to complete at work, employees may need to use the time allotted for family roles. Role overload is part of role stress in the work environment (Michele, 2016). Role overload can occur when there is an excessive demand for time or psychological demands that are excessive relative to the time or psychological resources available to fulfill various roles. Role overload can burden the individual's personal and mental resources including the individual's perception of his ability to fulfill demands (self-confidence), the extent to which the individual believes he can satisfy his needs by fulfilling multiple roles (self-esteem), and the tendency to believe that he will generally experience good results in life (Creary & Gordon, 2016).

Marital status is a moderator between role overload and role conflict on family work conflict which has a significant impact. Marital status can strengthen but also weaken work and family conflicts. Married individuals will feel a stronger level of work and family conflict than unmarried individuals because married individuals have more responsibilities within the family, namely being a child, husband/wife and also parents (Michel, Kotrba, Mitchelson, Clark & Baltes, 2011). The level of employees experiencing work and family conflicts is different between those who are not married and those who are married. Usually, married employees show more work and family conflicts than unmarried employees (Judge, 2008). Marriage requires individuals to give priority to their personal life over their work life. Because of the greater priority individuals give to their family roles after marriage and having children, they may be more likely to be dissatisfied when their work extends to family roles than unmarried individuals.

From various educational institutions in Bukittinggi, the researchers chose to conduct research on high school teachers. This is because according to the author the problem of this role will be easier for high school teachers than other level teachers, especially during the current pandemic, teachers are required to carry out their duties not only at school but also at home. The role problems that the author finds in high school teachers in Bukittinggi City are because they have difficulty in dividing their time between work and personal or family time which results in them not being able to work optimally. For a teacher who is married, the role in the family is related to the pressure that arises in handling household matters. Roles in work are related to pressures arising from excessive workloads and time required, for example work that must be resolved, inter-role conflicts resulting from conflicting role pressures between work and family (Greenhaus & Beutell, 2014).

There is an imbalance in dividing time between work and family so that teachers easily feel tired when doing work at school because before and after working at school, teachers are required to do their work according to their role in the family. In addition, researchers also found another phenomenon of work and family conflicts among teachers in the city of Bukittinggi, namely teachers

experiencing tension and stress which resulted in health problems, unstable emotions such as feelings of irritation that were often carried away at home and on the other hand the stress obtained at home was also carried over to work.

## **LITERATUR REVIEW**

### **1. WORK FAMILY CONFLICT**

Work and family conflict is a form of pressure or role imbalance between roles at work and roles in the family (Greenhause & Beutlee, 2010). Work and family conflict can be defined as a form of role conflict in which the demands of work and family roles are mutually incompatible in some respects and conditions. This usually occurs when a person tries to fulfill the demands of his role in work and the effort is influenced by the ability of the person concerned to meet the demands of his family or vice versa (Grandey, 2011).

Work and family conflicts are conflicts that occur because of an imbalance in roles between responsibilities at home and at work. Bachaeach (2012) defines work and family conflict as a role conflict that occurs in employees, where on the one hand he has to do work in the office and on the other hand he must pay attention to the family as a whole, so it is difficult to distinguish between work that interferes with family and family that interferes with work.

From some understandings according to the experts above, it can be concluded that work and family conflict is a role conflict that is felt by a person in carrying out obligations or demands of different roles simultaneously, whether it is work or personal and family matters.

### **2. ROLE CONFLICT**

The behavioral view assumes that conflict can provide benefits or is called functional, which can be detrimental or dysfunctional without harm. But generally conflict is detrimental to the organization, conflict within the organization is unavoidable no matter how the organization is designed and hinders the achievement of organizational goals (Wirawan, 2011).

Khan (2011) defines role conflict as an event that occurs simultaneously between two or more stressors at work such that one situation makes the other situation more difficult. Greenhaus and Beutell (2012) said that role conflict arises when there are various demands from many sources which causes employees to find it difficult to determine what demands must be met without ignoring other demands. A person will experience role conflict if he has two or more roles that must be carried out or done at the same time (Luthans, 2012).

From some understanding according to the experts above, it can be concluded that role conflict is a role conflict that is felt by employees at the same time which can harm the organization or not harm the organization.

