

Analysis of Dual Role Conflict and Emotional Intelligence on Work Stress with Social Support as a Moderating Variable on BUMN Banks Married Employees in Tebing Tinggi

Rusmewahni^{1*}, Yeni Absah², Elisabet Siahaan²

¹Postgraduate Student, Faculty of Economics and Business, Universitas Sumatera Utara, Medan, Indonesia

²Faculty of Economics and Business, Universitas Sumatera Utara, Medan, Indonesia

Abstract: *Almost all employees face job stress in the work environment. Job stress that is not handled correctly will have a negative impact on physical and psychological health. Work stress can have both positive and negative influences. Positive stress stimulates an employee to work harder and increase inspiration for a better life by changing employee perceptions and work to achieve good career performance. However, the stress left unchecked without firm handling from the company will make employees uncomfortable and even depressed, so that performance is disrupted and not optimal. In the long run, if employees cannot handle stress properly, it will cause sick employees and even decide to stop working. This study aims to determine and analyze the effect of dual role conflict and emotional intelligence on the work stress of BUMN banks employees in Tebing Tinggi who are married with social support as moderating variables. This type of research is quantitative descriptive research. The nature of this research is explanatory research. The sample in this study were taken from BUMN banks married employees in Tebing Tinggi as many as 61 people (saturated samples). The scale used uses interval scale while the analysis technique uses multiple linear regression analysis and uses interaction tests on moderating variables. The results showed that the dual role conflicts had a positive and significant effect on employee work stress and emotional intelligence had an adverse and significant effect on employee work stress. Moderation results show that social support has a significant effect in moderating dual role conflict on employee work stress and social support has no significant effect in moderating the relationship between emotional intelligence and employee work stress.*

Key Words: *Dual Role Conflict, Emotional Intelligence, Work Stress, Social Support*

1. INTRODUCTION:

Economic development in Indonesia is increasingly rapidly making household needs increase. This increased need is what makes most women participate in work to meet family needs. Women's higher education also contributes to women's decisions to take two roles at once; women want to show their competencies and pursue the desired career. The demands of themselves and life's needs call for the same thing, namely success in two roles at once. Ideally, every woman can do all the roles well and correctly, but this is not easy. Many women play a dual role in recognizing that it is operationally difficult to divide time for household and work matters.

The result that is often faced by a woman having a dual role is the success of halfway in each role or only succeeding in one role and the other role number two then abandoned. A dual role is a phenomenon in the world of work that is often encountered, not a few women who participate in the world of the banking industry in Indonesia. Women's contributions to economic development can be seen in the tendency of women's participation in the workforce. Women's participation today is not just demanding equality but also states its function has meaning for development in Indonesian society. Women's participation involves the role of tradition and transition. Traditional or domestic roles include the role of women as wives, mothers and household managers. While the transition role includes understanding women as workers, members of society and human development.

From the results of the interview, an employee revealed that when an employee of a bank has a conflict within the family. It is carried over to the workplace so that the employee is less focused on her work, and the employee also states that they cannot do things that are usually done at work when they are at home. It is because they have to focus on their families when they are at home. It is what causes a feeling of discomfort at work. In addition to the dual role conflict, one of the things that cause stress on employee work is the low number of employees in managing feelings, commonly known as emotional intelligence. During the last decade, various ways have been carried out by scientists both in the field of organizational behavior and industrial psychology that try to discuss the impact of emotional intelligence on work stress and individual achievement in organizations such as performance. The phenomenon that occurs regarding emotional intelligence is that women often experience emotions when they have a heavy workload so that employees are more irritable and sensitive to coworkers, the employee also stated that sometimes they feel upset,

but they cannot determine precisely what makes them upset. Likewise, the feeling of happiness of the employee cannot know what makes them happy.

The difference of research conducted by the author is to make social support as a moderating variable. The author wants to see whether social support moderates emotional intelligence on work stress if the previous researcher examined all respondents both male and female employees, this study would narrow the respondents by only examining married women. Workers who are married will undoubtedly experience their difficulties because the problems they face tend to be more complicated than male employees. The author wants to see the results that will be obtained with the differences in gender and status.

