

## Multiple Role Conflicts Among Women Civil Servant In Organization X Yogyakarta

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### ABSTRACT

The nature of women as mothers who give birth and do household work has shifted to women who work in offices. There are many factors that influence a woman's decision to work, one of which is to help the family financially. Conflict between a woman's dual role as a mother responsible to her family and also the role of women as employees who are responsible for their work. This fact has become an interesting topic to research and find solutions for, so that women can be more empowered and optimal in every role they play. This research uses a qualitative method, namely an approach that emphasizes the analysis on deductive and inductive inference processes as well as on analysis of the dynamics of relationships between observed phenomena, using scientific methods. Women who have activities other than taking care of the household actually experience multiple roles and create conflict for women. This happens because you have to work on various roles at one time. Other activities and roles then lead to dual roles, namely, work activities and continuing education or college activities by a woman. The phenomenon of working women gives rise to various pressures, both from work demands and domestic demands as women who essentially take care of the household. The existence of dual roles causes conflict within women. Facing this, participants try to solve it his responsibility to the maximum as an employee and a mother. The role of women responsible taking care of the household, doing office work, and studying at college give rise to behavior negative such as stress and irritability. Participants have control towards himself for the emotions and behavior that arise, one of which is by resting and drawing closer to God.

**Keywords:** *Multiple Role Conflict; Woman Civil Servant*

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### Introduction

Double duty or *double burden*, this is what is interesting to research, the dynamics of factors that influence women in making the decision to work. The role of women, which is identified with domestic affairs and is considered to play less of a role in the public economic sector, is considered a view that does not fulfill a sense of justice. Based on Minister of Finance Regulation Number 74/PMK.01/2009 concerning Organization and Work Procedures, Agency X has employees consisting of 88 male employees and 39 female employees, with the following details:

Table 1. Employees of Agency X

Total Number of Employees	127	Percentage
Male Employee	88	69%
Female Officer	39	31%

Based on detailed data on table 1, it can be seen that the number of female employees is also quite large which certainly causes problems in the world of work, one of which is the inner conflict that occurs among individual female employees. Conflict between a woman's dual role as a mother responsible to her family and also the role of women as employees who are responsible for their work. This fact has become an interesting topic to research and find solutions for, so that women can be more empowered and optimal in every role they play. One of the feminist figures, Simone de Beauvoir, in her work entitled "The Second Sex" (Rosemarie, 2004:262) criticized the views of patriarchy who consider the role of women is often considered unimportant. Simone believes that the importance of women's equality, freedom and dignity as human beings with men. As Simone's views become a reality, many women with their own backgrounds and different factors begin to have equality with men. Women's freedom is starting to be noticed, women's dignity as human beings is also starting to be recognized by those around them that women can also work and be empowered, equally the same goes for men.

The changing dynamics of the emancipation era have caused many changes, one of which is the phenomenon of many women deciding to work. The nature of women as mothers who give birth and do household work has shifted to women who work in offices. There are many factors that influence a woman's decision to work, one of which is to help the family financially. Confusion to run two role at the same time which then has an impact negative, research needs to be done to overcome this problem.

According to Sekaran, 1991 (in Salamiah, 2017), there are seven aspects of dual role conflict, namely: a. Conflict between work role demands and family role demands. b. Conflict between work role demands and social role demands; c. Conflict between family role demands and social role demands; d. Conflict between job role demands and personal role demands. e. Conflict between family role demands and personal role demands. Conflict between social role demands and personal role demands. Conflict between role demands

work, family, social and personal. This theory is in accordance with the facts that happen to working women. The conflict dilemma is felt when there are role demands between work and personal roles.

Based on the results of interviews conducted with one of the participants, it was stated that she experienced conflict in carrying out various roles in her life as a working woman,

*“Pertentangan pasti ya. Misalnya nih, pas lagi sakit, kebetulan ada deadline kerjaan, kerasa banget pertentangan fisik dan psikisnya.”*

Researchers have conducted an in-depth study of the dynamics of dual role conflict in the Yogyakarta X Agency environment. Most of the employees are women state that there is conflict and experiencing emotions negative experienced.