### **3. ROLE OVERLOAD**

Organizational role overload occurs when an individual is involved in a set of roles in an authority, each of which shows its own demands where the individual judges that he does not have the resources needed to meet all demands or requests (Goode, 2010).

Role overload is seen as a form of conflicting roles where there is a strong expectation that individuals should focus on performing various roles and tasks, resulting in conflicting priorities

(Hsiao & Mor Barak, 2011). Ahmad (2011) states that if the total demand for time and energy is too large for a person to perform a role adequately or comfortably, then there is a role overload.

The same thing was said by Michel et al, (2011), where role overload is a perception when a person has too many work roles and not enough time to do them. So from some of the expert opinions above, it can be concluded that role overload is a condition and situation where a person has too many roles with conflicting work priorities and is required to give more time and energy but under a predetermined time pressure..

#### **4. MARITAL STATUS**

Individuals who are married and often have more responsibilities within the family. When faced with the demands of working time, such people should be more likely to experience conflict with their family life than single individuals (Ford, Heinen, & Langkamer, 2007).

Judge (2008) stated that married employees showed more work and family conflicts than unmarried employees. Marriage requires individuals to give priority to their personal life over their work life. Because of the greater priority individuals give to their family roles after marriage and having children, they may be more likely to be dissatisfied when their work extends to family roles than unmarried individuals.

This is also in line with research by Michel et al, (2011), which states that married individuals will feel a stronger level of work and family conflict than unmarried individuals because married individuals have more responsibilities within the family, namely being a child, husband / wife and also parents

#### **5. ROLE CONFLICT AND WORK AND FAMILY CONFLICT**

Role conflict has an influence on work and family conflicts, if an individual feels high role conflict, the higher the work and family conflict experienced by the individual (Greenhaus, 1987). Role conflict has a significant effect on work and family conflicts (Samuel. B Bacharach, 1991). Michel et al, (2011), stated that role conflict has a significant effect on work and family conflicts.

**H1:** Role conflict has a positive and significant effect on work-family conflict

#### **6. ROLE OVERLOAD AND WORK FAMILY CONFLICT**

Role overload can affect work and family conflicts, burnout and job satisfaction. Role overload has a significant impact on work and family conflict where role overload will directly increase the level of work-family conflict (Bacharach, Bamberger & Canley, 1991). Boyar (2003) explains in his research that role overload has a significant effect on work and family conflicts. There is a significant relationship between role overload and work and family conflict, this study argues that individuals who occupy a role at work and perceive that the role workload is more than they can handle, will experience greater work and family conflict (Lingard & Francis, 2003). 2006). Role overload is positively related to work and family conflict Ahmad (2010). Matthews (2014) in his research says that role overload has a significant effect on work and family conflicts. If someone has too many roles (excess roles) at one time, they tend to experience work and family conflicts with greater intensity.

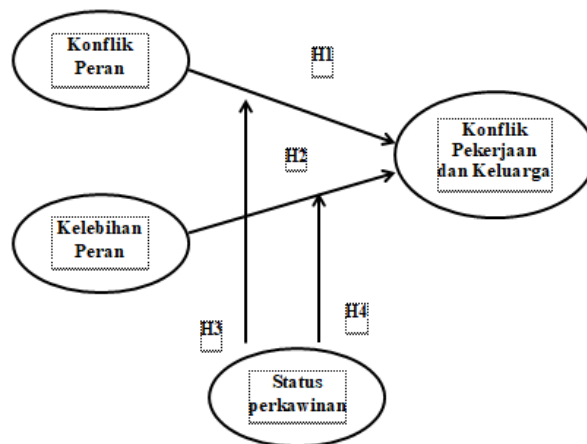
**H2:** : Role overload has a positive and significant effect on family work conflict

**7. THE MODERATING EFFECT OF PERCEPTION OF MARITAL STATUS**

Michel et al, (2011), stated that marital status is a moderator between role overload and role conflict on family work conflict which has a significant impact. Married individuals experience a stronger level of work-family conflict than unmarried individuals. Mjoli, Dywili and Dodd (2013) stated that marriage and parenthood increase the importance of the role of the family for individuals. Because of the greater priority that individuals give to family roles after marriage and having children, they may be more satisfied when work roles extend to family roles than unmarried individuals. Of course this shows that someone who is married experiences a higher level of work-family conflict. Adalikuwu (2014) states that married men and women will have a higher risk of experiencing work-family conflict than those who are not married, because the demands of their role are not limited to being a child, but also being responsible as husband/wife and as well as parents.