From the results of the Pre Survey conducted by the researchers, there are indications of the lack of social support obtained by the employees of BUMN banks in Tebing Tinggi, both from superiors, colleagues and from spouses/families. Like superiors who always demand targets that must be achieved without giving moral support, superiors who are not always fair in assessing their performance, families that do not provide full support for the work done and colleagues who do not want to help colleagues who are experiencing difficulties in his job.

This dual role conflict, emotional intelligence, and social support are what triggers work stress. Several factors cause stress related to individuals, namely organizational conditions, social and family demands, and personality characteristics [1]. Job stress itself is strongly influenced by social support especially for married women workers. Especially for women who live in Indonesia because in Indonesia itself is thick with a culture that requires women to be able to take care of their husbands and children well without exception women who work even though. One of the professions that are vulnerable to work stress is the profession as a bank employee. Work stress in Tebing Tinggi like often feeling headaches when they overthink in completing work and heavy work tends to make them easily bored at the office.

In general, when researchers conducted interviews with HRDs, each BUMN banks in Tebing Tinggi states hat the average bank employee with a family in Tebing Tinggi decided to stop working because they wanted to focus on taking care of their family (husband and child) because this requests from spouses/husbands as well as their desires. Even though employees who work in BUMN banks will get several benefits such as certainty of career level, visitation and insurance, retirement insurance, facilities for legal assistance and can continue their studies. From the explanation above, the employee who works in the BUMN banks should not decide to stop working, but in reality almost every year there are only BUMN banks employees in Tebing Tinggi who decide to stop working. The lack of social support obtained will result in a decrease in the performance of the employee that decides to stop working. The social support in question is not only the support of superiors and colleagues, but the most important thing is family support such as husband/partner. The following are the pre-survey results conducted by the author by distributing questionnaires to 20 BUMN banks employees who are married in Tebing Tinggi in September to October 2017.

2. LITERATURE REVIEW:

A review summary of previous works are presented in the following table:

Table 1. Previous Research

N o.	Author	Title	Variable	Method	Result
1.	Victor L.D and Thavakumar D. (2006)	Work-Family Conflict of women Employees (Special Reference to Banking Sector) in Batticaloa District”	Work-family conflict with female workers	Univariate, univariate analysis consists of mean, median, mode, standard deviation, etc.	This study found that female employees working in the banking industry faced higher levels of family-work conflict. Women experience work-family conflicts because they have to manage both jobs and Role families simultaneously, while men can delegate their family responsibilities to their wives and concentrate fully on their careers [2].
2.	Flora Grace Putrianti (2007)	Kesuksesan peran ganda wanita karir ditinjau dari dukungan suami, optimisme, dan strategi coping.	Multiple roles and husband's support	Multiple Linear Regression Analysis	It shows that there is a very significant relationship between husband support, optimism, and coping strategies with roles and career women with F = 9,946, R2 = 0,328, and p 0,000. There is a positive and significant relationship between husband's support with the

					role of career women with beta = 0.231, t = 1.753, and p = 0.042 [3].
3.	Aminah Ahmad (2010)	Work-Family Conflict among Junior Physicians: Its Mediating Role in the Relationship between Role Overload and Emotional Exhaustion”	Family-Conflict Work Roles Overload and Emotional Fatigue	Correlation and multiple regression analysis	Junior doctors who experience excessive roles seem to be more emotional and seem to experience a major conflict between work and family roles [4].
4	Hazmi Imama (2011)	Hubungan antara kecerdasan emosi dan dukungan sosial dengan kecemasan menghadapi masa pensiun	Emotional intelligence, social support and anxiety	Multiple regression analysis	The results of this study indicate that emotional intelligence, emotional support, information support, social support have a significant relationship with anxiety facing retirement. Whereas for the sex and income variables do not have a significant relationship with anxiety facing retirement [5].
5.	Meylia Elizabeth Ranu (2014)	Stres kerja, motivasi kerja, dengan dukungan sosial sebagai variabel moderator pada PT Apie Indo Karunia,	Job stress, motivation and social support	Partial Least Square with the help of Smart PLS software	Job stress has an adverse and significant effect on work motivation, and social support and a significant positive influence, namely that social support can moderate work stress on work motivation [6].
6	Ruslina (2014)	Hubungan antara konflik peran ganda dengan stres kerja pada wanita bekerja(studi kasus pada karyawan wanita di PT. Jamu air mancur, Karanganyar.	Multiple role conflict and work stress	Data analysis techniques use product moment correlation	The results show a very significant positive relationship between dual role conflict with work stress in women who play a dual role. It means that the higher the multiple role conflicts obtained, the higher the work stress experienced by women plays a double role and vice versa, the lower the dual role conflict obtained, the lower the work stress experienced by women plays a double role [7].
7.	Senem Nart and Ozgur Batur (2014)	The relation between work-family conflict, job stress, organizational commitment and job performance”: A study on turkish primary teachers.	Work-family conflict, work stress, organizational commitment and work performance	Multiple regression	Work-family conflicts and job stress have a considerable influence on the organizational commitment of elementary level teachers. That primary level teachers are influenced by family work conflicts and work pressures on organizational commitment without effect on performance and depending on the results; it may be stated that positive teacher self-assessment and their sociopsychological benefits [8].
8.	Tiara Rachmawati (2015)	Analisis hubungan antara efikasi diri pada stres melalui dukungan sosial sebagai variabel moderasi” (Studi Pada Mahasiswa	Self-efficacy, work stress and support	Moderated Regression Analysis (MRA)	This research can explain that the ability of an individual to complete their work is not due to the influence of one's self-efficacy, in this case, there are specific factors that cause a person with high levels of self-efficacy resulting in a low level of