The problem of multiple role conflict is caused, among other things, by poor time management, lack of social support, workload, and stress. If this problem does not receive a solution, it is feared that it will affect many things, one of which will affect performance and even state revenues. Achieving organizational goals is directly proportional to employee performance. Even though it's deep his journey there are conflict dynamics in women's dual roles. That to achieve organizational goals, employees must achieve good performance in carrying out their duties (Marsinah, 2022). Therefore, an intensive approach is needed to maintain and develop performance, including employees with multiple roles who must be considered.

### **Research on Dual Roles**

Research on dual role conflict has been carried out by several previous researchers where previous researchers studied, researched, and analyzed the dual role conflict of working mother women. Influence negative The relationship between dual roles and employee performance is shown in the values significance smaller than 0.05 ( $0.000 < 0.05$ ) and the regression coefficient has a value negative -0.491. This means that the higher the dual role, the lower the performance of female employees. On the dual role variable indicator The dominant influence on the dual role as a working woman is the indicator of lack of involvement as a wife with an average value of 15.98. On employee performance variables indicator which dominantly influences employee performance, namely indicator output quality with an average value of 15.63.

The second research carried out was to analyze the effect of dual role conflict on performance with the work stress of female employees as mediators at Bank BRI Jember Area using quantitative methods. The third research is about the effect of multiple conflicts and workload on performance with work stress with intervening variables at Bank Mandiri Jember Branch, this research done with HR management approaches.

So, to answer this article, the author will describe the factors that influence dual role conflict among female employees at Agency X Yogyakarta with research conducted on 39 female civil servants (PNS) who are or have been married.

### **Theory of Multiple Role Conflict**

Greenhaus and Beutell in Anafarta (2011:168, in Zarina Akbar, 2016) define Greenhaus and Beutell (Ratna, et al, 2014), multiple role conflict (work family conflict) is defined as a form of role conflict within a person that arises because of role pressure from work which conflicts with role pressure from the family. The role of women in question refers to a situation where a person has dual responsibilities as a professional worker and also as a member or housewife. Based on Employment Law No. 13 of 2003, a worker/laborer is anyone who works and receives wages or compensation. The role of working women employed women) are women who work to earn wages (Matlin: 2004, in Fikram 2023). Meanwhile, Julia Suryakusuma, a women's activist and author of the book "Sex Power, Nations" construct women as unpaid domestic workers. The domestic job intended is taking care of the household, caring for children, and performing household tasks with equal compensation or adequate recognition. The roles of mother and employee that must be carried out simultaneously give rise to conflict within women.

Conflict is several needs that arise simultaneously (Irwanto, Hadisoepadma,

Priyani and Wismanto: 1991, in Irma Rahmadita 2019). In this case, this need is the demand for women to work independently professional as an officer with responsibility borne in the realm of work. Job demands with pressure originating from excessive workload and time, such as: work

which must be completed in a hurry and *deadline*. Claims family is related to the time needed to handle household tasks and look after children, determined by the size of the family, family composition, and the number of family members who are dependent on other people (Yang, Chen, Choi, & Zou, 2000 in Salamiah: 2017) . Both role demands along with Consequences such as the things mentioned above then emerge and become problems and can affect other aspects of life.

According to Sekaran, 1991 (in Salamiah, 2017), there are seven aspects of dual role conflict, namely: a. Conflict between work role demands and family role demands. b. Conflict between work role demands and social role demands. c. Conflict between family role demands and social role demands. d. Conflict between job role demands and personal role demands. e. Conflict between family role demands and personal role demands. Conflict between social role demands and personal role demands. Conflict between work, family, social and personal role demands.

### **Impact of Dual Role Conflict**

In dual role conflict, according to Kopelman & Burley (in Shafrani, 2014) there are seven impacts of dual role conflict put forward, namely:

1. Parenting issues: conflicts can arise when individuals have to share time and attention between work and responsibility in raising children.
2. One-sided need for household work: conflict can arise when individuals feel burdened with household tasks that are not balanced between partners.
3. Differences in values and norms in dual roles: conflict can occur when individuals have different values and norms in carrying out their dual roles.
4. Conflict between family roles and work roles arises when the demands of the family role and work role conflict with each other.
5. Conflict between personal roles and social roles: conflict can arise when individuals have to fulfill the demands of different personal roles and social roles.
6. Conflict between individual roles and organizational roles: conflict can arise when individuals have to divide time and attention between the demands of the individual role and the demands of the organizational role.
7. Conflict between multiple and single roles: conflict can occur when individuals have to divide their time and attention between their dual and single roles.

