

THE EFFECT OF DUAL ROLE CONFLICTS, JOB STRESSORS AND WORK ENVIRONMENT ON JOB SATISFACTION OF EMPLOYEES OF THE INVESTMENT OFFICE AND ONE-STOP SERVICE OF THE MENTAWAI ISLANDS REGENCY

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ABSTRACT

This study aims to see the effect of (1) Dual role conflicts on job satisfaction of DPMPSTSP employees of the Mentawai Islands Regency. (2) Job stressors to job satisfaction of DPMPSTSP employees of Mentawai Islands Regency. (3) Work environment towards job satisfaction of DPMPSTSP employees of Mentawai Islands Regency. (4) dual role conflicts, stressors and work environments have a joint effect on job satisfaction of DPMPSTSP employees of the Mentawai Islands Regency. The population in this study was 32 dpmpstsp employees of Mentawai Islands Regency. And the technique of determining the number of samples taken as respondents with this sampling technique using the total sampling technique (overall sample) total sampling is a sampling technique where the number of samples is equal to the population (Sugiyono, 2017). The reason for taking the total sampling is because according to (Sugiyono, 2017) the total population that is less than 100 the entire population is used as a sample of all studies. The results of this study show that (1) Dual role conflicts have a negative influence on job satisfaction of DPMPSTSP employees of the Mentawai Islands Regency. (2) Job stressors have a negative influence on job satisfaction of DPMPSTSP employees of the Mentawai Islands Regency. (3) The work environment has a positive influence on job satisfaction of DPMPSTSP employees of the Mentawai Islands Regency. (4) Conflict of dual roles, stressors and work environment together have a significant effect on job satisfaction of DPMPSTSP employees of the Mentawai Islands Regency.

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1. INTRODUCTION

The changes in globalization and the improvement of science and technology and the rapid rise of crime rates are pushing people to be increasingly critical when it comes to choosing services in the workforce protecting the masses. This is what causes staffing institutions to compete to improve the quality and quality of staffing as much as possible. The Investment and One-Stop Integrated Service Service (DPMPSTSP) has the task of assisting the Regent in carrying out local government affairs in the field of Investment and One-Stop Integrated Services, organizing administrative services in the field of Licensing. The Head of the Investment and One-Stop Integrated Service Service has the task of leading and responsible for the implementation of the duties and functions of the Investment and One-Stop Integrated Service Service. The performance of DPMPSTSP is evaluated by the Regent at the end of each year.

Employees as one of the human resources are institutionalized to be one of the main factors and become the driving force of an agency organization in achieving and realizing the goals and objectives that have been set. Employees are a key element in the organizational system, especially in the AN employees. This is because employees are the central point in updating and improving the quality of service to employees. To achieve this, employees need to feel satisfaction at work (Sahin, 2012). In general, job satisfaction is an emotional expression that is positive or pleasant as a result of an assessment of a job or work experience. Job satisfaction is a common attitude of an employee towards his job (Robbins, 2016). Employees are required to work by providing maximum service to people in need. This can happen if employees have high job satisfaction. An employee who has job satisfaction will show a positive and pleasant attitude towards his job. This positive attitude can be in the form of a willingness to accept the values adopted by the organization where he works, along with the results of a survey on DPMPSTSP

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employees of the Mentawai Islands Regency, the author has interviewed 20 respondents regarding their perceptions of their job satisfaction so far. The results of this survey are shown in Table 1.

Table 1 Survei Initial Related Job Satisfaction DPMPTSP Employees of Mentawai Islands Regency

No	Statement Materials	Agree	Nervous	Disagree	Total
1	The salary I received was more than enough so that I could save	10 %	20 %	70 %	100 %
2	I felt a family atmosphere between other employees	15 %	30 %	55 %	100 %
3	Working as an employee makes me able to develop the skills I have	25 %	10 %	65 %	100 %
4	I feel satisfied with what I have achieved while working in this agency	20 %	35 %	45 %	100 %

Source: Survei Awal di DPMPTSP Kabupaten Kepulauan Mentawai, (data processed author, 2022).

