

Self-Efficacy, Work-Family Conflict, Work-Life Balance, and Workload on the Performance of KPP Pratama Karanganyar Employees in the Pandemic of Covid 19

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ABSTRACT

This study aimed to determine the effect of self-efficacy, work-family conflict, work-life balance, and workload on the performance of KPP Pratama Karanganyar employees. This study uses quantitative methods with survey research. The population in this study were all KPP Pratama Karanganyar employees, namely 122 people. The research sample was the entire population of 122 people or all KPP Pratama Karanganyar employees. The data analysis technique used is multiple linear regression. Based on the research and discussion results, the F test shows that self-efficacy, work-family conflict, work-life balance, and workload simultaneously influence employee performance at KPP Pratama Karanganyar. The Adjusted R Square (R²) value is 0.564 or 56.4%. This means that 56.4% of the variables selected/entered into the model are correct, namely the variance of self-efficacy, work-family conflict, work-life balance, and workload can explain the employee performance variable of 56.4%, while the remaining 43.6% influenced by other variables such as work culture, work discipline, remuneration, and leadership style.

Keywords: Self-Efficacy, Work-Family Conflict, Work-Life Balance, And Workload

INTRODUCTION

The greater spread of the Coronavirus in Indonesia urges the central government and local governments to take preventive measures to break the chain of Corona transmission. One of them is by applying for work-from-home (WFH). The policy on WFH is stated in the Circular Letter of the Minister of PAN-RB No.19 of 2020 concerning the adjustment of the Work System Of The State Civil apparatus (ASN) in efforts to prevent Covid-19 within government agencies, which is intended as a guideline for government agencies in carrying out official duties by working at home/Residence (Work from Home) for the State Civil apparatus as an effort to prevent and minimize the spread of Covid-19 (Ashal, 2020).

Working from home also provides flexible working hours for employees. Working from home forces employees to be able to work in different situations, unlike when working from the office where teamwork is needed. WFH forces employees to work on computers and the web because employees are forced to work remotely and work individually, with various constraints such as educational backgrounds and different ages. This leads to self-confidence and the ability to solve problems and balance office work and homework is also. Different self-efficacy is very important for everyone in carrying out tasks in different situations, from manual performance systems to Computer-Based Performance Systems (Saraswati, et al., 2017).

Working from home is very helpful in providing work-life balance to employees and also helps companies get work done to minimize the risk of transmission of Covid-19. The existence of human resources in an organization plays a very important role. Work-life balance is an important factor that companies need to consider in making policies to improve performance (Sidik, 2019).

Failure often occurs when balancing and fulfilling the role of workers at home. Working from home will be very disturbed, both from internal families such as having to take care of children and help with household chores and external interference from neighbors, it will cause less able to concentrate on completing an office job this role imbalance can trigger a dual role conflict or Work-Family Conflict (Nabila et al., 2019). Maintaining a balance of employee work with homework is necessary so that there is no work-family conflict that can cause a decrease in performance (Sidik, 2019). According to Nabila et al. (2019), work-family conflict often arises due to jobs that have inflexible working hours and high workloads.

One effort to improve employee performance is to provide a workload that is not excessive. The workload is several activities that require expertise and must be done within a certain period in the form of physical and psychological. The number of tasks assigned to employees will cause less than optimal results due to limited time and skills. A high workload will cause stress and cause employee performance to decline (Sutisnawati, 2020).

Several previous researchers have researched self-efficacy on employee performance. Munir and Arifin (2021) stated that self-efficacy partially and simultaneously significantly affected employee performance. Mahawati and Sulistiyani (2021) stated that self-efficacy and work discipline positively and significantly affect employee performance, Saefudin et al. (2021) stated that self-efficacy and job satisfaction have a positive and significant influence on the performance of community mentors in the West Kalimantan region, Wibowo and Hidajat (2021) stating that there is a direct positive and significant influence of self-efficacy on employee performance.

