



The Influence of Job Stress, Work Life Balance and Role Conflict on Employee Performance PT. X (Banking Company)

Rizki Wiharni Az. Lubis¹, Elisabet Siahaan², Sukaria Sinulingga³

^{1,2,3}Universitas Sumatera Utara, Indonesia

Email: gkywiharni@gmail.com

Corresponding author: gkywiharni@gmail.com

Abstract. *This research aims to determine the influence of job stress, work life balance and role conflict on employee performance at PT. X (Banking Company). The number of research respondents was 110 people, the research population was employees of PT. X (Banking Company), and uses non-probability sampling techniques. Multiple linear regression was used in data analysis. Research findings show the influence of job stress (X1), work life balance (X2), and role conflict (X3) on employees performance at PT. X (Banking Company). This is indicated by the F-count value of 56.240 with a significance of 0.000 (<0.05).*

Keywords: *Job Stress, Work Life Balance, Role Conflict, Banking Company*

INTRODUCTION

Human needs continue to increase as time goes by. Everyone has to work in their lives. There is no doubt that many people are working today, especially in the banking sector. Apart from earning money, a person also gets new work experience. So, one of the strongest reasons people work is the desire to stay alive (Cordery et al., 2023).

Employees doing work while opening a personal online business is nothing new, especially in the city of Medan. Getting additional income to cover daily needs and reducing the burden on the family is the main reason related to finances. It also fills free time because online businesses have flexible hours and can be done after working hours. In addition, employees believe that doing work while opening an online business can also help them become better at improving their personal skills. This includes improving communication skills, self-confidence, the ability to deal with social environments, and the ability to exchange ideas with other people (Handayani et al., 2023).

We can find in banking companies in the city of Medan many employees who have dual professions, namely apart from being bank employees but also as online shop owners. It is very important for bank employees who work while selling online to be able to carry out their duties and responsibilities well. This includes controlling how they divide their time between their time at the bank and their time at the online store. For bank employees who work full time, taking on additional work by selling online is not an easy thing. However, there is a role conflict between working as a bank employee and working to open a personal online shop, which can cause stress, absenteeism and low productivity (Nofianti & Suseno, 2014).

Seeing situations and problems that occur with working bank employees. Where they experience many obstacles such as stress from their work and not only the work load they face but the burden of their lives individually also influences which will reduce work enthusiasm and work motivation so that it can result in a decrease in performance, conditions like this require bank employees to work to balancing the demands of life and work or what is usually called Work Life Balance. Working bank employees also experience role conflict, namely being an employee and managing an online shop, which will indirectly reduce their performance. Therefore, through the influence of work stress, work life balance and role conflict, it is hoped that it can become a reference for improving the performance of bank employees so that The company's goals can be achieved because every company wants to have employees with good performance.

Work stress is caused by frequent conflicts and excessive workload, as well as several other factors. Work stress can be defined as a condition of tension that affects a person's emotions, thought processes and condition, and can also be defined as feelings of pressure experienced by employees when they face their work. The term "work stress" refers to feelings such as pressure, burden, conflict, fatigue, tension, panic, anxiety, moodiness, and loss of energy which cause a decrease in employee performance at work. Work stress is a condition of tension that causes physical and psychological imbalance, causing workers to feel depressed, tired, moody, and lose their ability to face their work (Carnero et al., 2023). Meanwhile, according to Carnero et al (2023), work stress is a sensation of feeling burdened or pressured by workers when they face work tasks. The impact of work stress can include feelings of emotional instability, anxiety, a desire to feel alone, sleep disturbances, increased cigarette consumption, difficulty relaxing, feelings of anxiety, tension, high alertness, increased blood pressure, and digestive disorders.

Work-life balance adalah ketika seseorang memiliki cukup waktu untuk memiliki keseimbangan antara pekerjaan dan kehidupan pribadinya, seperti dapat menghabiskan waktu bersama keluarga, mendapatkan waktu untuk bersantai, memiliki komunikasi yang baik dengan rekan kerja, dan mampu menyelesaikan pekerjaannya dengan baik (Vilarinho et al., 2023). Sedangkan menurut Mondal et al (2024) work-life balance adalah ide yang mencakup mencapai tujuan karir dan kebahagiaan dengan memperhatikan waktu bersantai, keluarga, dan pertumbuhan spiritual.