In the table, it can be seen that many respondents answered in disapproval. Like statement 1 "The salary I receive is more than enough so that I can save" 70 % replied disapprovingly. Likewise in statement 2 "I feel a family atmosphere between other employees" and replied disapproval by 55%. The same thing is also shown in statements 3 and 4 which were answered by many disapprovals by respondents, namely 65% and 45%. This condition means that there are problems related to job satisfaction of DPMPTSP employees of the Mentawai Islands Regency because many disagree. If this condition is allowed, of course, what is the vision of the agency is difficult to achieve. Based on the data above, it can be compared that the data in the Mentawai Regency BKPSDM office did not experience problems, but this is inversely proportional to the DPMPTSP of the Mentawai Islands Regency, where employee perceptions of job satisfaction are still low. The results of the study (Riza, Mirwan, 2015) stated that the factors that cause the satisfaction or dissatisfaction of an employee in carrying out their duties as an educator are divided into two groups, namely intrinsic factors (factors that come from within an employee himself) and extrinsic factors (factors that come from outside of an employee). Intrinsic factors in employees can be motivation, commitment and conflict of dual roles. Extrinsic factors will consist of psychological factors (ideals, attitudes, outlook on life, and abilities of students) social factors (values and norms that live in the agency, the relationship of employees with the head of the agency and the relationship of employees with fellow employees and employees in the agency), physical factors (length of time worked and environmental conditions of the workplace) and financial factors (salary, benefits and social security).

The presentation of the explanation of the theories above is supported by the findings of previous research. For example, Suhadi (2016) found that the work environment has a significant effect on employee job satisfaction at the Regional Drinking Water Company in Klaten Regency. Syafira Ananada (2017) and Rafika Putri (2014) also found that the work environment had a significant effect on job satisfaction of female employees of Permata Bunda Malang Hospital. Based on this background, researchers want to know how dual role conflicts, job stressors, and the Work Environment affect employee job satisfaction. Therefore, researchers are interested in conducting a study entitled "The Effect of Dual Role Conflicts, Job Stressors and Work Environment on Job Satisfaction of DPMPTSP Employees of the Mentawai Islands Regency.

2. METHODS

The population in this study was all members of the DPMPTSP employees of the Mentawai Islands Regency which amounted to 46 people. Penelitan samples are a finite number and part of a population that is selected and representative of that population (A. Muri, 2015). Whereas according to Sugiyono (2017) the sample is part of the number and characteristics that the population has and what is taught from the sample, the conclusion will be applicable to the population. However, because the sample used was the entire population, the sample in this study was the same as the population, namely all members to the DPMPTSP employees of the Mentawai Islands Regency, namely 46 people.

This sampling technique uses the *total* sampling technique (overall sample), *total sampling* is a sampling technique where the number of samples is equal to the population (Sugiyono, 2017). The reason for taking *the total sampling* is because according to Sugiyono (2017) the total population of less than 100 all populations was used as a research sample. Hypothesis testing in this study used multiple regression

analysis. Multiple regression analysis aims to find out the causal relationship between the influencing variable and the affected variable. With the model of the multiple regression equation as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + b_3 X_3 + e$$

Where:

Y = Job Satisfaction
 a = Intersep constant
 X₁ = Dual Role Conflict
 X₂ = Work Stressor
 X₃ = Working Environment
 b₁, ..., b₃ = Regression Coefficient
 e = Error Term

3. RESULTS AND DISCUSSION

Test Classical Assumptions

Normality Test

This normality test is used by the authors to test the normality of the regression model. The test was carried out using the *kolmogorov-smirnovtest* method against each variable. The regression model is normally distributed when the sign value of *kolmogorov-smirnov* of each variable is greater than $\alpha = 0.05$. Normality test results can be seen in table 2.

Table 2 Normality Test Results
One-Sample Kolmogorov-Smirnov Test

		Job Satisfaction	Dual Role Conflict	Job Stressors	Work Environment
N		32	32	32	32
Normal Parameters ^a	Mean	53.5938	26.5625	27.1563	26.1250
	Std. Deviation	2.63793	1.50134	1.52631	1.79156
Most Extreme Differences	Absolute	.249	.146	.135	.184
	Positive	.150	.115	.135	.184
	Negative	-.249	-.146	-.116	-.140
Kolmogorov-Smirnov Z		.249	.146	.135	.184
Asymp. Sig. (2-tailed)		.214	.128	.398	.090
a. Test distribution is Normal.					
Information		Normal	Normal	Normal	Normal

Source: SPSS output results, 2022.

From table 2 which is a normality test, it can be seen that in regression models, disruptive or residual variables have a normal distribution. This can be seen from the result of the sig value of the job satisfaction variable (Y) is $0.214 > 0.05$. The dual role conflict variable (X₁) is $0.128 > 0.05$; the occupational stressor variable (X₂) is $0.398 > 0.05$; the working environment variable (X₃) is $0.090 > 0.05$. So it was concluded that for the variables of job satisfaction, dual role conflicts, job stressors and the work environment of DPMPTSP Employees of the Mentawai Islands Regency are distributed normally.