### **Characteristics of Dual Role Conflict**

According to Stoner (1990, in S. Zuhdi 2019), there are several characteristics that influence dual role conflict. The following are some of the characteristics mentioned by Stoner:

- a. Working time: Multiple role conflict can occur when individuals have many time demands in different roles, such as job demands tall and family demands are also high.
- b. Family size: Multiple role conflict can be influenced by family size. The larger the family size, the more complex the role demands that individuals

must face.

- c. Family support: Support provided by family members can also influence the level of dual role conflict. If individuals get sufficient support from family members, dual role conflict can be reduced.
- d. Gender roles: Expected gender roles in society can also influence the level of multiple role conflict. For example, gender roles that require women to take care of the household and children while also working outside the home can cause multiple role conflicts.
- e. Cultural values: The cultural values that govern roles in society can also influence the level of multiple role conflict. For example, in cultures that prioritize the role of housewife, women who work outside the home can experience multiple role conflicts.

### **Forms of Dual Role Conflict**

In dual role conflict there are different forms, and according to Chen, Chou, and Would 2000, (in Rias Tusianah, 2023), there are 3 (three) forms of dual role conflict, namely:

- a. *Time-based conflict*. The time needed to carry out one demand (family or work) can reduce the time to carry out other demands (work or family);
- b. *Strain-based conflict*. Occurs when pressure from one role affects the performance of other roles;
- c. *Behaviour based conflict*. Relating to a mismatch between behavior patterns and what is desired by both parts (work or family).

Based on the explanation above, it can be concluded that the aspects that influence role conflict are multiple is conflict because of time, conflict because of time, conflict because of behavior, and conflict because of tension. Furthermore, aspects of role conflict can also be influenced by internal problems within the family such as the division of housework, child care, communication between family members, and time spent with the family. Meanwhile, according to Gibson, et al, 1995, (in Richardus, 2021) the form of conflict experienced individual there are 3 (three), namely:

- a. Role conflict itself (person role conflict). This conflict occurs when role requirements violate the basic values, attitudes and needs of the individual;
- b. Intra-role conflict (intra-role conflict). This conflict often occurs because different people determine a role according to different sets of expectations different, making it impossible for the person occupying that role to fulfill it. This can be done happens when certain roles have complicated roles.;
- c. Conflict between roles (interrole conflicts). This conflict arises because people face multiple dual roles. This happens because a person plays many roles at once, and some of those roles have conflicting expectations as well responsibility different ones.

### **Multiple Role Conflict Management**

Frone, Russell, cup, 1992, (in Arfina, 2017 defines multiple role conflict as occurring when the demands and expectations associated with different roles conflict with each other or are difficult to fulfill. This can result in stress and dissatisfaction in a person's life. Based on this, there needs to be

a resolution so that multiple role conflict doesn't have that effect negative on performance in the organization and household harmony. Strategies for handling multiple role conflicts to be more comprehensive are divided into 2 (two), namely resolution strategies carried out by individuals and strategies carried out by the company. More clearly regarding the completion of the strategy as follows:

According to Greenhaus, 2000, (Bella Ayu, 202), dual role conflict management involves strategies and techniques for managing conflicts that arise due to dual roles. Several strategies that can be used in dual role conflict management include:

1. Priority Setting: identifying the most important roles and setting priorities based on the most pressing needs and responsibilities.
2. Effective communication: communicate clearly and openly with all parties involved in multiple roles, such as family, superiors and co-workers.
3. Delegation: delegating tasks and responsibilities to others when possible, to reduce workload and gain support from others.
4. Time management: managing time efficiently and effectively, including setting good schedules, identifying and reducing time waste as appropriate.
5. Social support: seeking support from family, friends, or coworkers to help overcome multiple role conflicts.