		Unnes Fakultas Ekonomi Jurusan Manajemen Angkatan 2011)			stress. Leadership, compensation, education training, work environment and supervision contemporary work simultaneously have a significant influence on employee work productivity, leadership, compensation, education training, work environment and work supervision together partially have a significant effect on employee work productivity [9].
9.	Dhian Riskiana Putri (2016)	Peran dukungan sosial dan kecerdasan emosi terhadap kesejahteraan subjektif pada remaja awal (SMP Negeri 2 Surakarta)	The role of social support, emotional intelligence and welfare	Moderating Regression Analysis (MRA)	Based on the results of data analysis, it can be seen that emotional intelligence, social support, and subjective well-being have a significant positive relationship. Teenagers who have high emotional intelligence and feel high social support, also have high subjective well-being. The results of hypothesis testing explain that the social support variable is a moderator variable which contributes to strengthening the variable of emotional intelligence with subjective well-being [10].
10	Elisabet Siahaan (2016)	Evaluating the effect of work-family konflik and emotional intelligence in workplace”	Work conflict, family and emotional intelligence	Path analysis	In this study, it is also found that the level of emotional intelligence of employees has an impact on their performance. The better emotional intelligence, the higher the level of their performance. Emotional intelligence will affect their ability to express emotions, maintain self-awareness and control themselves when communicating with others [11].
12	Mufliha S, and Nisamudheen (2016)	Moderating role of gender upon the relationship between emotional exhaustion and depersonalization on work life balance among it sector employees karyawan sektor Infopark IT Company di Kochi, India.	Emotional fatigue and depersonalization, work life balance and gender roles	Confirmatory factor analysis and structural equation model	Emotional exhaustion and depersonalization have an adverse effect on work-life balance, namely when emotional exhaustion and depersonalization are high on employees, this causes work imbalances among employees, and it is found that female respondents have a high influence on work life. Comparable to balance due to emotional fatigue and depersonalization of in male respondents [12].
13	T.T. (Rajan) Selvarajan, Barjinder Singh and Peggy A. Cloninger (2016)	Role of personality and effect on the social support and work family conflict relationship	Multiple conflict roles, job satisfaction and stress roles	Partial Least Square with Structural Equation Model analysis (PLS-SEM)	In this study, it is found to have a positive and significant relationship with stress; here reveals that the increasing conflict faced by the lecturer makes stress increase. In this case, university management is expected to involve themselves in role conflicts faced by lecturers, by finding solutions or solutions to

