

## THE ROLE OF AMBIGUITY TOWARDS WORKING FEMALE EMPLOYEES THROUGH JOB STRESS AS AN INTERVENING VARIABLE

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Submit: 20 Februari 2024

Revisi : 15 April 2024

Disetujui: 1 Mei 2024

### ABSTRACT

Covid-19 has brought about comprehensive changes including the economic sector. Indonesia is experiencing significant changes. Current companies and rapid developments require women to take over in developing work careers, and some even become leaders of organisations. In contrast to the past, perceptions that place women are considered low and tend to experience discrimination in careers and employment. Women's participation in work brings negative consequences caused by role conflict. This study aims to determine the relationship between role ambiguity and Work Female Employee which is moderated by job stress. The analysis method used is multiple linear regression with the SPSS 21 programme. The research sample of female employees in Majalengka district totalling 100 employees. The result is that role ambiguity has a negative effect on Work Female Employee, role ambiguity has a positive effect on job stress, Job stress has a negative effect on the relationship between role ambiguity and Work Female Employee which can then be used as a study material for research on Work Female Employee.

**Keywords:** Ambiguity Role;Job Stress;Work Female Employee

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### INTRODUCTION

After Covid-19, the world economic order has changed, including Indonesia. Indonesia issued a WFH policy which was allegedly able to reduce the level of virus spread. In its implementation, WFH can have a significant impact on employee productivity. This can be seen from the declining product output of various companies in Indonesia. The decrease in productivity has led to unilateral layoffs of employees. According to data from the Indonesian Ministry of Manpower, as of 1 May, the number of formal sector workers who have been laid off due to the Covid-19 pandemic is 1,032,960 people, and formal sector workers who have been laid off is 375,165 people. For informal sector workers affected by COVID-19, there are 314,833 people. The total number of formal and informal sector workers affected by Covid-19 is 1,722,958 people.

From the survey, it was found that based on the type of work, 32% of layoff victims came from service business personnel; 22% of professional/technical personnel; 15% from administrative personnel; 13% of production personnel of transport equipment operators and manual workers; 9% of leadership and management personnel; and 9% of sales business personnel (Indonesia Baik.id). This phenomenon occurs accompanied by a decline in employee performance.

The Central Statistics Agency (BPS) said that the pandemic had an impact on the quality of Indonesian jobs. This can be seen from the condition of the Job Quality Index (IKP) which was 43.78 in August 2020, down 20.7% from 55.23 in August 2019. When compared to February, there was a 20.7% decrease in Indonesia's IKP from 52.79 in February 2020 to 44.54 in February 2021. However, in the period from August 2020 to February 2021, there was a 1.7% improvement in IKP (katadata.co.id). Interestingly, this phenomenon appears in the New Normal Era, where all parties should work together to restore Indonesia, especially in the economic aspect. Instead, the company recruited female workers. The high absorption of female labor discriminates against male employees whereas the company retains female employees because they are more conscientious, loyal, and able to work well together. Female employees who face this new normal era must be prepared for changes in work patterns in addition to the demands to produce quality products. However, changes in work patterns that change due to a crisis can cause role ambiguity and will have an impact on work results.

Role Ambiguity is a situation where the associated behavior does not get a clear, inappropriate, or inappropriate role for those who carry out the role (Michael J. Charter, 2016: 1). Role Ambiguity tends to occur when people enter a new situation, such as taking on an unfamiliar job task because they are confused about social expectations and their duties, or because of new work patterns such as the work patterns applied today is the new normal era (Ahmad K, 2020). Research conducted by Bandura & Locke, 2003 in Gharibet al., (2016) illustrates that when employees experience Role Ambiguity they will affect employee performance. In addition, job stress is something that can befall the most vulnerable female employees. Stress is a condition of tension that affects a person's emotions, train of thought and physical condition due to individuals who are unable to adjust to the environment. job stress can be defined as awareness or disturbance of employees' personal feelings as a result of perceived conditions or events at work, in the form of psychological and physiological reactions of employees caused by uncomfortable, unwanted, or threatening situations in the workplace.

uncomfortable, unwanted, or threatening in the employee's immediate workplace environment (Montgomery 1996 in Jui-Chen 2008). Work provides stressful conditions for employees that can result in changes in performance that will tend to decrease. Based on the background and phenomena described by the researcher, the researcher is interested in conducting this study. The purpose of this study is to determine and analyse the effect of Role Ambiguity on Work Female Employees with job stress as an intervening variable.