Time management is very influential in overcoming the multiple role conflicts experienced by working women. According to Canfield's theory, (2014). Canfield (2014) found that aspects of time management to overcome dual role conflict include the following:

1. Planning: The planning process is very important in time management. By planning well, a person can organize the activities to be carried out and allocate time effectively.
2. Prioritization: Setting priorities is one of the important aspects of time management. By setting priorities, a person can focus on the most important and urgent tasks first.
3. Time Management: This aspect relates to a person's ability to manage time effectively. Good time management allows one to avoid procrastination and maximize the use of available time.
4. Evaluation: Evaluation is carried out to see how far achievements have been made in managing time. By conducting an evaluation, a person can find out whether there are improvements that need to be made in their time management.

### **Methods**

This research uses a qualitative method, namely an approach that emphasizes the analysis on deductive and inductive inference processes as well as on analysis of the dynamics of relationships between observed phenomena, using scientific methods (in Saifudin Azwar: 7).

According to (Sugiyono: 2014), in a case study, the researcher conducts an in-depth exploration of a particular program, event, individual or group. The purpose of a case

study is to understand the phenomenon being researched well and in depth. So according to researchers, a good case study must provide in-depth and clear information about the phenomenon being studied. This can be achieved by conducting comprehensive data collection and using various data collection techniques, such as observation, interviews and document analysis.

Based on things on, then the most appropriate data collection for qualitative research is carried out in natural settings, the data sources are mostly participant observation, in-depth interviews and documentation. Qualitative researchers are required to explore data based on what is said, felt, and done by participants or data sources and as it happens in the field, what is experienced, felt and thought by participants/data sources.

No.	Question and answer	Verbatim	Coding
1.	Question	Hallo sis, sebenarnya kita udah kenal baik ya. Cuma biar lebih professional, aku perkenalkan diri dulu kali ya hahaha...Perkenalkan nama saya Beti Ari Astuti selaku peneliti. Perkenankan, pada kesempatan kali ini saya akan melakukan wawancara kepada Saudara. Sebelum melakukan wawancara silakan Saudara memperkenalkan diri	PG
2	Answer	<i>"Perkenalkan nama saya R***, usia saya 30tahun, saya merupakan seorang istri (LDM, Jogja- Tasik) dan ibu dua orang anak laki-laki, masing-masing - masing berumur 5 tahun dan 3 tahun. Selain sebagai seorang ibu, saya juga merupakan seorang PNS di KPPBC TMP B Yogyakarta, bergabung sejak tahun 2014 dan mendapat Amanah sebagai bendahara penerimaan."</i>	PG
3	Question	<b>Apakabar? Gimana kabar anak-anak? Kita ngobrol santai ya</b>	
4	Question	<i>"Baik, anak-anak baik, sekarang udah sekolah semua. Agak tenang hahaha..."</i>	
5	Answer	<b>Apakah aktivitas Saudara sehari-hari?</b>	
6	Question	<i>"Saya bangun pukul 04.30 lalu mempersiapkan sarapan dan bekal untuk kedua anak saya. Setelah itu saya mandiin mereka berdua. Persiapan in itu, paling telat saya dari rumah pukul 07.00 menuju ke sekolah anak saya yang pertama di daerah Maguwo, lalu saya ke kantor. Anak saya yang kedua, diantar oleh eyangnya yang juga serumah dengan saya. Selanjutnya, saya tiba di kantor 07.30, langsung saya menjalankan tugas saya sebagai pegawai. Pokoknya tiap hari rasanya kebut-kebutan dan bareng-barengan deh..."</i>	TB
7	Question	<b>Apa alasan Saudara bekerja?</b>	
8	Answer	<i>"Karena saya ada ikatan dinas dengan Kementerian Keuangan, dimana dulunya saya kuliah di D3 STAN. Jadi saya langsung bergabung di Bea dan Cukai yang merupakan kantor vertical Kementerian Keuangan"</i>	
9	Question	<b>Peran apa yang saudara emban?</b>	SB
10	Answer	<i>"Saya mengemban berbagai status ya, kebetulan saya LDM, Jogja-Tasik...hahaha. Sebagai istri, ibu, dan PNS di Bea Cukai Yogyakarta."</i>	PG

