

The Impact of Work Family Conflict on the Performance of Women Employees: a Scope Review

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ABSTRACT

This study of the research aims to shed light on how work-family conflict affects employee performance, particularly for female employees. The purpose of a scoping review is to find relevant literature that has been thoroughly and in-depthly gathered from various sources using a range of research techniques. The majority of the literature review's findings point to the influence of work-family conflict on employee performance. Roboth (2015) and Prianggi et al. (2022) on the other hand, presented contrasting findings and concluded that work-family conflict did not influence output.

INTRODUCTION

Family has a very important influence on the success of every individual in the workplace. If there is a saying that career success is determined by the family, this is indeed true because in the family that is the beginning of everything. As a husband or wife you must strengthen and support each other in achieving success both career and family. It is certain that the relationship between husband and wife is not harmonious then work in the office will not be able to be completed well and wisely. Therefore, in order to support stable performance at work, before going to work, try to be in top condition and full of smiles. Likewise, when you go home, don't bring all the problems at the office home. This does not only apply to male workers but it also applies to working women, both single and married. A married woman will usually experience the moment of being a housewife. Being a housewife is a noble job for a woman, but a woman who works with the aim of helping the family economy is also a form of great woman. Women must exert extra energy so as not to lose their role as mothers at home while maintaining professionalism at work. The motivation to work for most women in Indonesia is not just to fill their free time and/or continue their career, but to actually increase family income.

The existence of equal rights between men and women, especially in the economic realm, means that married and unmarried women in the current era can reflect their talents in companies, factories or other business sectors that suit their abilities. The Micro, Small and Medium Enterprises sector or what we usually call the MSME sector is no exception. In the current period, it is not only men who run MSME businesses, but female MSME owners are no less great in playing the role of business people and housewives. Trade Minister Zulkifli Hasan explained that the number of women in the entrepreneurial sector or women entrepreneurs (womenpreneurs) is increasing every year. Based on BPS data for 2021, women manage 64.5 percent of the total MSMEs in Indonesia or around 37 million MSMEs with a projection that in 2025 they will have a total value of USD 135 billion. In MSMEs there are many interrelated components, including labor (employees), capital, natural resources and entrepreneurship. Without the linkage of these components, MSMEs will not be able to run in balance and achieve their goals. Employees are the most important component in any form of business. According to KBBI, it is explained that the purpose of having employees is apart from carrying out the operations of a company, the main purpose of someone working in a company is to get wages or salaries. The amount of salary or wages is not necessarily given by the company owner to employees, but the amount of salary or wages given by the company owner is in accordance with the employee's own performance.

According to Rachmaliya and Efendy (2017), an employee's performance is determined by how well they do their duties and obligations. According to an opposing viewpoint, performance is the manner in which goals are effectively attained (Armstrong and Taylor, 2014). Performance indicators, according to Robbins (2016:260), are a means of gauging the degree of an employee's performance accomplishments. A few metrics to gauge employee success are as follows: Work quality is the first, followed by quantity, timeliness, effectiveness, and independence. In the interim, Mangkunegara (2017:75) offers the following staff performance indicators: 1.) The caliber of work, 2.) The volume of labor, 3.) The performance of obligations, 4.) Accountability. The quality of employee performance is often influenced by conflicts that occur within the family. Sugiyanto (2016) said that the demands of being a husband or wife who both work will increase the dependency relationship between work and family. This condition will create a conflict between work and family demands or what is called work-family conflict (WFC). The dual role that one has requires a person to be able to balance doing one job with another, including work in the company and family. Meanwhile, Tabassum, Farooq, & Fatima (2017) explained that work family conflict is a deadlock that arises between work demands and family duties. Work and family interference is a type of interrole conflict that arises from incompatible role pressures from work and family problems. Work can interfere with the proper accomplishment of family matters and family can interfere with job prospects.

Idris, et.al (2023) also explained that work family conflict often arises because work has inflexible, irregular working hours, long working hours, high workload, experienced work stress, personal conflicts in the workplace, changes career, business trips, or unsupportive company superiors. Employees who experience prolonged work family conflict will have an impact on employee performance and overall company productivity. According to Netemeyer in Haria (2020), the indicators of work family conflict are: 1. Work pressure (work demand). This refers to the pressure that arises from work overload and time pressure from work, such as being busy at work and work deadlines. 2. Family pressure (family demand) Family pressure refers to time pressure related to tasks such as looking after the household and looking after children.