**H3:** Marital status moderates the relationship between role conflict variables on work family conflict

**H4:** Marital status moderates the relationship between role overload variables on work-family conflict



**Figure 1: Research Model**

**METHOD**

The research design to be carried out is classified as a causative descriptive research. This study was conducted to see how far the influence of role conflict and role overload on family work conflict with marital status as a moderating variable for high school teachers in the city of Bukittinggi. The population in this study were high school teachers in the city of Bukittinggi. Meanwhile, for sampling, the author uses cluster proportional random sampling , which is a technique used when the population does not consist of individuals, but groups of individuals or clusters. By dividing the population into several separate groups called clusters and from these several clusters, several randomly selected samples are taken. The number of samples that became respondents in the study

amounted to 82 teachers. Sources of data used in this study is primary data where research data obtained directly from research respondents. Data collection in this study used a questionnaire with a Likert scale. The analysis technique used is SEM analysis using smart PLS3.

## RESULT AND DISCUSSION

### Descriptive Analysis Results

**Table 1 : Variable Descriptive Analysis Results**

No	Variable	Average Score (Mean)	Respondents level of achievement	Category
1	<i>Work Family Conflict</i>	3.66	73.21%	Good
2	<i>Role Conflict</i>	3.44	68.70%	Good
3	<i>Role Overload</i>	4,40	88,08%	Very Good

Based on table 1 the results of the calculation of the frequency distribution to measure innovative work behavior using 3 indicators with 18 statement items that show the accumulated average score is 3.66 with a respondent achievement level (TCR) of 73.21%, it can be said that work and family conflicts in teachers SMAN in the city of Bukittinggi is said to be in the good category, so it needs to be reduced.

Based on table 1, the results of the calculation of the frequency distribution to measure role conflict are used 3 indicators with 7 statement items that show an accumulated average score of 3.44 with a respondent's achievement level (TCR) of 68.70%. So it can be said that the perceived role conflict of SMAN teachers in the city of Bukittinggi is categorized as good and needs to be reduced.

Based on table 1, the results of the calculation of the frequency distribution to measure the perception of organizational support used 2 indicators with 5 statement items showing an accumulated average score of 2.95 with a respondent's achievement level (TCR) of 58.90%. So it can be said that the excess role of SMAN teachers in the city of Bukittinggi is categorized as sufficient and needs to be reduced.

### Inferential Analysis Results

This research uses data analysis method using SmartPLS 3.0 software. PLS (Partial Least Square) which is a variant-based structural equation analysis (SEM) which can test the measurement model as well as test the structural model.

### Measurement Model

The measurement model (inner model) is used to assess the validity and reliability of the model.

### Convergent Validity

Based on the results of the validity test carried out using SmartPLS 3.0, through the PLS calculation by looking at the outer loading value, it can be seen that the variables of role and family conflict, role conflict and role overload have a correlation value that is greater than the r-table which is more than 0.5. So it can be concluded that the statement indicators used have good validity. The AVE value for work and family conflict is 0.663, role conflict is 0.668 and role overload is 0.559. From

the value of each AVE on each indicator, the indicator for each construct is valid with other items in one measurement..