11	Question	<b>Apa yang Saudara rasakan dalam menjalani aktivitas tersebut?</b>	BB
12	Answer	<i>"Capek, kadang merasa burnout. Tapi saya juga menikmati berbagai peran saya tersebut. Cuma memang lahir batin tu kerasa banget capeknya. Bahkan tiap anak saya sakit, setelahnya bisa dipastiin saya juga sakit, dan itu terjadi hamper sebulan sekali. Bayangin aja. Pertentangan pasti ya."</i>	
13	Question	<b>Apakah ada pertentangan saat Saudara menjalankan peran tersebut?</b>	
14	Answer	<i>"Pertentangan pasti ya. Misalnya nih, pas anak lagi sakit, kebetulan ada deadline kerjaan, kerasa banget petentangan fisik dan psikisnya."</i>	SB
15	Question	Apakah Saudara nyaman dengan situasi tersebut?	
16	Answer	<i>"Tidak, karena saya sudah merasakan kenyamanan sebelumnya, sewaktu serumah dengan suami. Kalau sekarang, saya Kembali LDM lagi karena tugas dan itu berat, karena saya mengurus anak sendiri. Jujur, saya kelelahan."</i>	BB
17	Question	Emosi apa yang anda rasakan?	
18	Answer	<i>"Saya mudah marah karena mungkin saya Lelah."</i>	SB
19	Question	Dengan emosi yang Saudara alami tersebut, menurut Saudara faktor apa yang paling dominan?	
20	Answer	<i>"Saya lebih condong ke mengalami dilemma karena saya harus focus ke anak. Karena anak saya yang kedua sedang aktif-aktifnya. Karena menurut saya, anak saya yang kedua memerlukan terapi perilaku dan stimulasi, karena kadang dia sering memukul, teriak-teriak, dan nangis."</i>	SB
21	Question	Apakah hal tersebut mempengaruhi kualitas dan waktu Saudara di rumah dan pekerjaan?	
22	Answer	<i>"Ya, karena kalo aku lagi burn out, saya take time dan itu pastinya mengurangi waktu saya Bersama mereka."</i>	BB
23	Question	Bagaimana penyelesaian untuk menyeimbangkan peran Saudara?	
24	Answer	<i>"Saya berusaha memisahkan focus. Kalau di kantor saya tidak mengerjakan pekerjaan rumah dan sebaliknya."</i>	BB

Table 1. Dual Role Conflict 1

Line	Question and answer	Verbatim	Coding
1	Question	Perkenalkan nama saya Beti Ari Astuti selaku peneliti. Perkenalkan, pada kesempatan kali ini saya akan melakukan wawancara kepada Saudara. Sebelum melakukan wawancara silakan Saudara memperkenalkan diri	PG
2	Answer	Nama saya <b>**i***i**</b> . Aku ibu satu orang anak. Sekarang saya sedang menjadi single parents setelah berpisah dengan suami saya. Profesi saya PNS di Bea Cukai Yogyakarta.	



