

EFFECT OF DUAL ROLES AND WORK STRESS ON THE PERFORMANCE OF FEMALE CONTRACT EMPLOYEES

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Abstract

This study aims to analyze the influence of dual roles and work stress on the performance of female contract employees at PT Suri Motor Indonesia. Using a quantitative approach and survey method, data were collected through questionnaires distributed to female employees. The results indicate that both dual roles and work stress have a positive but not significant effect on employee performance, either partially or simultaneously. These findings suggest that although female employees face multiple responsibilities at work and at home, these factors do not significantly hinder their overall performance. The ability to manage time effectively, adapt to work demands, and receive support from both family and the workplace helps them maintain good performance.

Keywords: dual roles, work stress, employee performance, female employees, PT Suri Motor Indonesia

1. Introduction

Human resources are the most vital element in achieving organizational goals. The quality of human capital significantly influences the company's productivity and sustainability. According to the Central Bureau of Statistics (2020), female participation in Indonesia's workforce has increased considerably, with around 46 million women contributing to the labor force. This growth shows that women's involvement in the workforce is almost equal to that of men.

Strong motivation and the desire for financial stability encourage women to take on dual roles — balancing professional responsibilities with domestic duties. Through employment, women not only earn income but also gain knowledge, skills, confidence, and independence. However, these dual roles often create challenges such as work stress, emotional exhaustion, and reduced focus, which can potentially affect their job performance.

This study was conducted to examine how dual roles and work stress influence the performance of female employees, particularly contract workers at PT Suri Motor Indonesia, a company engaged in vehicle sales and after-sales services under the Mercedes-Benz brand.

2. Literature Review

2.1 Dual Roles

Dual roles refer to a condition where an individual simultaneously performs multiple responsibilities, such as being both an employee and a family caregiver. According to Saputra et al. (2020), dual roles often create conflicts when work and family demands overlap, leading to role strain and reduced productivity.

2.2 Work Stress

Work stress is a psychological and emotional reaction caused by pressures and demands that exceed an individual's capacity (Hasibuan, 2020). It can lead to fatigue, anxiety, and decreased job satisfaction, which ultimately affect performance.

2.3 Employee Performance

Employee performance is defined as the result of work achieved by an individual according to their job responsibilities (Ferdian & Devita, 2022). High performance reflects efficiency, quality, and discipline in completing tasks on time.

2.4 Previous Studies

Previous research (Karomah, 2020; Cahyaningrum et al., 2022) indicates that dual roles and work stress can have varying effects on female employees. Some studies found significant negative impacts, while others showed that stress and dual roles could coexist with high performance when managed properly.

3. Material and Method

3.1 Research Design

This study adopts a quantitative research design using a survey method to examine the effect of dual roles and work stress on the performance of female contract employees at PT Suri Motor Indonesia. The design emphasizes the relationship between independent variables (dual roles and work stress) and the dependent variable (employee performance).

3.2 Population and Sample

The population in this research consists of female contract employees working at PT Suri Motor Indonesia. The study employs a purposive sampling technique to select participants who meet specific criteria, namely married women and single currently employed at the company. This approach ensures that respondents have relevant experiences related to managing dual roles and work-related stress.

3.3 Data Collection

The study uses primary data obtained through the distribution of a structured questionnaire to respondents. The questionnaire contains statements designed to measure each variable using a Likert scale, which captures respondents' levels of agreement with statements related to dual roles, work stress, and job performance. The data collection process was conducted in person to ensure clarity of responses and data accuracy.

3.4 Data Analysis

The collected data were analyzed using multiple linear regression analysis to determine both partial and simultaneous effects of dual roles and work stress on employee performance. Prior to running the regression test, classical assumption tests—including normality, multicollinearity, and heteroscedasticity—were performed to ensure the validity and reliability

of the data. Statistical analysis was processed using the Statistical Package for the Social Sciences (SPSS) software.