Work-life balance is when someone has enough time to have a balance between work and personal life, such as being able to spend time with family, getting time to relax, having good communication with co-workers, and being able to complete their work well (Gerged et al., 2024). Meanwhile, according to Hoai et al (2022) work-life balance is an idea that includes achieving career goals and happiness by paying attention to leisure time, family and spiritual growth.

Role conflict is a mismatch between expectations related to a role where in quite extreme conditions, the presence of two or more expectations or pressures will be so

contradictory that the other role cannot be carried out. Research conducted by (Gazi et al., 2024). Meanwhile Nst et al (2021) conditions when demands and responsibilities in the workplace will affect the ability to fulfill demands, responsibilities and roles at work. Just like in their daily lives, bank employees also find a lot of work that is not necessarily finished on the same day and on the other hand, they also get orders from online business customers because that is also their responsibility as online shop entrepreneurs (Nasution et al., 2023).

Performance is a person's achievement in carrying out their duties in accordance with the responsibilities given, which can be measured based on the quality and quantity of their work (Nasution, 2020). Good performance really determines whether the company will develop well, or will be eroded by the times. A company can be said to be successful if the performance of human resources tries to improve employee performance to achieve the company's stated goals. Performance is a person's overall achievement in carrying out their duties during a period, compared with various references such as work standards, targets or targets that have been previously determined and agreed upon (Nasution et al., 2021). Meanwhile, according to Ramadhan & Nasution (2020), performance is defined as work performance that can be achieved by individuals or groups in an organization in accordance with their authority and responsibility, in accordance with applicable laws and morals or ethics or actions, work implementation, work performance, or implementation of work that is effective.

RESEARCH METHODS

This type of research is quantitative. Quantitative research is research that aims to test a hypothesis that has been proposed, and the results can explain the causal relationship between various variables using the hypothesis testing method (McDermott, 2023). Quantitative research uses causal research to determine the relationship between the independent variable and the dependent variable. In this research, the variables work stress (X1), work life balance (X2), and role conflict (X3) are used as independent variables, while the dependent variable is employee performance (Y).

Deep data collection techniques The research used a questionnaire with Linkert's later measurement scale followed by data quality testing, testing validity, reliability test, and classical assumption test. The data obtained was then analyzed with normality test, multicollinearity test, and heteroscedasticity test. Which then The data will be tested using regression analysis multiple linear, partial test (T test), test simultaneous (F test), and coefficient of determination test (Test R²) using tools statistical software to find out influence or outcome between variables independent (X) to the dependent variable (Y). The sampling method in this research is by nonprobability sampling rely on purposive sampling to choose as the method. The characteristics of the sample in this study are employees at PT. X (Banking Company).

This research uses data questionnaire with a measurement scale Linkert then continues with test data quality, validation test, reliability test, and classical assumption

test. The data obtained and then analyzed using test normality, multicollinearity test, and test heteroscedasticity. Which is then data regression analysis will be tested to find out constant value and coefficient value variables. Then the t test is carried out to determine the partial influence or separately between independent variables (X) to the dependent variable (Y). Testing simultaneous hypothesis (f test) is used for test whether the variable is independent together influence the variables dependent. To see the simultaneous influence between the work stress free variables (X1), Work life balance (X2), and role conflict (X3) on the dependent variable, namely performance employee (Y).

FINDINGS AND DUSCUSSION

Table 1. Characteristics of Respondents Based on Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	47	42.7	42.7	42.7
	Female	63	57.3	57.3	100.0
	Amount	110	100.0	100.0	

Based on the table above, it can be seen that the characteristics of respondents based on gender, the majority of respondents fall into the female category, namely 63 respondents (57.3%).