3	Question	<b>Apakabar? Gimana kabar anak? Kita ngobrol santai ya</b>	
4	Question	“Kabarku baik, anakku juga baik.”	
5	Answer	<b>Apakah aktivitas Saudara sehari-hari?</b>	
6	Question	“Aktivitas sehari-hari bekerja dan mengurus anak. Pokoknya selain jam 8pagi sampai jam5, saya full mengurus anak dan pekerjaan rumah karena saya tidak punya ART.”	TB
7	Question	<b>Apa alasan Saudara bekerja?</b>	
8	Answer	“Sejak lulus kuliah aku berusaha untuk aktualisasi diriku. Alasan utamanya itu dan untuk dapet uang.”	
9	Question	<b>Peran apa yang saudara emban?</b>	
10	Answer	“Sebagai single parents saya mengurus anak saya sendiri, kuliah, dan bekerja.”	TB
11	Question	<b>Apa yang Saudara rasakan dalam menjalani aktivitas tersebut?</b>	
12	Answer	“Gila hahaha. Saya merasa kadang stress, tapi saya sudah terlanjur memilih dan tidak ada pilihan lain selain menjalani.”	SB
13	Question	<b>Menurut Saudara, ada tidak pertentangan dalam diri dalam mengembang berbagai peran?</b>	
14	Answer	“Pertentangan adalah hal yang mutlak dan gabisa kita hindarin. Tapi gimana kita ngadepinnya aja. Walaupun berat banget.”	SB
15	Question	<b>Apakah Saudara nyaman dengan situasi tersebut?</b>	
16	Answer	“Sebenarnya ini sulit bagiku. Aku harus menjaga kewarasan saya, kewalahan pastinya. Karena kalua bener=bemer burn out sama situasi ini, aku jadi mudah marah.”	BB
17	Question	<b>Emosi apa yang anda rasakan?</b>	
18	Answer	“Stress, capek, dan galau hahaha...”	BB
19	Question	<b>Dengan emosi yang Saudara alami tersebut, menurut Saudara faktor apa yang paling dominan?</b>	
20	Answer	“Kelelahanku menjalani peran yang bermacam-macam, tanggungjawab yang besar dalam berbagai hal.”	BB
21	Question	<b>Apakah konflik tersebut menyebabkan hal negative?</b>	
22	Answer	“Aku sering merasa badan dan pikiranku ga sehat. Sering sakit, tapi ga aku rasain. Karena anak dan kantorku membutuhkanku.”	BB
23	Question	<b>Apakah hal tesebut mempengaruhi kualitas dan waktu Saudara di rumah dan pekerjaan?</b>	
24	Answer	“Ya. Kadang keteteran menjalani ini semua. Eh sori ya bukan bermaksud sambat, tapi emang ini yang aku alami hahaha...”	BB
25	Question	<b>Bagaimana penyelesaian untuk menyeimbangkan peran Saudara?</b>	
26	Answer	“Aku kalo udah stress, paling sholat, tarik napas. Udah. Karena emang aku harus sekuat itu.”	
27	Question	<b>Kondisi ideal apa yang Anda inginkan?</b>	
28	Answer	“Aku ingin semua peran aku jalankan secara maksimal, sehingga outputnya maksimal.”	BB

Table 1. Dual Role Conflict 2

## Result & Discussion

The dual role conflict that occurred at Agency X Yogyakarta needs to be researched so that a solution can be found to resolve it and have a positive impact on the organization's vision and mission. Based on the existing problems and data processing carried out, the researcher will then provide conclusions regarding the factors causing dual role conflict at Agency X Yogyakarta:

### Time-Based Conflict Dimensions

In time-based conflicts, a person may experience difficulty in dividing time and energy equally between work and family. This can occur when high job demands result in limited time to interact with family or when intense family demands interfere with performance at work. Time-based conflict can have a negative impact on individual well-being and the relationship between work and family. Having a role happen to a woman at one time is a condition that is difficult to deal with, especially if there is no social support. This can lead to stress, exhaustion, tension, and dissatisfaction in both roles. This can be seen in the RF and AKP participants who experience conflict due to various demands at one time. The following are statements from both participants:

#### Participant 1

*“Saya bangun pukul 04.30 lalu mempersiapkan sarapan dan bekal untuk kedua anak saya. Setelah itu saya mandiin mereka berdua. Persiapan in itu, paling telat saya dari rumah pukul 07.00 menuju ke sekolah anak saya yang pertama di daerah Maguwo, lalu saya ke kantor. Anak saya yang kedua, diantar oleh eyangnya yang juga serumah dengan saya. Selanjutnya, saya tiba di kantor 07.30, langsung saya menjalankan tugas saya sebagai pegawai. Pokoknya tiap hari rasanya kebut-kebutan dan bareng-barengan deh...” (RF, 06-12-2023, baris...)*

AKP also said that he experienced multiple role conflicts due to various demands at one time. In his interview, AKP said the following:

#### Participant 2

*“Aktivitas sehari-hari bekerja dan mengurus anak. Pokoknya selain jam 8pagi sampai jam5, saya full mengurus anak dan pekerjaan rumah karena saya tidak punya ART. Kalau mau dirinci, aku bangun jam 05.00 urusin anakku sampai sebelum aku berangkat kerja. Jam 07.30 sampai kantor aku langsung hectic sama kerjaan kantor, pas istirahat aku sempetin telepon dan komunikasi sama anak, kadang juga ngerjain tugas kuliah. Habis istirahat lanjut kerja sampai jam 17.00 terus berangkat kuliah sampai jam 21.00. Aku biasanya sampai rumah 21.30. Kalo ada tugas atau ujian, aku kerjain dan belajar di kantor.” (AKP, 07-12-2023, baris...)*

Based on the presentation on, it can be seen that there is a time conflict experienced by participants who work as civil servants at KPPBC TMP B Yogyakarta. Where at one time, the subject plays the role of a mother, employee, and student. Participants try to run his responsibility in the same time span. Even though women's multitasking abilities are better than men, there are still negative impacts experienced by women, for example the risk of fatigue, stress, and decreased work quality.

