

Impact of Conflict and Job Stress at Work at Home Mom performance During Pandemic Covid 19 in Medan

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ABSTRACT

Conducted research to understand work-family conflict and stress at work affects the performance of mothers who work at home during COVID-19 pandemic in Medan City. And what is work family conflict and work stress simultaneously affect the performance of mothers who work at home. Population in this research is mothers who work at home during the Covid-19 Pandemic as many as 100 people are drawn at random. Using multiple linear regression, test the assumptions classic, t test, f test and coefficient of determination. The results of this study show that the Work. variable Family Conflict and stress at work partially affect performance mothers who work at home as well as simultaneously family work conflict and work stress have a significant effect on the performance of mothers working at home during the pandemic Covid 19 in Medan City.

Keywords: Performance of Working, Work Family Conflict, Work Stress

JEL Classification: J2, J24, J20

INTRODUCTION

Company demands every employee to be able to achieve work targets given to him under any circumstances. Since the Covid-19 pandemic hit Indonesia, companies like it or not have to follow government regulations which exists. One way is to work from home. Many employees who felt unfamiliar with this way of working, which resulted in a decrease work done, both in terms of quality and quantity.

(Mangkunegara, 2017) "Performance is the result of work done by employees either from terms of quality and quantity achieved by an employee when carrying out duties in accordance with the responsibilities assigned to him". the company's ideals to pay attention to aspects that have an impact on work results. According to (Ismainar, 2018) "Factors that can affect employee performance" affected by family conflict and work stress. From year to year more and more women who decide to work, women participation in economic activities is not something new. Women trying to find work for Earning income can be caused by several things, including willingness to women to become independent in the economic field, namely trying to finance needs and needs to increase family income. Besides, the more the breadth of job opportunities that absorb female workers is also one of the reasons one factor that drives women to work. From BPS data from Medan City in 2020 based on gender, female workers reached 391,098 people and those who recorded as workers/employees/employees as many as 201,110 people. (City BPS Medan, 2019).

Since the pandemic broke out in Indonesia, the need to maintain physical distance has forced many people to stay at home. Work from home or Work from Home has become the new norm that must be carried out by workers in various sectors. Step this is taken to minimize the spread of the virus. But on the one hand there is obstacle for some employees who are used to working in the office and have to work from home. NS The implementation of the work from home system is considered an obstacle for employees who have dual status as housewives, this causes women who Work has a variety of roles that can cause conflict.

Work-family conflict often occurs in women who are already working and have a family. Therefore, in pursuing a career, women have a burden and heavier barriers than their male counterparts (Anoraga, 2012). Woman (working mother) must take care of household matters such as cooking, take care of children's needs and do other things related to the house ladder. This makes working women have many careers. On one side, women have to work to meet their household needs, while in the other hand, women have to take care of household matters, as wives and as mothers. According to Greenhaus and Beutell in (Liftyawan, 2020) work family is a conflict between roles due to the demands of roles at work and family contradictory in several ways. (Triwartono, 2018) concluded in research that work stress can be interpreted as the pressure felt by employees because they cannot fulfill their job duties. It means stress arises when employees are unable to work in an increasingly diverse workplace and sometimes conflicting, family problems, excessive workloads and many other challenges make stress an almost impossible factor to avoid.

LITERATURE REVIEW

Employee Performance

According to (Mattarata, 2018) states "Performance is a condition that must be known and confirmed to certain parties to determine the level of achievement of the results of an agency related to the vision carried out by a company and to find out the positive and negative impacts of an organization. operational policies."

According to (Jufrizen & Rahmadhani, 2020) Capability is the achievement of the obligations of human resources in the company, in accordance with their main duties, to achieve the company's ideals in accordance with the rules and morals. Meanwhile, according to (Moeheriono, 2012) "Performance is the achievement of the activities of a program and policy to achieve the vision, mission and goals of the organization contained in the strategic plan of the organization.

Work-Family Conflict

Work family conflict according to Greenhaus and Beutell, (1985) as a type of *role conflict* (opposite pressure that comes from the individual himself in different roles where some work and responsibilities in the family do not have the appropriate time and performance. in accordance with Frone, Russell, and Cooper (Roboth, 2015) family conflict at work is expressed in the form of role disputes, where family and work roles cannot be done simultaneously in some cases, this situation is often found in female employees who hold two roles where he has to do office work and control the family as a whole. Frone (Roboth, 2015) states that *work family conflict* has two forms, namely in meeting the demands of his work. According to Netemeyer, Richard in (Maharani, 2019), *family work disputes* are a form of friction between positions where there is a common task in time spent and the urgency created by work interferes with the performance of family-related responsibilities.

Work Stress

According to (Manulang, 2013) defines "Stress is psychological tension that is not under normal conditions. At a reasonable level, stress is useful for making us more alert and concentrated. But excessive stress can be dangerous." Another definition of stress according to Luthan in (Astuti, 2019) is: "Stress is a response that exists in a person influenced by a different person's psychology, as a result of environmental conditions and events that accommodate too many psychological and physical demands of a person." (Handoko, 2011) "anxiety is an emergency condition that affects a person's feelings, ways of thinking and circumstances. Excessive anxiety can transmit the inability of humans to adapt to their environment. The effect is that if you have high anxiety, it will have an impact on your performance. From the above understanding, the authors can conclude that work stress is an oppressed state experienced by employees in dealing with work which can be seen from emotional instability, feelings of anxiety, aloofness, anxiety, tension, and nervousness that can inhibit and damage the work environment. employee work.

RESEARCH METHOD

This study used an associative research approach and a quantitative research approach, (Sugiyono, 2005, p. 11) stating that "Associative research is research to determine the relationship between two or more variables". The population in this study were mothers who worked at home during the Covid-19 Pandemic in the District of East Medan, amounting to 100 people.