Table 2. Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Job Stress	110	5	25	20.03	3.915
Work Life Balance	110	6	30	19.09	4.481
Role Conflict	110	5	25	15.54	3.339
Employee Performance	110	6	30	23.93	4.575
Valid N (listwise)	110				

Based on the table above, it can be seen that the Job Stress variable obtained a value minimum 5, maximum value 25 and average value (mean) 20.03. Then for the work life balance variable obtained a minimum value of 6 maximum values 30 and the average value (mean) 19.09. Next it can be seen that the variable role conflict obtained a minimum score of 5 maximum value 25 and average value (mean) 15.54. For employee performance variables obtained minimum value 6 maximum value 30 and value average (mean) 23.93.

Table 3. Validity Test

		Correlations					
		X1.1	X1.2	X1.3	X1.4	X1.5	Total_X1
X1.1	Pearson Correlation	1	.734	.689**	.644**	.612**	.876**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	110	110	110	110	110	110
X1.2	Pearson Correlation	.734**	1	.722**	.648**	.490**	.856**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	110	110	110	110	110	110

X1.3	Pearson Correlation	.689**	.722**	1	.694**	.522**	.861**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	110	110	110	110	110	110
X1.4	Pearson Correlation	.644**	.648**	.694**	1	.628**	.852**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	110	110	110	110	110	110
X1.5	Pearson Correlation	.612**	.490**	.522**	.628**	1	.770
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	110	110	110	110	110	110
Total_X1	Pearson Correlation	.876**	.856**	.861	.852**	.770**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	110	110	110	110	110	110

From the results of the validity test above, the value is obtained the calculated r for question number 1 is 0.876, where this value is greater than the r table value is 0.186 (110 respondents). So we can conclude question number 1 Valid.

Table 4. Reliability Test

		N	%
Cases	Valid	110	100.0
	Excluded	0	0
	Amount	110	100.0

- a. Listwise deletion based on all variables in the procedure.

Table 5. The Result

Cronbach's Alpha	N of Items
.898	5

From the results of the reliability test table, values are obtained Cronbach's alpha was 0.898. Where is the value is greater than 0.60. So you can it was concluded that the data was reliable.

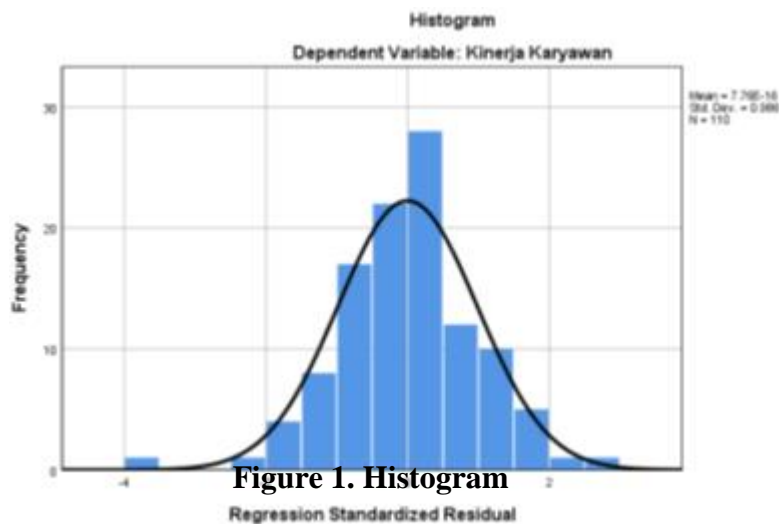
Table 6. Normality Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		110
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.84182497
	Absolute	.045
	Positive	.043
	Negative	-.045
Test Statistic		.045
Asymp. Sig. (2-tailed)		.200 ^{c,d}

- a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is lower bound of the true significance.

Based on the table above, the value can be known asymp.sig is $0.200 > 0.05$ so you can it is concluded that the data is distributed Normal.



From the picture above, the data can be seen is inside the curve and there is not much data which comes out of the curve then Data Normally distributed.

Table 7. Heteroscedasticity Test

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
Model	(Constant)	3.946	1.152		3.424	.001
1	Job Stress	-.012	.047	-.025	-.247	.805
	Work Life Balance	-.009	.049	-.022	-.185	.854
	Role Conflict	-.088	.061	-.161	-1.427	.157

a. Dependent Variable: ABS_RES

Based on the table above, it can be seen that the probability value is greater than 5% (0.05), thus the variable submitted in the research doesn't happen heteroscedasticity.