### **Dimensions of Conflict Based on Pressure**

Women's roles as mothers and employees become unavoidable conflicts. The presence of more pressure in carrying out activities will affect a person's ability to fulfill responsibilities. Stress-based conflict can occur when a challenging work situation or demanding job negatively affects a person's mood, energy level, or well-being, making it difficult to act as an effective parent or fulfill family responsibilities. Conversely, pressure or stress from family problems can affect the work domain, affecting a person's focus, productivity, or ability to do work effectively.

#### Participant 1

*“Ya, pastilah. Sebagai pegawai, saya dituntut profesional dalam mengerjakan pekerjaan kantor. Sedangkan, sebagai ibu, saya dituntut mengurus rumah dan keluarga dengan baik.” (RF, 06-12-2023, baris 6).*

Based on the results of the interview above, RF experiences pressure in her daily life carrying out her role as a mother and her role as an employee. This is slightly different from what AKP experienced, he experienced something more complex, based on his confession in the interview:

#### Participant 2

*“Tentu dong, aku harus bisa maksimal dalam melaksanakan tanggungjawabku. Baik itu sebagai ibu, pegawai, dan mahasiswi. Tuntutannya pasti beda-beda dan perlakuannya juga pasti beda-beda.” (AKP, 06-12-2023, baris 6).*

Examining AKP's statement, that the dual roles carried out are very diverse and require different treatment. AKP as a mother has the responsibility to take care of the children and the house, while as an employee she is required to complete work according to the SOP, and her role as a student is to complete her studies. The existence of conflict and pressure over the responsibilities of each role gives rise to negative emotions experienced by women, such as stress and irritability.

### **Behavioral Dimensions of Conflict**

According to Kozier Barbara, a role is a set of behaviors that other people expect of a person according to their position in a system. Roles are influenced by social conditions both from within and from outside and are stable. A role is a form of behavior that is expected from a person in a particular social situation. Roles are social descriptions of who we are and who we are. In fact, the dual roles faced by both participants. The fact that there are women working creates a new culture and behavior in society. One of the negative behaviors experienced is irritability and fatigue:

#### Participant 1:

*“Tidak, karena saya sudah merasakan kenyamanan sebelumnya, sewaktu serumah dengan suami. Kalau sekarang, saya Kembali LDM lagi karena tugas dan itu berat, karena saya mengurus anak sendiri. Jujur, saya kelelahan.” .” (RF, 06-12-2023, baris 16).*

#### Participant 2:

*“Sebenarnya ini sulit bagiku. Aku harus menjaga kewarasan saya, kewalahan pastinya. Karena kalau bener=bemer burn out sama situasi ini, aku jadi mudah marah.” .” (AKP, 06-12-2023, baris 16).*

In this context, a role is responsibility carried by a woman who works and has a family. Fact Humans as social creatures have various interests in their lives and every human being has been faced with a conflict. Having demands in various roles is not easy. According to Rahmadita (2019), women with multiple role conflicts have greater levels of stress compared to women with single roles.

### **Conclusion**

Based on the results of interviews and research conducted, it can be concluded that female civil servants at KPPBC TMP B Yogyakarta face multiple roles experiencing conflict which affects their emotions and behavior. Female civil servants prosecuted solve domestic work and doing office work, there are even civil servants at KPPBC TMP B Yogyakarta who are continuing their studies. Women who have activities other than taking care of the household actually experience multiple roles and create conflict for women. This happens because you have to work on various roles at one time. Other activities and roles then lead to dual roles, namely, work activities and continuing education or college activities by a woman. The phenomenon of working women gives rise to various pressures, both from work demands and domestic demands as women who essentially take care of the household. The existence of dual roles causes conflict within women. Facing this, participants try to solve it his responsibility to the maximum as an employee and a mother. The role of women responsible taking care of the household, doing office work, and studying at college give rise to behavior negative such as stress and irritability. Participants have control towards himself for the emotions and behavior that arise, one of which is by resting and drawing closer to God.

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