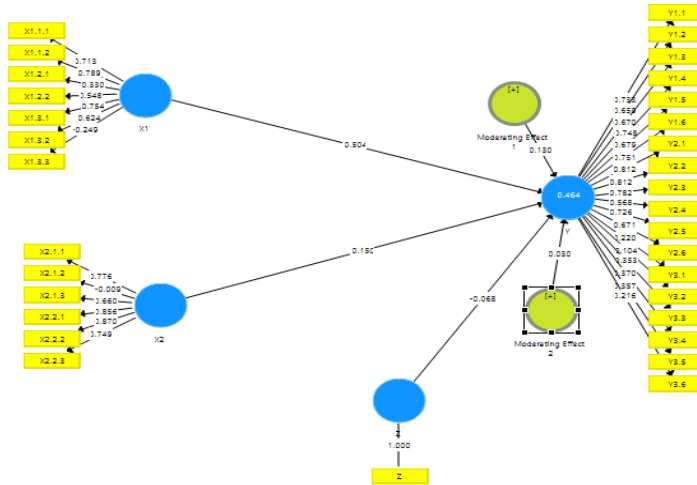


Figure 2: Outer Model of Initial Research

**Discriminant Validity and Composite reliability**

Discriminant validity is to compare the Square Root of Average (AVE) for each construct with the correlation between the construct and other constructs in the model. The construct is said to be valid if it has an AVE value > 0.5. The following are the results of the Discriminant validity test:

Table 2 : Discriminant validity test results – AVE value and Reliability Test Results

	AVE	Composite Reliability
Worl Family Conflict	0.663	0.922
Role Conflict	0,668	0,858
Role Overload	0,678	0,894

Based on the results of the values above, it can be concluded that from the results of each variable the AVE value is above 0.5. Then all indicators have met the requirements of Discriminant Validity. While the value of composite reliability for all constructs is above 0.7 which indicates that all constructs in the estimated model meet the criteria or are reliable.

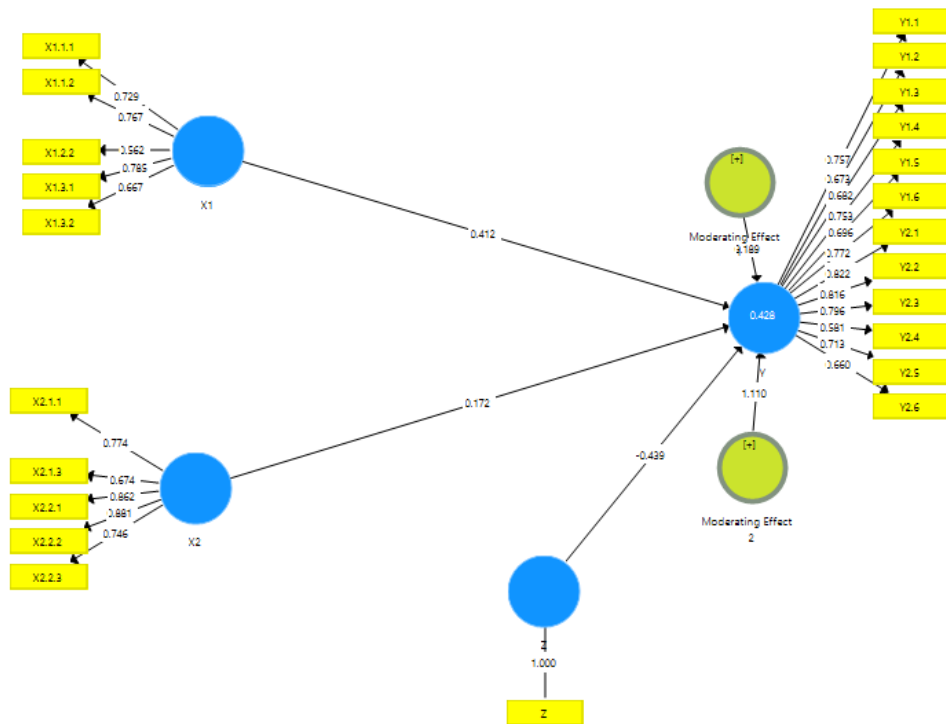


Figure 3: Outer Model of the Final Research

**R-Square**

This analysis was conducted to see the effect of exogenous variables on endogenous variables. The following is the r-squared value in table 3:

Table 3: Results of R-square Analisis analysis

	R-square
Konflik Pekerjaan dan Keluarga	0,391

Based on the table above, it can be seen that the R-square value of the work conflict variable has a value of 39.1%, this means that the variables of role conflict, role overload, and marital status in explaining their influence on work and family conflicts are 39.1%.