Several researchers have researched the effect of work-family conflict on employee performance. Geroda and Puspitasari (2018) stated that Work-family conflict negatively influences employee performance. Lestari and Budiono (2021) stated that work-family conflict has a negative and significant influence on the performance of female nurses at Petrokimia Gresik Hospital. Komara and Azzahra (2021) Work-family conflict has a positive and insignificant effect on performance.

Research on work-life balance on employee performance has been conducted by Sidik (2019), stating that work-life balance has a positive and significant effect on employee performance at BMT Permata Jatim. Wolor, et al. (2020) work-life balance influences the performance of millennial employees. Mardiani and Widiyanto (2021) stated that Work life balance, work environment, and compensation partially affect

employee performance, Herlambang and Murniningsih (2019) stated that work-life balance negatively affects Lestari employee performance et al. (2020) stated that Work-life balance and work discipline have a positive and significant effect on the performance of high school teachers in Semarang city directly (direct effect).

Research on the effect of workload on performance has been conducted by Sutisnawati (2020) stating that workload significantly affects employee performance. Rolos et al. (2018) stated that workload harms employee performance, Paramitadewi (2018) stated that workload has a negative and significant effect on employee performance. Manalu (2020) states that workload positively but not significantly affect employee performance. Irawati and Carrollina (2017) state that internal workload positively and significantly influences employee performance. External workloads do not have a significant effect on employee performance.

Researchers want to examine the performance of employees at KPP Pratama Karanganyar. Researchers are interested in researching employee performance. The high and low performance of employees in KPP Pratama Karanganyar can be seen from the level of tax revenue. Based on the observations, it is known that the achievement of tax revenue targets in the Karanganyar primary KPP is the highest compared to other KPP under the auspices of the Central Java DGT II Regional Office.

KPP Pratama Karanganyar employees are required to have high

performance. Performance is the most crucial factor that determines the achievement of the objectives of KPP Pratama Karanganyar. Observations show that the target of tax revenue in KPP Pratama Karanganyar is highest compared to other KPP. This is a challenging thing to realize, considering the covid 19 pandemic since March 2020. Work from home has been implemented at KPP Pratama Karanganyar since the pandemic in Indonesia. This also causes several problems, among others: self-efficacy, work-family conflict, work-life balance, and a workload that will feel heavier.

The phenomenon in KPP Pratama Karanganyar shows that self-efficacy, work-family conflict, work-life balance, and workload have not been running well. This is because the educational backgrounds and ages of employees are different. Self-confidence and the ability to solve problems and balance work and home are also different.

Based on the explanation above, the researcher took the title of research on the effect of self-efficacy, Work-Family Conflict, Work-Life Balance, and workload on the performance of KPP Pratama Karanganyar employees during the Covid-19 pandemic.

LITERATURE REVIEW

1. Influence Of Self-Efficacy Conflict On Employee Performance

Several previous researchers have researched self-efficacy in employee performance. Munir and Arifin (2021) stated that self-efficacy had a partial and simultaneous significant effect on

employee performance, Mahawati and Sulistiyani (2021) stated that self-efficacy and work discipline had a positive and significant effect on employee performance, Saefusin et al. (2021) self-efficacy and job satisfaction have a positive and significant influence on the performance of community mentors in the West Kalimantan region, Wibowo and Hidajat (2021) stating that there is a direct positive and significant influence of self-efficacy on employee performance. Based on some research done above, the researcher draws the following hypothesis.

H1: there is an effect of self-efficacy on employee performance.

2. Influence Of Work-Family Conflict On Employee Performance

Several researchers have researched the influence of work-family conflict on employee performance. Geroda and Puspitasari (2018) stated that Work-family conflict negatively influences employee performance. Lestari and Budiono (2021) stated that work-family conflict negatively and significantly influences female nurses' performance at Petrokimia Gresik Hospital. Komara and Azzahra (2021) Work-family conflict has a positive and insignificant effect on performance. Based on some research done above, the researcher draws the following hypothesis.

H2: there is an effect of work-family conflict on employee performance.