Table 8. Multicollinearity Test

		Coefficients ^a					Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients				
		B	Std. Error	Beta	t	Sig.	Tolerance	
							VIF	
Model	(Constant)	6.653	1.834		3.628	.000		
1	Job Stress	.772	.076	-.661	10.220	.000	.871	
	Work Life Balance	.310	.077	-.303	4.006	.000	.635	
	Role Conflict	-.264	.098	-.193	-2.696	.008	.714	

a. Dependent Variable: Employee Performance

Based on the table above, it can be seen that the tolerance value is > 0.10 or the VIF value < 10 then not happening multicollinearity.

Table 9. T Test

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
Model	(Constant)	6.653	1.834		3.628	.000
1	Job Stress	.772	.076	-.661	10.220	.000
	Work Life Balance	.310	.077	-.303	4.006	.000
	Role Conflict	-.264	.098	-.193	-2.696	.008

a. Dependent Variable: Employee Performance

Based on the partial regression test, it is obtained the t-calculated value is 10,220 coefficients regression (beta) 0.772 with probability (p) = 0.000. Based on data processing results where the probability value (p) ≤ 0.05 it can be concluded that job stress positive and significant influence on employee performance. Based on the partial regression test, it is obtained The t-calculated value is 4,006 coefficients regression (beta) 0.310 with probability (p) = 0.000. Based on data processing results where the probability value (p) ≤ 0.05 it can be concluded that work life balance has a positive influence and significant to employee performance. Based on the partial regression test, it is obtained The t-calculated value is -2,696 coefficient regression (beta) -0.264 with probability (p) = 0.008. Based on data processing results where the probability value (p) ≤ 0.05 it can be concluded that role conflict negative and significant influence on employee performance.

Table 10. F Test

		Anova ^a				
Model		Sum of Square	Df	Mean Square	F	Sig.
1	Regression	1401.138	3	467.046	56.240	.000 ^b
	Residual	880.281	106	8.305		
	Total	2281.418	109			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Role Conflict, Job Stress, Work Life Balance

From the F test results in the table above, the calculated F is 56,240 and the probability is 0.000. Because the F count $< 5\%$ ($0.000 < 0.05$), it can be concluded that role conflict, job stress, work life balance together have an influence on employee performance.

CONCLUSION AND RECOMMENDATION

Variable (job stress) X1 shows positive and significant influence on employee performance on PT. X (Banking Company) so as to be able to prove that job stress is can be handled with good influence employee performance in performance. Variable (work life balance) X2 shows positive influence and significant impact on employee performance at PT. X (Banking Company) so as to be able to prove that work life balance carried out with both by each individual can affect performance. Variable (role conflict) X3 shows a significant negative effect on employee performance at PT. X (Banking

Company) so able to prove that the conflict the role that occurs in each individual if they fail to comply its role can influence performance. job stress (X1), work life balance (X2), and role conflict (X3) is proven influence on employee performance at PT. X (Banking Company). Where these results are shown through obtained an f-calculated value of 56.240 with a significance of 0.000 (< 0.05).