**Hypothesis test**

Hypothesis testing is used to determine the direct effect and moderating effect as well as the total effect between each variable. Testing this hypothesis is done using bootstrapping using the SmartPLS application, so that it can be seen the effect of exogenous variables on endogenous

variables. Hypothesis testing is done by looking at the t-statistics generated by the structural model (Inner model). The research hypothesis can be accepted if the t-statistic  $> 1.96$ .

**Table 4: Hypothesis Test – Direct effect and indirect effect**

<b>Direct Effect</b>				
	Original Sample	Sample average	Standard deviation	T Statistik
Role Conflict > Work and Family Conflict	0,331	0,325	0,150	2.208
Role Overload > Work and Family Conflic	0,225	0,247	0,117	1.920
<b>Indirect Effect</b>				
Role Conflict> Work Family Conflict>Marital Status	0,272	0,269	0,130	2.102
Role Advantages> Work and Family Conflict>Marital Status	-0.054	-0.065	0,108	0.499

Source: Results from processing SmartPLS3, 2021

1. The variable of role conflict has a positive and significant effect on work and family conflict, with a T-Statistic of  $2.208 > 1.96$ , and a path coefficient of 0.331.
2. The variable of role overload has a not significant effect on work and family conflict, with a T-Statistic of  $1.92 > 1.96$ , and a path coefficient of 0.225.
3. Based on the calculation of the coefficient of the moderating variable, the t-statistic for the moderating effect of role conflict on work and family conflicts through marital status is 2,102, the value is greater than the t-table ( $> 1.96$ ), with a path coefficient of 0.272. This shows that role conflict has a significant effect on work and family conflicts with marital status as moderating.
4. Based on the calculation of the coefficient of the moderating variable, the t-statistic for the moderating effect of role overload on work and family conflicts through marital status is 2,102, the value is smaller than the t-table ( $< 1.96$ ), with a path coefficient of -0.054. It can be concluded that the effect of role overload with work and family conflict with marital status as moderating is not significant.

## CONCLUSSION

Based on the discussion that has been described, conclusions can be drawn, 1) Role conflict has a positive and significant effect on work and family conflicts for SMAN teachers in the city of Bukittinggi. This means that the higher the role conflict, the higher the job conflict. 2) Role overload has no significant effect on work and family conflicts for high school teachers in the city of Bukittinggi. This means that when teachers have too many jobs, the workload doesn't keep teachers too busy, and it doesn't trigger high levels of work and family conflict. This is because the workload is not too much because the roles available in the teacher environment are not many, 3) Marital status

significantly moderates the relationship between role conflict and work and family conflict for SMAN teachers in the city of Bukittinggi. Married teachers positively and significantly moderated the relationship between role conflict and work and family conflict, 4) Marital status did not significantly moderate the relationship between role overload and work and family conflict for high school teachers in Bukittinggi. This is because married teachers are able to manage their responsibilities well, so that work can be completed correctly, and as a teacher the workload is not too much because the roles available in the teacher's environment are not as many as other work places.

## LIMITATIONS

This study has limitations, among others, this study only used a sample of 82 high school employees in Bukittinggi. The author also limits the problem that the author examines to the factors that according to the author have an effect on job conflict, role conflict, role overload.