					minimize and also reduce their conflicts while also having an impact on the level of stress they experience [13].
14	Sihaloho, R (2016)	Pengaruh <i>work to family conflict</i> dan stres kerja terhadap komitmen organisasi dengan kepuasan kerja sebagai variabel intervening pada PT. Pelabuhan Indonesia (persero) Medan.	Work to family conflict, work stress, organizational commitment and job satisfaction	Path analysis	The results showed partially work to family conflict had a positive and significant effect on work stress, work to family conflict had an adverse and significant effect on job satisfaction, job stress had an adverse and significant effect on organizational commitment, work to family conflict indirectly and significantly indirect organizational commitment through job satisfaction as an intervening variable [14].
15	Sapitri (2016)	Pengaruh Konflik peran ganda dan kecerdasan emosional terhadap stress kerja karyawan wanita pada PT. Perkebunan Nusantara unit usaha tinjauan kabupaten simalungun	Multiple role conflicts, emotional intelligence and work stress	Multiple linear regression statistical analysis	This study shows that dual role conflict has a positive and significant effect on the work stress of female employees at PT. Perkebunan Nusantara IV Tinjowan Business Unit of Simalungun Regency. Partially the most dominant variable influences the work stress of female employees at PT. Perkebunan Nusantara IV Tinjowan Business Unit of Simalungun Regency is a dual role conflict variable [15].

3. METHODOLOGY:

3.1 Variable

3.1.1 Independent Variable

Independent or independent variables are variables that influence or cause the emergence or change of the dependent variable. In this study, the independent variables are Dual Role Conflict (X1) and Emotional Intelligence (X2).

3.1.2 Moderating Variable

Before deciding which variables will be used as moderating variables, the variables should be tested first, so that it can be known whether the variable is feasible or not to be used as a moderating variable. Moreover, to test it, in this case, the author uses the test of absolute difference values. Moderating variable is an independent variable that will strengthen or weaken the relationship between other variables on the dependent variable. In this study, the moderating variable is Social Support (Z).

3.1.3 Dependent Variable

Dependent variable is a variable that is affected or that results from an independent variable. In this study, the dependent variable is Job Stress (Y).

3.2 Validity and Reliability Test

3.2.1 Validity Test

Based on the trials that have been conducted by researchers on 30 married employees of Bank Sumatera Utara in Medan on the statement items of multiple role conflict variables, emotional intelligence, work stress, and social support can be seen in the following table.

Table 1. Validity test of Dual Role Ronflict variable

No.	Statement	R _{count}	R _{table}	Result
1	Because of preparing children's needs first, I was in a hurry when I came to the office	.810	0.361	R _{hitng} > R _{tabel} (Valid)
2	The time I give to take care of my family is less because of the many jobs at the office	.730	0.361	R _{hitng} > R _{tabel} (Valid)
3	I often go home from work for a long time so there is little time with family	.706	0.361	R _{hitng} > R _{tabel} (Valid)
4	After work, I felt fatigued that I could not do household duties	.801	0.361	R _{hitng} > R _{tabel} (Valid)
5	I can't concentrate on taking care of work if I have problems in the family	.822	0.361	R _{hitng} > R _{tabel} (Valid)
6	Large responsibilities at work tend to make me easily angry at home	.687	0.361	R _{hitng} > R _{tabel} (Valid)
7	The way to solve the problems that I did at home was not suitable when I applied to solve the problem at the office	.794	0.361	R _{hitng} > R _{tabel} (Valid)
8	I can't apply the rules that I usually apply in the office to the family	.541	0.361	R _{hitng} > R _{tabel} (Valid)
9	I can't do things that I usually do at work when I am at home	.556	0.361	R _{hitng} > R _{tabel} (Valid)

Based on the results of the validity test in Table 1, it can be explained that the value of multiple role conflict validity from the trial on Bank Sumut employees at Jl. Imam Bonjol No. 18 Medan is found in the Corrected Item-Total correlation column (r count) of the total higher than 0.361 it can be said that the statement points are valid.