Several previous research results regarding the influence of work family conflict on employee performance were carried out by Ruswanti and Jacobus (2013), Hayati and Armida (2020), Idris, et al (2023), Asbari, et al (2021), Sapitri and Dudija (2020) , Kuswinarno and Indirawati (2021), Agustina and Sudibya (2018) concluded that work family conflict influences employee performance. Different results were shown by Roboth (2015) and Prianggi, et al (2022) who concluded that work family conflict had no effect on performance. This research aims to map existing literature related to the effects of Work Family Conflict on employee performance. The literature review research aims review and summarize articles that the have already been published in several journals, namely Journal of Economics and Management, A Journal of Business and Management Research, EMBA Journal, Journal of Administrative Applications, Udayana University Economics and Business E-Journal, Scientific Forum

Journal, *EcoGen Journal*, Faculty of Economics Padang State University, *Eco-Entrepreneurship Journal* which, as observed by Munn et al. (2018), usually focuses on the researcher's previous knowledge and experience, which renders it subjective.

LITERATURE REVIEW

Scoping Review is a complement to Systematic Literature Review and also refers to Eldemire which provides information about instructions for choosing the right literature review method to choose (Review Methodology Decision Tree). Scoping Review is suitable for research that requires a number of pieces of evidence from previous research on a similar theme, and has research questions that are broad enough to require answers in the form of explanations such as the examples given (Tricco et al. 2018). Another opinion from Pham et al. (2014) stated that a Scoping Review is the first step in a Systematic Literature Review.

METHODOLOGY

This research is a literature review prepared using a Scoping Review approach in order to identify the steps for compiling a research protocol. The scoping review research design was chosen because the reference sources that researchers used varied from journal articles and official websites (Widiasih et al. 2020). Scoping review is a method used to identify literature in depth and comprehensively obtained through various sources with various research methods and is related to the research topic (Arksey & O'Malley, 2005). Scoping reviews aim to answer questions from research topics that have been determined using various sources of similar research articles and then group them and make conclusions (Nurhamsyah, Trisyani, & Nuraeni, 2018).

RESEARCH RESULT

The results of the study referenced above used a quantitative research design that used several statistical analysis tools. This research examines the impact of work family conflict on employee performance conducted by Ruswanti and Jacobus (2013), Hayati and Armida (2020), Idris, et al (2023), Asbari, et al (2021), Sapitri and Dudija (2020) , Kuswinarno and Indirawati (2021), Agustina and Sudibya (2018), Roboth (2015) and Prianggi, et al (2022). Ruswanti and Jacobus (2013) conducted research on 150 female nurses at Bethesda Hospital Yogyakarta who had worked for 5-20 years. Bethesda Hospital Yogyakarta is known as the best health service center in the city of Jogja and is known to have high health standards. So many people come for treatment because they know that the medical staff are of very good quality. This causes conflict and stress work experienced by hospital employees. The results of Ruswanti and Jacobus' research state that work-family conflict has a significant influence on the work performance of female nurses. Which means that the higher the pressure of work family conflict, the lower the quality of performance of female employees in the hospital. The existence of conflict between work and family does not rule out the possibility of work stress for the nurse.

Path Analysis was the analysis tool used by Hayati and Armida (2020) when they conducted research on 63 female nurses at RSI Ibnu Sina. Work-family conflict has been shown to have a favorable and significant impact on female nurses' performance in his research. This indicates that although nurses face a high level of work-family conflict, female nurses at this hospital also perform at a high level. Nonetheless, performance suffers as work-family conflict decreases. One of the factors that contributes to great and noteworthy outcomes is conflict. When conflict arises, it can inspire workers or give them a positive vibe, which in turn motivates them to finish their task efficiently and perform to the best of their abilities. Idris, et al (2023) stated that the aim of this research was to determine the effect of work family conflict on the performance of female employees through work stress as mediation at PT. Bank Rakyat Indonesia, Tidore Islands City Branch. Research was conducted on 59 female employees with analytical tools using multiple linear regression analysis. In general, a number of issues, including numerous role conflicts, work stress, workload, and high work pressure, contribute to the phenomenon of declining employee performance that is observed in banks. Employee performance is highly influenced by multiple role conflicts. The study's findings so indicate that work-family conflict significantly and favorably affects female employees' performance at the PT. Bank BRI Tidore Islands City Branch.

According to research by Asbari et al. (2021), work-family conflict is a type of interrole conflict, or pressure or an imbalance between roles in the family and at work. Since work demands an inordinate amount of time and energy, high working hours and hefty workloads are clear indicators of work-family conflict. This is consistent with study findings that show a negative and significant impact of work-family conflict on contract employees' performance levels, both high and poor, in the packaging business. Research on 143 contract workers from the packaging business in Tangerang was done by Asbari et al. Given that this study was carried out in the manufacturing sector, it's possible that the researcher's methodology is inappropriate for usage in other sectors or businesses. Sapitri and Dudija (2020) studied 112 female workers at Bogor's Medika Dramaga Hospital to determine the degree of work-family conflict, work stress, and employee performance within the organization, as well as the ways in which these factors affect one another. The research findings indicate that Work-Family Conflict and Job Stress have a noteworthy impact on the performance of female employees. This implies that employee performance will decline when work-family conflict and job stress levels rise.