Multicollinearity Test

The Multicollinearity test is useful for testing whether regression models found correlations between independent variables. A good regression model should not correlate among free variables if free variables correlate then these variables are not orthogonal. Orthogonal variables are free variables whose correlation value between fellow free variables = 0 (Ghozali, 2011). Multicollinearity can be seen from tolerance and *Variance Inflation Factor* (VIF). The way to find out whether there is a deviation in the multicollinearity test is to look at the Tolerance and VIF values of each independent variable, if the Tolerance value > 0.10 and the VIF value < 10 then the data free from the symptoms of multicollinearity can be seen in table 3. Based on the multicollinearity test in the table above, it can be seen that there is no

relationship between fellow free variables. So this research model is free from the problem of multicollinearity.

Table 3 Multicholinerity Test Results
Coefficients^a

Model		Collinearity Statistics	
		Tolerance	BRIGHT
1	Dual Role Conflict	.962	1.040
	Job Stressors	.948	1.055
	Work Environment	.974	1.027

a. Dependent Variable: Y

Source: SPSS output results, 2022.

Heteroskedasticity Test

The heteroskedasticity test aims to test whether in a regression model there is a dissimilarity of variants from the residual of one observation to another. If the variant from the residual of an observation to another observation is called homokedastic and if it is different it is called heteroskedasticity. Detecting heteroskedasticity in this study using the *Plott Graph (Scatter Plot)* test. This test if there is no clear pattern, such as the spread point above and below the number 0 (zero) on the Y axis then there is no heteroskedasticity. The test results can be seen in figure 1.

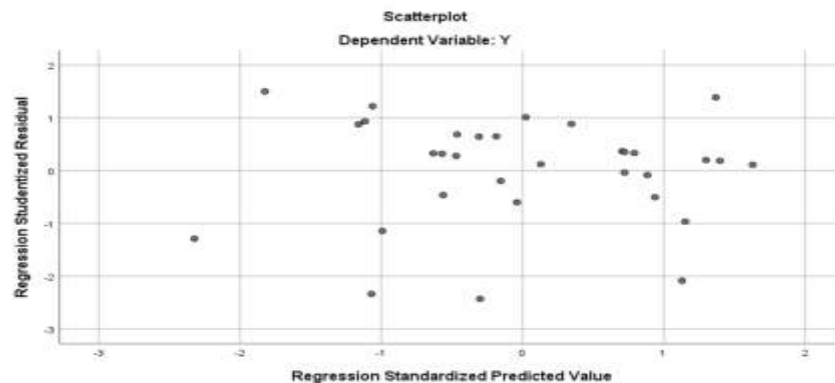


Figure 1 : Heteroskedasticity Test Results

In Figure 4.1 above, it can be seen that there is no clear pattern and the points spread above and below the number 0 on the Y axis.

Multiple Linear Regression Analysis

This analysis is used to determine the magnitude of the influence of free variables on dependent variables. The magnitude of the influence of free variables with bound variables can be calculated through a multiple regression equation. Based on calculations through a computer by using the IBM SPSS for Windows version 26.0 program. Here's a recap table for the results of the regression coefficient values, *t*-count, significance value, *calculated* F value, and Square R value (R^2). The results can be seen in the following table:

Table 4 Recap of Multiple Linear Regression Analysis Test Results

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Itself.
Model		B	Std. Error	Beta		
1	(Constant)	41.766	6.025		6.932	.000
	Dual Role Conflicts (X ₁)	-.177	.039	.051	-4.455	.000
	Job Stressor (X ₂)	-.231	.065	.169	-3.541	.002
	Working Environment (X ₃)	.151	.035	.142	4.287	.000

a. Dependent Variable: Y

From table 4. above, the form of the regression equation model for the influence of dual role conflicts, work stressors and the work environment on the performance of DPMPTSP employees of the Mentawai Islands Regency is as follows:

$$Y = 41.766 - 0.177 (X_1) - 0.231 (X_2) + 0.151 (X_3)$$

Description of the equation above :

$\alpha = 41,766$; This means that without the influence of dual role conflicts, work stressors and work environments, employee performance has existed by 41,766 units.

$b_1 = -0.177$; meaning that there is a negative influence between the dual role conflict variable (X₁) on the kinerja employee (Y). This indicates that the more (good) the increase or increase in dual role conflicts, the lower the performance of employees. The value of the dual role conflict regression coefficient is -0.177 means that every time an increase in one-unit conflict doubles the employee's performance decreases by -0.177 one-on-one.