RESULTS

Based on the test results above, work family friction has an effect on performance and work anxiety has an effect on overall performance partially while simultaneously there is an influence between work family variables Conflict and work stress for mothers who Work at home during the Covid 19 pandemic in Medan.

DISCUSSION

The Effect of *Work Family Conflict on the Performance of Working Mothers at Home*

Work Family Conflict or often referred to as the dual role of working mothers during the Covid-19 pandemic is required to be able to divide and balance time between work and family matters which at times can cause conflict, where women are required to be responsible for nurturing and fostering good families and mothers who work as employees are also required to be able to complete office tasks on time. Therefore, conflicts that cannot be handled appropriately and wisely can have a direct impact on employees, as they are in a state of stress and feel awry. The higher the conflict faced in the family it will be able to affect performance.

Based on the research conducted, it shows that the results of the partial (direct) coefficient test of the influence between variables *work family conflict* on the performance of mothers who work at home obtained at coefficient table of 4.611. This value is then compared with the value of the provisions of the t-table test, which is 1.984. From these data it can be assumed that the value of $t_{count} > t_{table}$ with a significance value of $0.000 < 0.05$. From these results it can be concluded that H_0 is rejected. This shows that there is a direct significant impact between conflict variables *work-family* on the performance of mothers working at home during the Covid 19 pandemic (Jackson & Arianto, 2017); (Pradila, 2018) concluded that *Work Family Conflict had* a significant positive effect on employee performance.

The results of this study are in line with the theory put forward by Goode in (Setyowati, 2013), *Work Family Conflict* is the perceived difficulty in carrying out the obligations or demands of different roles simultaneously. Career women are required to be able to provide *performance* maximum in completing their duties both in the family and in the office.

From the research findings, it can be analyzed that the *Work Family Conflict felt* by employees, especially working mothers, greatly affects the performance of working mothers at home during the current COVID-19 pandemic, especially in the East Medan District. Medan City, where theoretically, *Work-Family Conflicts* can occur in working women (careers) who have multiple roles, who have many jobs demands other than their main duties as housewives, and are added to office tasks that must be completed at home. This is also supported by the respondent's statement about the distribution of the percentage of respondents' responses to the variable *work family conflict* with an average majority of respondents agreeing to all statements contained in the variable *Work Family Conflict*. Namely in the third statement that problems in my family affect and have an effect on work productivity, the majority of respondents answered strongly agree as many as 55 respondents (55.0%).

Work Family Conflict and Stress in Work Affect the Performance of Working Mothers at Home

Employee performance is often associated and used to assess or measure the level of work success, both individually and in groups. To achieve the company's goals, it is necessary to pay attention to factors that can affect employee performance, one of which is *Work Family Conflict* and work stress. The emergence of *Work Family Conflict* is caused because working women who are married and have children have two roles at the same time, namely acting as wives and mothers who demand them to give time and attention to their families but they also act as workers who demand them to work. devote time and thought to work. On the other hand, married women are faced with family conflicts, one of which is taking care of all family needs. Work and family affairs

can lead to work-family conflict, where work matters interfere with family life and or family matters interfere with work affairs which in turn can affect performance.

Stress basically becomes something that really haunts everyone, for example employees have the potential to become stressed because of workloads and responsibilities that are too excessive to be resolved, another problem that can cause stress is social support from people around, both family, coworkers, and superiors. where he works. Based on the results of the Anova^ptest, it can be seen that the F test simultaneously the value of calculated shows $f_{13.363}$, while the value of the provision f_{table} is 3.090 with a significant level of arithmetic $0.000 < 0.05$. Based on the results of the F test, it can be concluded that $f_{count} > f_{table}$. Thus, it can be concluded that with the same independent variables in this study, *family work conflict and work stress* have a significant impact. about mothers working at home during the Covid-19 pandemic in the city of Medan.

The results of this study are in line with previous research proposed by (Agung & Widayani, 2017); (Retnowati et al., 2020) concluded that *Work Family Conflict* and work stress simultaneously had a significant positive effect on employee performance. The results of this study are in line with the theory put forward by (Mangkunegara, 2017) performance is the result of work in quality and quantity achieved by an employer/employee in carrying out his duties in accordance with the responsibilities given to him.

From the findings of this study, it can be analyzed that the performance of mothers working at home during the current covid-19 pandemic, especially in the Medan Timur District, Medan city, can theoretically be justified if it is assessed in terms of quality and quantity. The performance of mothers working at home during the Covid-19 pandemic has decreased when compared to working from the office directly. This is also supported by the respondent's statement about the percentage distribution of respondents' answers on the variable Performance of working at home mothers with an average majority of respondents agreeing to all statements on the variable Performance of mothers working at home. The highest percentage distribution of respondents' answers is found in the 5th (five) indicator, which is about interpersonal relationships, namely in the 9th statement item about every employee being obliged to maintain the good name of the company by helping each other. -workers in achieving goals, the majority of respondents answered agree as many as 60 people (60.0%).

CONCLUSION

The results of research and discussion on the Effect of *Family Work Conflict*, and Work Stress on the Performance of Working Mothers at Home During the Covid 19 Pandemic Period in Medan City, it can be concluded as follows: in Medan City Medan. *Work Family Conflict* partially has an impact on the work of working mother home during the Covid 19 pandemic in Medan City. Work stress partially has an impact on the performance of mothers working at home during the Covid 19 pandemic in Medan City. *Work Family Conflict* and Work Stress 5 simultaneously have an impact on the work results of mothers working at home during the Covid 19 pandemic in Medan City.

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DECLARATION OF CONFLICTING INTEREST

This article is purely produced by researchers without any interest from other parties

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