3. Influence Of work-life balance on employee performance

Research on work-life balance on employee performance has been conducted by Sidik (2019), stating that work-life balance gets a positive and significant effect on employee performance at BMT Permata Jatim. Wolor, et al. (2020) work-life balance influences the performance of millennial employees. Mardiani and Widiyanto (2021) stated that Work life balance, work environment and compensation partially affect employee performance, Herlambang and Murniningsih (2019) stated that work-life balance negatively affects Lestari employee performance et al. (2020) stated that Work-life balance and work discipline get a positive and significant effect on the performance of high school teachers in Semarang city directly (direct effect). Based on some research done above, the researcher draws the following hypothesis.

H3: there is an effect of work-life balance on employee performance.

4. Influence Of workload balance on employee performance

Research on the effect of workload on performance has been conducted by Sutisnawati (2020), stating that workload significantly affects employee performance. Rolos et al. (2018) stated that workload harms employee performance, Paramitadewi (2018) stated that workload gets a negative and significant effect on employee performance. Manalu

(2020) states that workload positively but not significantly affect employee performance. Irawati and Carrollina (2017) state that internal workload positively and significantly influences employee performance. External workloads do not have a significant effect on employee performance. Based on some research done above, the researcher draws the following hypothesis.

H4: there is an influence of workload on employee performance.

RESEARCH METHODOLOGY

This type of research uses quantitative methods with survey research, namely research using data and research in the form of numbers and analyzed using statistics. The population in this study was all KPP Pratama Karanganyar employees, which was 122 people. The study sample was the entire population of 122 people or all employees of KPP Pratama Karanganyar. The sampling technique is carried out by means of saturated samples or censuses, which is a method of determining samples when all members of the population are used as samples (Sugiyono, 2019: 130). The type of data in this study is in the form of primary data. Primary data were obtained from questionnaire answers distributed to respondents. The data analysis technique used was the multiple Linear Regression Test.

RESULT

Tabel 1. multiple Linear Regression

Variable	Koefisien regresi	t statistik	Sig.
constant	-15,970		
Self-Efficacy	0,619	4,498	0,000
Work family conflict	-0,097	0,881	0,380
Work life balance	0,824	8,906	0,000
workload	0,637	6,554	0,000
R square	0,564		
F statistik	40,149		0,000

Source : statistic Data

Based on calculations using the program SPSS 26.00 for windows obtained, the results of a, b1, b2, b3, and b4 are as follows.

$$Y = -15.970 + 0.619 X1 - 0.097 X2 + 0.824 X3 + 0.637 X4$$

The above equation can be described as follows.

* a0 = -15.970 is a constant that describes the average value of employee performance if the variables of self-efficacy, work-family conflict, work-life balance, and workload are zero.

• b1 = 0.619. If the variable self-efficacy increases by 1 score, then employee performance will increase by 0.619 scores. The sign of the B1 parameter in the above study is positive. This means that the relationship of positive self-efficacy (unidirectional) if more assertive self-efficacy is given, the employee performance will also be better.

• b2 = -0.097. If the variable work-family conflict increased by 1 score, then employee performance will decrease by 0.097 scores. The sign of the B2 parameter in the above study is negative. This means that the work-family conflict

relationship is negative (not unidirectional), if the higher the work-family conflict, the employee performance will decrease.

• b3 = 0.824. If the work-life balance variable increases by 1 score, then employee performance will increase by 0.824 scores. The sign of the B3 parameter in the above study is positive. This means that the work-life balance relationship is positive (unidirectional). If the better the work-life balance is, employee performance will also be better.

• b4 = 0.637. If the workload variable increases by 1 score, then employee performance will increase by 0.637 scores. The sign of the B3 parameter in the above study is positive. This means that the positive workload relationship (unidirectional), the higher the workload, the employee performance will also be better.