## REFERENCES

- Abdillah, Willy. 2015. *Partial Least Square (PLS): Alternatif Structural Equation Modelling (SEM) dalam Penelitian Bisnis*. Yogyakarta: CV Andi Offset
- Adalikwu, Chris. 2014. "Demographic predictors of work-family conflict for men and women: The case of Nigeria". *Research in Business and Management*. ISSN 2330-8362, 2014, Vol.1, No.1.
- Ahmad, aminah. 2010. Work-family conflict among Juinor Physicians : Its Mediating Role in the Relationship between Role Overload and Emotional Exhaustion. *Journal of Social Sciences*, 6(2) : 265-271.
- Ahuja, Manju, Katherine, Charles, Harrison, Joey. 2007. "IT Road Warriors: Balancing Work-Family Conflict Job Autonomy, and Work Overload to Mitigate Turnover Intention". *MIS Quarterly*. Vol.31, 1-17
- Amaliya, Riza. 2015. A literature review work family conflict and subjective well being in working women factors related to both variable. Seminar psikologi dan kemanusiaan. ISBN: 978-979-796-324-8.
- Amelia, Khorirunnisa. 2010, "Pengaruh Work-To-Family Conflict Dan Family-To-Work Conflict Terhadap Kepuasan Dalam Bekerja, Keinginan Pindah Tempat Kerja, Dan Kinerja Karyawan", *Jurnal Ekonomi & Bisnis*, Vol. 4, No. 3
- Anandyas, Musadieg. 2016. "Pengaruh Konflik Pekerjaan dan Keluarga Terhadap Kepuasan Kerja Dan Kinerja". Universitas Brawijaya. Vol.36.No.1
- Bacharach, S. B., Bamberger, P., & Conley, S. 1991. Work-home conflict among nurses and engineers: Mediating the impact of role stress on burnout and satisfaction at work. *Journal of Organizational Behavior*, Vol. 12, pp. 39-53.
- Boyar, S. L., Maertz, C. P., Jr., Pearson, A. W., & Keough, S. 2003. Work-family conflict: A model of linkages between work and family domain variables and turnover intentions. *Journal of Managerial Issues*, Vol. 15, No. 2, pp. 175- 190.
- Carlson, D. S., Kacmar, K. M., & Williams, L.J. 2000. Construction and initial validation of a multidimensional measure of work-family conflict. *Journal of vocational behavior*, 56(2), 249-276.
- Choi, Kim. 2012. "Work-family conflict, work-family facilitation, and job outcomes in the Korean hotel industry", *Internasional Journal of Contemporary Hospitality Management*, Vol.24,

No.7

- Conley, Woosley. 2000. "Teacher Role Stress, Higher Order Needs and Work Outcomes". *Journal of Educational Administration*, 38(2) : 179-201.
- Coban, H dan Irmis, A. 2016. Work-Family Conflict and Burnout in Turkish Banking Industry. *European Scientific Journal*. Pamukkale University. Turkey.
- Creary, S. J., Gordon, J. R. 2016. Role Conflict, Role Overload, and Role Strain. *The Wiley Blackwell Encyclopedia of Family Studies*, First Edition. Published 2016 by John Wiley & Sons, Inc.
- Elloy, D. F., Smith, C. R. 2003. "Patterns of stress, work-family conflict, role conflict, role ambiguity and overload among dual-career and single-career couples: an Australian study". *Cross Cultural Management: An International Journal*, Vol. 10 Iss 1 pp. 55 – 66.
- Foley, S., Hang-Yue. N & Lui. S. 2005. The effect of work stressors, perceived organizational support, and gender on work-family conflict in Hongkong. *Asia pacific journal of management*, Vol. 22, pp. 237-265.
- Kurnia, Enderwati. 2013. "Pengaruh Work-Family Conflict dan Stres Kerja Terhadap Kepuasan Kerja Karyawan PT. Bank Rakyat Indonesia (Persero) Tbk. Cabang Wonosobo"
- Greenhaus, J. H., & Beutell, N. J. 1985. Sources of conflict between work and family roles. *Academy of management review*, Vol. 10, No. 1, pp. 76-88
- Hsiao, H.-Y., Mor Barak, M.E. 2013. Job-related stress, social support, and work-family conflict among Mexican workers in a multinational company: A case study of a Korean-owned, Us-branded former "sweatshop" in Mexico. *International Journal of Social Welfare* : 23: 309-320.
- Indriantoro, Nur. 1999. *Metodologi Penelitian Bisnis Uuntuk Akuntansi dan Manajemen*. Yogyakarta: BPFE Yogyakarta.
- Ivancevich, J. M., Konopaske, R., & Matteson, M. T. 2006. *Perilaku Dan Manajemen Organisasi*. Jilid 1 Edisi Ketujuh. Jakarta: Erlangga.
- Kahn, R., Wolfe, D., Quinn, R. And Snoek, J. 1964. *Organizational Stress: Studies in Role Conflict and Ambiguity*. New York, NY: John Wiley & Sons.
- Matthews, R. A., Winkel, D. E., & Wayne, J. H. 2014. A longitudinal examination of role and work-family conflict : The mediating role of interdomain transitions. *Journal of Organizational Behavior*. 35, 72-91 .
- Michel, Kotrba, Mitchelson, Clark, Baltes. 2011. "Antecedents of work-family conflict: A meta-analytic review". *Journal of Organizational Behavior*, 32, 689-725
- Michel, Mitchelson, Pichler, Cullen. 2010. "Clarifying relationships among work and family social support, stressors, and work-family conflict". *Journal of Vocational Behavior*, 76, 91-104
- Michelle, Wendy. 2017. "Role Conflict, Role Ambiguity and Role Overload The Strain Of Work Family Conflict". *Medwell Journal*. ISSN 1818-5800.
- Michel, J.S., Pichler, S., Deuling, J.K., & Cullen, K.L. 2010. Clarifying relationship among work and family social support, Stressors & work- family conflict. *Journal of Vacation Behavior*. 76 (2010) 91-104.
- Mjoli, T., Dywili, M., & Dodd, N. 2013. Demographic determinant of work-family conflict among female factory workers in South Afrika. *Journal of Economics Business and Management*. Vol.1, No.1.
- Mubassyir, Herachwati. 2014, "Pengaruh Work-Family Conflict Terhadap Kinerja Perawat Wanita Dengan Variabel Intervening Komitmen Organisasional Di RSUD Bhakti Dharma Husada Surabaya". *Jurnal Manajemen Teori dan Terapan*, No.3