Table 2. Validity test of Emotional Intelligence variable

No.	Statement	R _{count}	R _{table}	Result
1	I know what makes me happy	.794	0.361	R _{hitng} > R _{tabel} (Valid)
2	When I'm upset I can usually determine exactly what caused me to be upset	.708	0.361	R _{hitng} > R _{tabel} (Valid)
3	When I feel annoyed I divert to other activities that can reduce my frustration	.634	0.361	R _{hitng} > R _{tabel} (Valid)
4	When I am very happy I am able to express it appropriately	.843	0.361	R _{hitng} > R _{tabel} (Valid)
5	I always have positive prejudice towards myself	.795	0.361	R _{hitng} > R _{tabel} (Valid)
6	I always positively prejudice others	.764	0.361	R _{hitng} > R _{tabel} (Valid)
7	When I'm angry, I can quickly calm it down	.826	0.361	R _{hitng} > R _{tabel} (Valid)
8	I was able to complete the work in accordance with the set targets	.700	0.361	R _{hitng} > R _{tabel} (Valid)
9	If there is a friend who invites me to chat while working, I will avoid it	.654	0.361	R _{hitng} > R _{tabel} (Valid)
10	I will stay focused on the work even though the environment in which I work is noisy	.843	0.361	R _{hitng} > R _{tabel} (Valid)
11	I was able to understand the feelings of colleagues	.795	0.361	R _{hitng} > R _{tabel} (Valid)
12	I am able to listen to other people's opinions	.759	0.361	R _{hitng} > R _{tabel} (Valid)
13	If a co-worker has difficulty in his work then I will help him	.654	0.361	R _{hitng} > R _{tabel} (Valid)
14	I am easy to get along with new people	.843	0.361	R _{hitng} > R _{tabel} (Valid)

15	I will immediately apologize when a misunderstanding occurs	.458	0.361	$R_{hitng} > R_{tabel}$ (Valid)
16	I care about the feelings of colleagues	.708	0.361	$R_{hitng} > R_{tabel}$ (Valid)

Based on the results of the validity test in Table 2, it can be explained that the value of the validity of emotional intelligence from the trial on Bank Sumut employees at Jl. Imam Bonjol No. 18 Medan is found in the Corrected Item-Total correlation column (r count) of the total higher than 0.361 so it can it is said that the statement points are valid.

Table 3. Validity test of Work Stress variables

No.	Statement	R _{count}	R _{table}	Result
1	If I do a lot of work then I feel tired quickly	.706	0.361	$R_{hitng} > R_{tabel}$ (Valid)
2	Because I was thinking too much about doing work, I often had headaches	.615	0.361	$R_{hitng} > R_{tabel}$ (Valid)
3	When I am worried about work, I overdo it	.842	0.361	$R_{hitng} > R_{tabel}$ (Valid)
4	I will be very anxious if there are errors while working	.801	0.361	$R_{hitng} > R_{tabel}$ (Valid)
5	When I can't finish the job, I feel annoyed	.706	0.361	$R_{hitng} > R_{tabel}$ (Valid)
6	Heavy work tends to make me feel bored in the office	.615	0.361	$R_{hitng} > R_{tabel}$ (Valid)
7	Close work tends to make me delay work often	.842	0.361	$R_{hitng} > R_{tabel}$ (Valid)
8	Sometimes I don't sleep well because I think about work	.770	0.361	$R_{hitng} > R_{tabel}$ (Valid)
9	If I have a heavy workload, I will lose my appetite	.723	0.361	$R_{hitng} > R_{tabel}$ (Valid)

Based on the results of the validity test in Table 3, it can be explained that the value of work stress validity from the trial on Bank Sumut employees at Jl. Imam Bonjol No. 18 Medan is found in the Corrected Item-Total correlation column (r count) of the total higher than 0.361. The statement items are valid or have an excellent construct form.

Table 4. Validity test of Social Support variable

No.	Statement	R _{count}	R _{table}	Result
1	My husband showed deep concern about my problem at work	.591	0.361	$R_{hitng} > R_{tabel}$ (Valid)
2	My husband can be relied on to work together to complete household chores such as childcare, children's education and social activities	.517	0.361	$R_{hitng} > R_{tabel}$ (Valid)
3	My husband always listens to my complaints about work problems	.751	0.361	$R_{hitng} > R_{tabel}$ (Valid)
4	My coworkers can be invited to talk about work-related issues	.775	0.361	$R_{hitng} > R_{tabel}$ (Valid)
5	My coworkers showed hospitality and warmth in association with me	.622	0.361	$R_{hitng} > R_{tabel}$ (Valid)
6	My coworkers can work well in solving work problems	.544	0.361	$R_{hitng} > R_{tabel}$ (Valid)
7	My boss is always fair in assessing my performance	.704	0.361	$R_{hitng} > R_{tabel}$ (Valid)
8	My boss always gives motivation when I face problems at work	.721	0.361	$R_{hitng} > R_{tabel}$ (Valid)
9	My boss, when I have difficulty working, can always provide solutions	.632	0.361	$R_{hitng} > R_{tabel}$ (Valid)

Based on the results of the validity test in Table 4, it can be explained that the value of the work stress validity of the trial on Bank Sumut employees at Jl. Imam Bonjol No. 18 Medan is found in the Corrected Item-Total correlation column of the whole greater than 0.361 then it can be said that the item - the statement is valid.