REFERENCES

- Carnero, M. C., Martínez-Corral, A., & Cárcel-Carrasco, J. (2023a). Fuzzy Multicriteria Evaluation and Trends of Asset Management Performance: A Case Study of Spanish Buildings. *Case Studies in Construction Materials*, 19(November), e02660. <https://doi.org/10.1016/j.cscm.2023.e02660>
- Carnero, M. C., Martínez-Corral, A., & Cárcel-Carrasco, J. (2023b). Fuzzy Multicriteria Evaluation and Trends of Asset Management Performance: A case Study of Spanish Buildings. *Case Studies in Construction Materials*, 19(November). <https://doi.org/10.1016/j.cscm.2023.e02660>
- Cordery, C. J., Goncharenko, G., Polzer, T., McConville, D., & Belal, A. (2023). NGOs' performance, governance, and accountability in the era of digital transformation. *British Accounting Review*, 55(5), 101239. <https://doi.org/10.1016/j.bar.2023.101239>
- Gazi, M. A. I., Mamun, A. Al, Masud, A. Al, Senathirajah, A. R. bin S., & Rahman, T. (2024). The relationship between CRM, knowledge management, organization commitment, customer profitability and customer loyalty in telecommunication industry: The mediating role of customer satisfaction and the moderating role of brand image. *Journal of Open Innovation: Technology, Market, and Complexity*, 10(1). <https://doi.org/10.1016/j.joitmc.2024.100227>
- Gerged, A. M., Zahoor, N., & Cowton, C. J. (2024). Understanding the relationship between environmental management accounting and firm performance: The role of environmental innovation and stakeholder integration – Evidence from a developing country. *Management Accounting Research*, 62(February 2021), 100865. <https://doi.org/10.1016/j.mar.2023.100865>
- Handayani, E., Garad, A., Suyadi, A., & Tubastuvi, N. (2023). Increasing the performance of village services with good governance and participation. *World Development Sustainability*, 3(June), 100089. <https://doi.org/10.1016/j.wds.2023.100089>
- Hoai, T. T., Hung, B. Q., & Nguyen, N. P. (2022). The Impact of Internal Control Systems on The Intensity of Innovation and Organizational Performance of Public Sector Organizations in Vietnam: The Moderating Role of Transformational Leadership. *Heliyon*, 8(2), e08954. <https://doi.org/10.1016/j.heliyon.2022.e08954>

- McDermott, R. (2023). On The Scientific Study of Small Samples: Challenges Confronting Quantitative and Qualitative Methodologies. *Leadership Quarterly*, 34(3), 101675. <https://doi.org/10.1016/j.leaqua.2023.101675>
- Mondal, M. S. A., Akter, N., & Ibrahim, A. M. (2024). Nexus of environmental accounting, sustainable production and financial performance: An integrated analysis using PLS-SEM, fsQCA, and NCA. *Environmental Challenges*, 15(January), 100878. <https://doi.org/10.1016/j.envc.2024.100878>
- Nasution, D. A. D. (2020). *Effect of Budgetary Participation on the Budgetary Slack with Information Asymmetry , Environmental Uncertainty , and Budget Emphasis as Variables Moderation*. 4(2), 113–120.
- Nasution, D. A. D., Muda, I., Sumekar, A., & Abubakar, E. (2021). *Analysis of The Economic Behavior of Society E-Commerce as An Impact on The Development of The 4.0 Industrial Revolution and Society 5.0*. 1–9. <https://doi.org/10.4108/eai.14-9-2020.2305669>
- Nasution, D. A. D., Supraja, G., & Damanik, A. F. (2023). Model Policy On Collection Of Land And Building Tax In Pematang Serai Village, Langkat Regency. *International Journal Of Humanities Education And Social Sciences*, 2(5), 1626–1637. <https://ijhess.com/index.php/ijhess/>
- Nofianti, L., & Suseno, N. S. (2014). Factors Affecting Implementation of Good Government Governance (GGG) and their Implications towards Performance Accountability. *Procedia - Social and Behavioral Sciences*, 164(August), 98–105. <https://doi.org/10.1016/j.sbspro.2014.11.056>
- Nst, A. P., Sebayang, S., & Nasution, D. A. D. (2021). Enhance Successful Identification of E-Government Management in Realizing Good Government Governance in the Government of the City Of Binjai. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*, 4(3), 5120–5133. <https://doi.org/10.33258/birci.v4i3.2301>
- Ramadhan, P. R., & Nasution, D. A. D. (2020). Analisis Determinan Harga Saham Perusahaan Sektor Agriculture Yang Terdaftar Di Bursa Efek Indonesia. *Jurnal Riset Akuntansi Dan Bisnis*, 20(2), 2623–2650. <https://doi.org/10.30596/jrab.v20i2.5569>
- Vilarinho, H., D’Inverno, G., Nóvoa, H., & Camanho, A. S. (2023). Performance Analytics for Regulation in Retail Water Utilities: Guiding Asset Management by Identifying Peers and Targets. *Utilities Policy*, 82(January), 101559. <https://doi.org/10.1016/j.jup.2023.101559>