$b_2 = -0.231$; meaning that there is a negative influence between the occupational stressor variable (X₂) on the employee's kinerja (Y). Hal this indicates that the increase or increase in work stressors, the lower the performance of employees. The value of the occupational stressor regression coefficient is -0.231 means that every time an increase in a unit of work stressor, employee performance decreases by -0.231 one-on-one.

$b_3 = 0.151$; means that there is a positive influence between the work environment variable (X₃) on performance (Y). Hal this shows that the more or more the work environment increases, it will improve employee performance. The value of the regression coefficient of the working environment is 0.151 means that every time an increase in one-unit of the work environment then the employee's performance increases by 0.151 one-on-one.

Statistical Test

Hypothesis Testing 1

The first hypothesis proposed is that dual role conflicts partially negatively affect the job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. Based on the results of the analysis of the t test, it is known that the significance level of the dual role conflict variable is $0.000 < 0.05$ of the significance value (0.05). Thus H₀ is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant negative influence between dual role conflicts on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency.

Hypothesis Testing 2

The second hypothesis proposed is that job stressors partially negatively affect the job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. Based on the results of the analysis of the t test, it is known that the significance level of the occupational stressor variable is $0.002 < 0.05$ of the significance value (0.05). Thus H₀ is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant negative influence between job stressors on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency.

Hypothesis Testing 3

The third hypothesis proposed, that the work environment partially negatively affects job satisfaction. Based on the results of the analysis of the t test, it is known that the significance level of the *The Effect of Dual Role Conflicts, Job Stressors and Work Environment on Job Satisfaction of Employees of the Investment Office and One-Stop Service of the Mentawai Islands Regency*. **Edi Hasymi, et.al**

work environment variable is $0.000 <$ of the significance value (0.05). Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant positive influence between the work environment on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency.

F test (simultaneous) Hypothesis Testing 4

The fourth hypothesis proposed is that conflicts of dual roles, work environment, and work environment together have a positive effect on job satisfaction of DPMPTSP employees of Mentawai Islands Regency. Based on the results of the analysis of the F test, it is known that the level of significance of the variables of dual role conflict, work stressor, and work environment is $0.000 < 0.05$. Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant influence together between dual role conflicts, job stressors, and the work environment on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. As can be seen in table 5 below:

Table 5 F Test Results
ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Itself.
1	Regression	24.930	3	8.310	3.576	.000 ^a
	Residual	427.070	28	5.272		
	Total	452.000	31			

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y

Coefficient of Determination Testing (R²)

Analysis of the coefficient of determination for hard skills, soft skills and motivation for employee performance was carried out using the IBM SPSS for Windows Version 26.0 program with the form of SPSS output as stated below:

Table 6 R Square Results
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.835 ^a	.697	.641	2.29619

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y

Based on the results of the Adjusted R square analysis is 0.641 this means that 64.1% of job satisfaction of DPMPTSP employees of the Mentawai Islands Regency is influenced by independent variables of dual role conflicts, work stressors, work environments. While the remaining 35.9% is influenced by other variables outside the model.

Because the value of R^2 stays away from 0 (zero), the contribution (influence) of independent variables (multiple role conflicts, work stressors, work environment) simultaneously to dependent (performance) is large (strong).

Discussion

The Effect of Dual Role Conflict on Job Satisfaction of DPMPTSP Employees of Mentawai Islands Regency

The results of this study show that dual role conflicts have a significant negative influence on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. This indicates that the conflict of dual roles determines the job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. This means that the higher the conflict over the dual role of DPMPTSP employees of the Mentawai Islands Regency, the lower the job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. From the results of *The Effect of Dual Role Conflicts, Job Stressors and Work Environment on Job Satisfaction of Employees of the Investment Office and One-Stop Service of the Mentawai Islands Regency*. **Edi Hasymi, et.al**

this study, it can be seen that the variable of dual role conflict has a coefficient of -0.177, which means that dual role conflicts have a great influence. This indicates that dual role conflicts can play a role in increasing job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. If you want to increase job satisfaction of DPMPTSP employees of Mentawai Islands Regency, it must reduce conflicts over the dual roles of DPMPTSP employees of Mentawai Islands Regency.