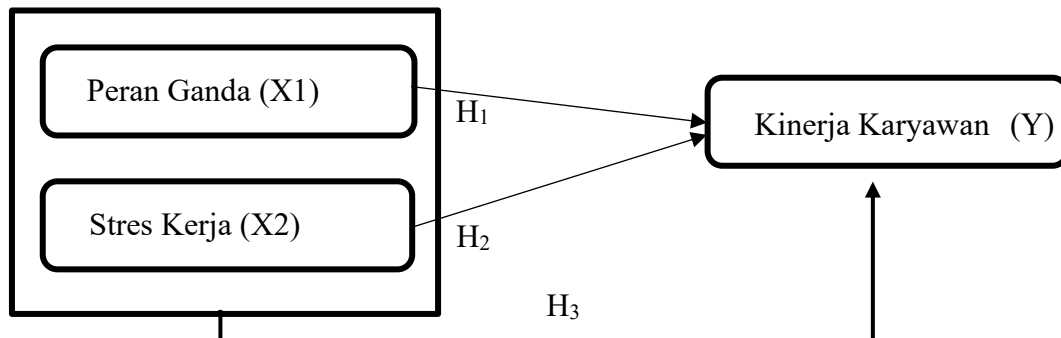


Figure 1
Research Model

4. Result

The results of the regression analysis were used to determine the influence of dual roles and work stress on employee performance among female contract employees at PT Suri Motor Indonesia. The analysis was carried out using SPSS software with multiple linear regression to test both partial and simultaneous effects.

Table 1. Regression Coefficients

Variable	Unstandardized Coefficient (B)	Standardized Coefficient (Beta)	Sig. Value
Dual Roles (X1)	0.112	0.105	0.569
Work Stress (X2)	0.158	0.139	0.322
Constant	2.871	-	-

Based on Table 1, both dual roles and work stress show positive but not significant effects on employee performance, as the significance values exceed the 0.05 threshold.

Table 2. Model Summary (R Square)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.232	0.054	0.021	1.763

As shown in Table 2, the R Square value indicates that the variables of dual roles and work stress collectively explain about 5.4% of the variation in employee performance, while the remaining percentage is influenced by other factors not included in this model.

5. Discussion

The findings of this study demonstrate that both dual roles and work stress have a positive but not significant influence on the performance of female contract employees at PT Suri Motor Indonesia. This result suggests that although female employees often experience overlapping responsibilities between their professional and domestic lives, these challenges do not diminish their job performance.

This outcome aligns with the research of Saputra et al. (2020), who stated that women are generally capable of adapting to dual responsibilities when supported by effective time management and family understanding. Hasibuan (2020) explained that work stress does not always lead to decreased performance; rather, a level of stress can sometimes motivate employees to achieve better results.

The non-significant relationship found in this study indicates that female employees at PT Suri Motor Indonesia are able to maintain stability in their performance despite experiencing work-related stress or multiple role conflicts. This can be attributed to internal resilience, emotional intelligence, and social support from both their families and work environments.

Furthermore, the company's organizational culture may contribute to this outcome. Supportive management, cooperative teamwork, and clear job help reduce the negative effects of stress and role conflicts. Therefore, it can be concluded that while dual roles and stress are inherent challenges for working women, their impact can be mitigated through behavior and a supportive organizational.

6. Conclusion, Implication, and Recommendation

Conclusion

This study concludes that dual roles and work stress have a positive but not significant effect on the performance of female contract employees at PT Suri Motor Indonesia. Although female employees experience overlapping responsibilities and psychological pressure, these factors do not significantly hinder their ability to perform their jobs effectively. The results show that female employees are capable of managing both their family and professional responsibilities through good time management, adaptability, and emotional balance.

Implication

The results of this study the importance of maintaining work-life balance for female employees. Organizations should pay attention to the psychological and social needs of women who carry dual roles, as supportive work environments can help sustain productivity. Furthermore, stress that arises from dual responsibilities can be minimized through flexible policies, such as work scheduling, family-support programs, or stress management training.

Recommendation

Future researchers are encouraged to include additional variables such as emotional intelligence, job satisfaction, or organizational commitment to obtain a more comprehensive understanding of the factors influencing employee performance. Companies should also continue to enhance their human resource policies to ensure that female employees can thrive both personally and professionally.

7. References

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