Kuswinarno and Indirawati (2021) stated that in facing the era of competition, CV. Buana Tengka Garment Bangkalan must continue to innovate to pay attention to the company's sustainability, one of which is by improving performance, because with increasing employee performance, the company's performance will automatically also increase. This research analyzes the influence of workload and work-family conflict on the performance of career women with work stress as an intervening variable. The research results show that work-family conflict also partially has a negative and significant effect on the performance of career women. So there needs to be special methods for

companies and employees to reduce the level of work family conflict on employee performance. Agustina and Sudibya (2018) Work Family Conflict is a conflict that often occurs among nurses, especially married nurses. If work family conflict cannot be avoided, it can cause nurses to become stressed and their performance decreases. The aim of this research is to analyze the influence of work family conflict on work stress and performance. The results of this research show that work family conflict has a positive effect on work stress, work stress has a negative effect on performance, work family conflict has a negative effect on performance, and work stress mediates the effect of work family conflict on performance.

In Roboth's (2015) study, work-family conflict and the performance of women in multiple roles at the Compassion East Indonesia foundation are examined in order to demonstrate the impact of dual role conflict, which includes work-family conflict and work stress. The analysis and discussion results indicate that the hypothesis positing a major impact of work-family conflict on women's performance in dual roles is not supported. This indicates that the Compassion East Indonesia Foundation's female employees' performance is not considerably impacted by work-family conflict. This may be the result of the women who play dual roles at the Compassion East Indonesia Foundation being able to resolve conflicts between their roles, reducing the likelihood of conflicts and pressure to prioritize work obligations over family needs so they can satisfy the demands of these two interests. Work-family conflict arises from a role conflict that exists between employees. Women are expected to take care of their families as well as their work in the office, making it challenging to distinguish between work-related disruptions and family-related interference (Prianggi et al, 2020). The study employed the linear regression analysis method to investigate 42 female employees of PT. Araya Bangun Sarana. The findings indicated that the female employee performance variable (Y) at PT. Araya Builds Facilities was not significantly impacted by the Work Family Conflict variable (X1)..

DISCUSSION

The main thoughts in this survey are all things that include the impact of work family conflict on the performance of female employees. Where an employee is required to work well and professionally in carrying out the tasks that have been given to both married female employees and unmarried female employees, however, married female employees also have demands on their families. The occurrence of conflict between two roles in women is when there is a conflict over family matters that interferes with work (Kuswinarno and Indirawati, 2021). It will be challenging for a woman to distinguish between her work role interfering with her family role or her work role interfering with her family role because her focus will be divided between her obligations to her family and her career (Akbar, 2017). Work gets in the way of family time. When work takes up most of one's time and attention, there is less time for family. Family, on the other hand, gets in the way of work because it takes up most of one's time and energy to take care of family issues (Korabik et al., 2017).

Due to their multiple roles, individuals must be able to manage their time between working for their family and the firm. Sugiyanto and colleagues (2016). This is consistent with the findings of Kuswinarno & Indirawati (2021), who claim that a professional woman is expected to be aggressive, competitive, and able to fulfill her commitment to her work due to the role conflict that arises between the expectations of different roles that a person has in doing the job. Having a dual role as a wife and mother as well as an employee, business owner, or even a woman who has a certain position in an agency is certainly not an easy thing (Rozana & Purnama, 2022). There are many positive things that working women can get, such as having higher self-esteem, increasing positive feelings, developing more mental alertness, taking better care of their physical appearance, etc. But even so, this is also not without risk. Working women's family time will be taken up by work and has the potential to cause a decrease in satisfaction, harmony and quality in nurturing and building their family (Fitriyani et al., 2016).

Research results from the scoping review of Ruswanti & Jacobus (2013), Sapitri & Dudija (2020), Hayati & Arminda (2020) and Idris et al (2023) state that there is a positive and significant influence on the performance of female employees. This means that the higher the conflict that occurs in the family, the higher the employee performance in a company or MSME. Meanwhile, Asbari et al (2021), Kuswinarno & Indirawati (2021) and Agustina & Sudibja (2018) stated that high levels of work family conflict have a negative and significant effect on employee performance. Roboth (2015) and Prianggi et, al (2020) stated that work family conflict has no effect on employee performance. This means that any conflict that occurs in the family does not affect employee performance, especially female employees in MSMEs.

CONCLUSIONS AND RECOMMENDATIONS

Work family conflict for married or unmarried female employees is a conflict that can affect individual performance in a company or MSME. Where a woman, especially a married woman, has to play the dual role of being a wife who has to serve her husband, being a mother who has to concentrate fully in monitoring the growth and development of her sons and daughters and the welfare of her family and also the role of an employee who is required to be professional in carrying out every task given. . Therefore, the support of family and those closest to them is very much needed for the financial health of the family and also for the professional performance of an employee at the MSME where he or she works to be accountable.

ADVANCED RESEARCH

Still conducting further research to find out more about the Impact of Work Family Conflict on the Performance of Female Employees: Scope Review.

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