Hypothesis Test (t-test)

- a. Self-efficacy variable has a t value of 4.498, greater than the t table (1.979) with a significance of 0.000 less than 0.05, and the direction of the regression coefficient is positive and significant to employee performance. Therefore the value of t count > t table and significance < 0.05 means the null hypothesis is rejected, and the alternative hypothesis is accepted.
- b. Variable work-family conflict has a t count value of -0.881 greater than-T table (-1.979) with a significance of 0.380 greater than 0.05, and the direction of the regression coefficient is negative

and not significant to employee performance. Therefore the t-count value $>$ - T table and significance $>$ 0.05 means that the null hypothesis is accepted and the alternative hypothesis is rejected.

- c. Variable work-life balance has a value of 8.906 t count greater than t table (1.979) with a significance of 0.000 is less than 0.05 and the direction of the regression coefficient is positive and significant to employee performance. Therefore the value of t count $>$ t table and significance $<$ 0.05 means the null hypothesis is rejected and the alternative hypothesis is accepted.
- d. Variable workload has a value of t count of 6.554 greater than t table (1.979) with a significance of 0.000 is less than 0.05 and the direction of the regression coefficient is positive and significant to employee performance. Therefore the value of t count $>$ t table and significance $<$ 0.05 means the null hypothesis is rejected and the alternative hypothesis is accepted.
- e. The value of the regression coefficient and t-test shows that the work-life balance variable has the highest value compared to other variables, meaning that work-life balance has the most dominant influence on employee performance.

Test F

The results of output calculation of the f test Test, with the help of SPSS 26 for windows,

obtained F count of 40.149 at the level of significant = 0.05 while the significance value of the SPSS results was obtained at 0.000. The value of F count (40,149) $>$ F table (2,44), means the null hypothesis is rejected and the alternative hypothesis is accepted. This means that the variables of self-efficacy, work-family conflict, work-life balance, and workload have a simultaneous influence on employee performance at KPP Pratama Karanganyar.

Test Coefficient Of Determination (R²)

Print out the calculation of the coefficient of determination (R²) with the help of the program SPSS 26.00 for windows, which shows the value of R² = 0.564. This means that 56.4% of the variables selected/entered into the model are appropriate, namely the variable variance of self-efficacy, work-family conflict, work-life balance, and workload can explain employee performance variables by 57.9%, while the remaining 43.6% applied by the residual variable.

DISCUSSION

1. Effect of self-efficacy on employee performance

The results of hypothesis testing showed that the effect of self-efficacy with employee performance is significant with T-statistics is above 1.979 which is equal to 4.498 with a significance of 0.000 less than 0.05. This means that there is a positive and significant influence of self-efficacy with employee performance.

The results of this study are in accordance with Munir and Arifin's research (2021) stating that self-efficacy has a partial and simultaneous significant effect on employee performance, Mahawati and Sulistiyani (2021) stating that self-efficacy and work discipline have a positive and significant effect on employee performance, Saefudin et.al. (2021) self-efficacy and job satisfaction have a positive and significant influence with the performance of community mentors in the West Kalimantan region, Wibowo and Hidajat (2021) stating that there is a direct positive and significant influence of self-efficacy on employee performance.

Self-efficacy is a problem of an individual's perceived ability to cope with a special situation in connection with an assessment of the ability to perform one action that has to do with a specific task or a specific situation. Self efficacy is also assessed as a person's belief in their ability to produce a planned level of performance, where the ability is trained, driven by events that affect a person's life

KPP Pratama Karanganyar is able to develop employee confidence to be able to overcome every problem and complete the work according to the targets given with the expected results, so that employees are able to be responsible for the work given accurately, achieved according to the targets set both independently and in teams.

2. Effect of work family conflict on employee performance

The results of hypothesis testing showed that the effect of work family conflict with employee performance is significant with T-statistics is below 1.979 which is equal to -0.881 with a significance value of 0.380 more than 0.05. This means that there is a negative influence that is not significant between work family conflict with employee performance.

Research on the effect of work family conflict on employee performance has been conducted by several researchers. Geroda and Puspitasari (2018) stated that Work family conflict has a negative influence on employee performance. Lestari and Budiono (2021) stated that work family conflict has a negative and significant influence on the performance of female nurses at Petrokimia Gresik Hospital. Komara and Azzahra (2021) Work family conflict has a positive and insignificant effect on performance.