3.2.2 Reliability Test

Reliability indicates the extent to which an instrument can provide consistent results if the measurements are repeated. This reliability testing is only carried out on valid items, which are obtained through validity tests. To see the level of data reliability, SPSS provides facilities to measure reliability, if Cronbach Alpha > 0.6 then the reliability of the question is acceptable [16], [17]. To see the results of multiple role conflict reliability tests, emotional intelligence, social support and work stress are used SPSS program (Statistical for the Sciences) 20.0 for windows that is by looking at the value of Cronbach Alpha. The following are the results of the reliability testing of correct statement items.

Table 5. Reliability test

Variable	Cronbach's Alpha	Result
Multiple Role Conflict	0.919	Cronbach's Alpha > 0,6 (Reliabel)
Emotional Intelligence	0.954	Cronbach's Alpha > 0,6 (Reliabel)
Job Stress	0.927	Cronbach's Alpha > 0,6 (Reliabel)
Social Support	0.890	Cronbach's Alpha > 0,6 (Reliabel)

It is known that the questionnaire is reliable, because all Alpha Cronbach values are greater than 0.6.

4. RESULT AND DISCUSSION

4.1 Dual Role Conflict Has a Positive and Significant Effect on Work Stress

Based on the results of the t-test shows the dual role conflict has a positive and significant effect on the work stress of the employees of BUMN banks that have a family in Tebing Tinggi. The contributing factor is that women cannot do things they usually do at work when they are at home. They say that if they do work at home it will interfere with quality time with family and this will cause a lack of harmony in the family. When women are in their homes, they are demanded both for their spouses and self-awareness to be able to give full attention to their families. Another factor is that women often come home from work so little time with family. A job as a bank employee is very time consuming, so to communicate with family is quite limited and makes work as a housewife not well done. It also creates a feeling of uncomfortable employees towards the family, limited availability of time due to the amount of time taken for work.

Dual role conflicts often occur among service providers such as banks. Working hours that do not know time become one of the sources of conflicts that often occur. In Law No. 13 of 2013 article 77 paragraph two letter b states that working hours in a day a worker is eight hours. However, being an employee of a bank is not by the working hours set by the Act on female employees of BUMN banks in Tebing Tinggi. They are required to be present at the office at 7:15 a.m. It is what makes bank employees who are married do not have enough time to do their role as the mother of their children and as the wife of their partner. Situations like this sometimes make employees often find it difficult to balance time between family and work and can eventually lead to stress. This condition needs to be understood and supported by their partners. Of course, if an employee gets support from his partner, it can reduce the occurrence of dual role conflicts. Besides, it is expected that the married employees of BUMN banks in Tebing Tinggi to maximize their working time so that the work can be completed on time and not brought home so that the family time is not disturbed.

4.2 Emotional Intelligence Has an Adverse and Significant Effect on Work Stress

Based on the results of the t-test shows that emotional intelligence has an adverse and significant effect on the work stress of the married employees BUMN banks in Tebing Tinggi. Emotional intelligence in the statement items answered strongly agree that if there are friends who invite to chat when working, they will avoid it and when their feelings of irritation divert to other activities that can reduce their resentment, it means the level of emotional intelligence in the employees of BUMN banks in Tebing Tinggi already well. Where employees have high work professionalism, this is what will reduce the stress level of the employee. It is because they have a high level of education, high education can affect a person's level of emotional intelligence. Besides, before the employee falls into the banking world, they will usually be trained in advance how an employee should behave. The results of this study are in line with the following studies:

Individuals who have emotional intelligence personally are more active, assertive and able to deal with life's disappointment, have resistance to stress, are ready to look for challenges even though they have to meet various difficulties, are confident and confident in their abilities, trustworthy and dependable, often take initiative and can jump directly in handling problems. Emotional intelligence can keep someone from stress and direct someone to be able to adapt better. According to him, the ability to regulate emotions influences a person's tendency to be able to build a good mood in him, which is one of the implications of preventing stress.