- Riduwan. 2010. *Metode dan Teknik Menyusun Tesis*. Bandung: Alfabeta
- Riduwan. 2012. *Dasar-dasar Statistika*. Bandung: Alfabeta.
- Robbins, Judge. 2018. *Essentials of Organizational Behavior*. London: Pearson Education
- Robbins, Timothy & Judge. 2017. *Organizational Behavior-Global UK*:PearsonEducation
- Roboth. 2015. "Analisis Konflik Pekerjaan dan Keluarga, Stres Kerja Dan Kinerja Wanita Berperan Ganda Pada Yayasan Compassion East Indonesia". *Jurnal Riset Bisnis dan Manajemen*, Vol.3
- Rusinta, Harsono, Maryati. 2013. "Pengaruh Konflik Peran Ganda Terhadap Kinerja Pegawai Wanita Dengan Stres Kerja Sebagai Variabel Pemediasi Dinas Pendapatan Pengelolaan Keuangan Dan Aset Kabupaten Kulon Progo". *JBTI*, Vol 4, No.1
- Sahabuddin, Romansyah. 2016. Pengaruh role overload terhadap kinerja pegawai pada kantor badan kepegawaian dan diklat daerah Kabupaten Mamuju Tengah (studi kasus seleksi berkas CPNS Kabupaten Mamuju Tengan tahun 2014). *Jurnal Ekonomix* Vol.4 No.1.
- Sekaran, Uma. 2006. *Research Methods For Business*. Buku 2 edisi 4. Jakarta: Salemba Empat.
- Sekaran, Bougie. 2017. *Metode Penelitian untuk Bisnis: Pendekatan Pengembangan-Keahlian Edisi 6*. Jakarta: Salemba Empat,.
- Singh, Dubey. 2011. "Role of stress and locus of control in job satisfaction among middle manager". *Journal Organization Behaviour*
- Sugiyono. 2011. *Statistik untuk Penelitian*. Cetakan Sembilan Belas. Alfabeta: Bandung.
- Suliyanto. 2011. *Ekonometrika Terapan: Teori dan Aplikasi dengan SPSS*. Yogyakarta: CV. ANDI.
- Wikaningrum, Tri. 2010. Analisis stresor kerja, dukungan organisasional, persepsian, dan jender terhadap work family conflict dan family work conflict. *EKOBIS* Vol.11, No.2. Juli 2010: 565-577.
- Wulandari, Andyani. 2016. "Pengaruh Konflik Pekerjaan dan Keluarga Terhadap Turnover Intention Melalui Mediasi Kepuasan Kerja Pada Hotel Grand Inna Kuta ". *E-Jurnal Manajemen Unud*, Vol. 5. No. 10