Work-family conflict occurs when there are multiple pressures coming from multiple sources and can make it difficult for employees to choose what to do without having some of the other pressures ignored. The occurrence of work family conflict in employees has a negative impact in the form of increased stress felt by employees, increased dissatisfaction, decreased work productivity, and decreased

performance.

Work family conflict the higher the performance will be lower or it can mean the opposite. Work family conflict can affect employee performance because the lower the level of problems or conflicts experienced at home and in the family environment, the employee performance of KPP Pratama Karanganyar will increase.

3. Effect of work life balance on employee performance

The results of hypothesis testing showed no effect of work life balance with employee performance is significant with t-statistics is above 1.979 which is equal to 8.906 with a significance of 0.000 less than 0.05. This means that there is a positive and significant influence between work life balance and employee performance.

Research on work life balance on employee performance has been conducted by Sidik (2019) stating that work life balance has a positive and significant effect on employee performance at BMT Permata Jatim. Wolor, et.al. (2020) work life balance has an influence on the performance of millennial employees. Mardiani and Widiyanto (2021) stated that Work life balance, work environment and compensation partially affect employee performance, Herlambang and Murniningsih (2019) stated that Worklife balance negatively affects Lestari employee performance, et.al. (2020) states that Work life balance and work

discipline have a positive and significant effect on the performance of high school teachers in Semarang city directly (direct effect).

Work life balance is the balance of life at work. of each individual. This balance in work is an important factor that can support increased work performance on a job. Work life balance is expected to increase the level of performance of employees so that it can cause morale for employees in carrying out their duties and obligations to the organization.

The performance of KPP Pratama Karanganyar employees will certainly be influenced by the balance between personal life and work life, called work life balance. Work life balance (work life balance) is the harmony of the state of a worker who is able to complete and divide time between the world of work with personal and family needs.

4. Effect of workload on employee performance

The results of hypothesis testing showed no effect of workload with employee performance is significant with t-statistics is above 1.979 which is equal to 6.554 with a significance of 0.000 less than 0.05. This means that there is a positive and significant influence between workload and employee performance.

Research on the effect of workload on performance has been conducted by Sutisnawati (2020) stating that workload has a significant effect on employee

performance. Rolos et.al. (2018) stated that workload has a negative effect on employee performance, Paramitadewi (2018) stated that workload has a negative and significant effect on employee performance. Manalu (2020) states that workload has a positive but not significant effect on employee performance. Irawati and Carrollina (2017) state that internal workload has a positive and significant influence on employee performance. External workloads do not have a significant effect on employee performance.

Workload is a process to determine the number of Employee Hours used to complete a job in a certain time, or in other words aims to determine how many personnel and how much responsibility or workload is appropriately delegated to an employee. Workload is an individual extrinsic factor that is one of the sources of performance problems. The relationship between workload and employee performance, if the workload is high, it will cause performance to decline, or it can be explained that the higher the workload received by an employee will affect the performance of the employee and vice versa.

CONCLUSSION

Based on the results of research and discussion, it can be concluded that the F test shows that the variables of self-efficacy, work-family conflict, work-life balance, and workload simultaneously affect

employee performance at KPP Pratama Karanganyar.

T-test results show that self-efficacy has a positive and significant effect on employee performance KPP Pratama Karanganyar, Work-family conflict has a negative and insignificant effect on employee performance KPP Pratama Karanganyar, Work-life balance has a positive and significant effect on employee performance KPP Pratama Karanganyar, the workload has a positive and significant effect on employee performance KPP Pratama Karanganyar.

The obtained value of Adjusted R Square (R²) of 0.564 or 56.4%. This means that 56.4% of the variables selected/entered into the model are appropriate. The variance of self-efficacy, work-family conflict, work-life balance, and workload can explain employee performance variables by 56.4%. The remaining 43.6% is influenced by other variables such as work culture, discipline, remuneration, and leadership

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