4.3 Social Support Has a Significant Effect in Moderating the Dual Role Conflict on Work Stress

Based on the interaction test or Moderated Regression Analysis (MRA), it is concluded that social support is significant in moderating the relationship between dual role conflict and work stress on BUMN banks employees who are already married in Tebing Tinggi. Social support can weaken the influence of dual role conflict on the work stress of married employees of BUMN banks in Tebing Tinggi. In this case, the employees of the BUMN banks who are already working in the City of Tebing Tinggi have the view that the more social support they get from their partners, co-workers, and superiors it will be able to weaken the dual role conflict level against the work stress they experience. The highest social support is received from the married employees of BUMN banks in Tebing Tinggi from the support of their husbands/spouses. It shows deep concern about the problems at work. However, BUMN banks employees felt that their superiors were unable to provide social support because their superiors did not provide a fair assessment of their performance.

Putrianti [3] states that there was a very significant relationship between husband support, optimism, and coping strategies with the dual role of career women. There is a positive and significant relationship between husband support and the dual role of career women. While on optimism with the dual role of career women there is no relationship. Then in coping strategies with the dual role of career women have a positive and very significant relationship. This research was conducted on employees of Bank Rakyat Indonesia Kutoarjo, Purworejo, Kebumen, Sleman Branch Offices, and Katamso randomly selected.

Aminah [4] reveals that excessive roles are significantly associated with work-family conflict and emotional fatigue. The results of a series of multiple regressions analyzed indicate that work-family conflict is partially mediated in the relationship between excessive role and emotional fatigue. In this study, it can be concluded that Junior doctors at 14 General Hospitals in Malaysia who experience excessive roles seem to be more emotionally depleted and seem to experience a significant conflict between work and family roles.

4.4 Social Support Has No Significant Effect in Moderating Emotional Intelligence on Work Stress

Hypothesis testing is based on the evaluation of the influence and significance value of the interaction model that occurs in the research variable. The results of testing the interaction model through multiple linear regression (MRA) concluded that social support could strengthen the influence of emotional intelligence on employee work stress, but this influence is not significant. It is seen from the coefficient value of 0.050 but the p-value = 0.374. Thus, there is no strong enough evidence to state that social support can significantly strengthen the influence of emotional intelligence on the work stress of BUMN banks married employees in Tebing Tinggi. Then the fourth hypothesis is rejected. Getting social support or not getting social support is not able to influence the employees of BUMN banks that are married in Tebing Tinggi, to be the basis for reducing the level of work stress experienced by employees. It is because the married employees of BUMN banks in Tebing Tinggi have entered a mature age on average. Another factor that causes the emotional intelligence of employees. There are significant differences in aspects of tolerance between married and unmarried career women, where career women who are married have a higher tolerance for career women who are not married. Career women who are married have the higher emotional maturity because good emotional maturity will show a high tolerance.

The results of Imama's research show that emotional intelligence, emotional support, information support, social support have a significant relationship with anxiety facing retirement. Whereas for the sex and income variables do not have a significant relationship with anxiety facing retirement. In this study, there are three variables whose contribution is significant to anxiety facing retirement, namely the variables of emotional intelligence, emotional support, and information support [5].

5. CONCLUSION:

The result of the first hypothesis shows that the dual role conflict has a positive and significant effect on the work stress of the married employees of BUMN banks in Tebing Tinggi. In other words, dual role conflict is increasing, which tends to have an impact on the increasing work stress of BUMN banks married employees in Tebing Tinggi. The result of the second hypothesis shows that emotional intelligence has an adverse and significant effect on the work stress of the married employees of BUMN banks in Tebing Tinggi. This emotional intelligence is also more dominant in influencing work stress than dual role conflicts. In other words, emotional intelligence has increased, which has an impact on the work stress of BUMN banks employees who have been traveling in high cliff cities. The result of the third hypothesis shows that social support has a significant and significant effect in moderating the

relationship between dual role conflict and the work stress of BUMN banks married employees in Tebing Tinggi. It means that social support can weaken the dual role conflict and have an impact on the decreasing work stress experienced by the BUMN banks married employees that have a family in Tebing Tinggi. The result of the fourth hypothesis shows that social support is influential but not significant in moderating the relationship between emotional intelligence and work stress on BUMN banks married employees in Tebing Tinggi. It means that the existence of social support does not affect the relationship between emotional intelligence and work stress.

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