This is in line with Moh's opinion. As'ad in Sunyoto (2015), job satisfaction (*job satisfaction*) is a pleasant or unpleasant emotional state in which dpmptsp employees of the Mentawai Islands Regency view their work. Job satisfaction reflects a person's feelings towards his work. This can be seen in the positive attitude of DPMPTSP employees of the Mentawai Islands Regency towards work and everything faced in their work environment. The results of this study are in line with the research of Priyatnasari and Balqis (2016) (2017) which shows that dual role conflicts have an effect and are significant on job satisfaction.

The Effect of Job Stressors on Job Satisfaction of DPMPTSP Employees in Mentawai Islands Regency

The results of this study show that work stressors have a significant negative influence on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. This indicates that the work stressor of DPMPTSP employees of Mentawai Islands Regency determines the job satisfaction of DPMPTSP employees of Mentawai Islands Regency. This means that the higher the stressor of the agency's work, the lower the job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. From the results of this study, it can be seen that the work stressor variable has a coefficient of -0.231, which means that the work stressor has the greatest influence from other variables. This indicates that high job stressors can reduce job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. If you want to increase job satisfaction of DPMPTSP employees of Mentawai Islands Regency, you must reduce the work stressors of DPMPTSP employees of Mentawai Islands Regency who are in the agency.

This is in line with the opinion of Robbins (2015), The lack of social support from peers and poor interpersonal relationships can generate considerable stress. The stressful working conditions, clarified by Davis, K, (2016: 198) can stem from excessive workload, pressure and insistence on time, poor quality of supervisors, insecure political climate, insufficient authority to carry out responsibilities, conflicts and ambiguity of roles, differences between company and employee values. In conclusion, the causes of stress are actually divided into two, namely *on the job and off the job* (Handoko, 2014). The results of this study are in line with Marissa's research (2013) which shows that job stressors affect job satisfaction.

Effect of Work Environment on Job Satisfaction of DPMPTSP Employees of Mentawai Islands Regency

The results of this study show that the work environment has a significant positive influence on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. This indicates that the work environment determines the job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. This means that the better and better the work environment of DPMPTSP employees of the Mentawai Islands Regency, an agency will increase job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. From the results of this study, it can be seen that the work environment variable has a coefficient of 0.151, which means that the work environment has an influence. This indicates that the work environment can play a role in increasing job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. If you want to increase job satisfaction of DPMPTSP employees of Mentawai Islands Regency, you must create a good work environment for DPMPTSP employees of Mentawai Islands Regency in the agency. The results of this study are in line with the research of Suhadi (2016) which shows that there is a significant positive influence between the work environment on job satisfaction.

The Effect of Dual Role Conflicts, Job Stressors, Work Environment on Job Satisfaction of DPMPTSP Employees of Mentawai Islands Regency

The results of this study show that dual role conflicts, work stressors, work environments together have a significant influence on job satisfaction of DPMPTSP employees of Mentawai Islands Regency with an F value of Anova test 0.000 small from 0.05. This indicates that dual role conflicts, work stressors, work environments determine job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. This means that dual role conflicts, high job stressors, and a bad work environment will increase job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. This is in line with the research of Priyatnasari and Balqis (2016), Marisa (2013), Suahdi (2016), which showed that there is a significant influence

between dual role conflicts, work stressors and the work environment on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency

4. CONCLUSION

The dual role conflict has a negative influence on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. This means that job satisfaction of DPMPTSP employees of Mentawai Islands Regency will increase if the conflict of dual roles in agencies is low and makes DPMPTSP employees of Mentawai Islands Regency comfortable at work and can increase job satisfaction. Job stressors have a negative influence on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. This means that job satisfaction of DPMPTSP employees of Mentawai Islands Regency will increase if the work stressor is low, because work stressors can reduce morale to DPMPTSP employees of Mentawai Islands Regency in carrying out work. The higher the job stressor of an employee of the DPMPTSP of the Mentawai Islands Regency in an agency, the lower his job satisfaction in doing his work in the agency.

The work environment has a positive influence on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. This means that job satisfaction of DPMPTSP employees of Mentawai Islands Regency will increase if the agency's work environment is very good and good, thus making DPMPTSP employees of Mentawai Islands Regency become enthusiastic about carrying out work well. And a good work environment will encourage high job satisfaction. Dual role conflicts, work stressors, negative effects and the work environment have a positive effect on job satisfaction of DPMPTSP employees of the Mentawai Islands Regency. With an ANOVA F Test figure of 0.000, the job satisfaction of DPMPTSP employees of the Mentawai Islands Regency is influenced by independent variables of dual role conflicts, work stressors and work environment.

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