## RESEARCH METHOD

This study uses path analysis, which is included in multivariate analysis because it involves more than two variables. Path analysis is used to analyse the causal relationship between variables with the aim of knowing the direct or indirect effect of causal variables on an effect variable, in contrast to regression analysis which aims to forecast endogenous variables (Y) on exogenous variables (X) (Suliyanto, 2011) with the help of the SPSS version 21 program as a basic foundation to make it easier for researchers to get definite answers to the results of their influence and identify scientific articles systematically with predetermined steps. The data source taken in the study is primary data obtained through distributing questionnaires to 100 female employees in Majalengka Regency who are relevant to the research theme. The data collection method in this study is a survey method with the help of a questionnaire. Hypothesis testing using partial t test preceded by analysis of the coefficient of determination.

## RESULT

### Normality test

Test this is For test is observation distribute normally or No . Normality test results can seen in the table under This :

**Table 1. Normality**

Variable	Asymp. sig	Limit	Information
Residual	0.675	>0.05	Normally Distributed Data

Source : SPSS Output 21, 2023

Based on Table 1. above can be known mark asymp. sig of  $0.675 > 0.05$  so can be concluded that the data is normally distributed .

#### **Hypothesis testing**

##### 1. Analysis Stage 1

For test The influence of role ambiguity on job stress is used analysis linear regression . In the analysis model linear regression will be tested in a way partial (t test). The conditions for the significance test of the t test are as follows : Accept  $H_a$ : if probability ( $p$ )  $\leq 0.05$  means *role ambiguity* own significant influence to *Job stress* .

Summary results analysis linear regression that has been done is as follows

**Table 2. Hypothesis Test Results Stage 1**

Variable	Beta	t Count	Sig	Information
<i>Role Ambiguity</i> → <i>Job Stress</i>	1,686	6,789	0,000	Significant
<i>Job Stress</i> → <i>Work Female Performance</i>	-0.323	-3,431	0.003	Significant
<i>Role Ambiguity</i> → <i>Work Female Performance</i>	-0.356	-3,722	0.001	Significant
<i>Adjusted R Square</i>	0.463			

source : Output SPSS 21, 2023

1). *Role Ambiguity* Based on hypothesis testing partial , obtained calculated t- value amounting to 6,789 coefficients regression (beta) 1.686 with probability ( $p$ ) = 0.000. Based on results data processing Where value probability ( $p$ )  $\leq 0.05$  can be concluded that *Role Ambiguity* influential negative and significant against job stress. This shows the more tall *Role Ambiguity* that occurs among employees women in Industry Regency Majalengka so will high level too *job stress* his .

2). Job stress Based on hypothesis testing partial , obtained calculated t- value amounting to -3,431 coefficient regression (beta) -0.323 with probability ( $p$ ) = 0.003. Based on results data processing Where value probability ( $p$ )  $\leq 0.05$  can be concluded that job stress has an influence negative and significant to *work female performance* . This show the more high job stress on employees women in Industry Regency Majalengka so will result right down *work female performance*.

3). Based on hypothesis testing to three , obtained calculated t- value amounting to -3,722 coefficient regression (beta) -0.356 with probability ( $p$ ) = 0.001. Based on results data processing Where value probability ( $p$ )  $\leq 0.05$  can be concluded that role ambiguity has a effect negative and significant *work female performance*. This show the more tall *role ambiguity* will result in decreased it *Work Female Employees* on employee women in the Industry Regency Majalengka.

#### **Coefficient Determination (R2)**

Big influence *Role Ambiguity* in a way Partial to *job stress* shown by the *Adjusted R Square* value of 0.463. This means, 46.3% *Job Stress* influenced by *Role Ambiguity* .

#### **Path Analysis**

1. Indirect Influence *Role Ambiguity* to *Work Female Employee* via *Job Stress* as Intervening Variables with Comparing Coefficient Values Regression . Following This is mark coefficient regression For know is *Job Stress* capable mediate *role ambiguity* to *Working Female Employee* with method multiply mark coefficient between *Jobs stress* to *Working Female Employee* with mark coefficient *Job stress* to *Work Female Employee* and results from multiplication coefficient

the compared to with mark coefficient from *role ambiguity* to *Work Female Employee* , the result as following :

- a. Coefficient regression *role ambiguity* to *Work Female Employee* is -0.356
- b. Coefficient regression *role ambiguity* to *job stress* amounting to 1,686
- c. Coefficient regression *job stress* to *Work Female Employee* is -0.323

d. Multiplication result influence indirect :  $1.686 \times -0.323 = -0.5446$  From the results interpretation above can explained that mark influence direct from *role ambiguity* towards *Work Female Employee* is -0.356 whereas mark coefficient influence No direct *role ambiguity* to *Work Female Employee* via *job stress* as intervening variable is -0.5446, can interpreted that *job stress* is capable mediate between *role ambiguity* to *Work Female Employee* because mark coefficient influence No direct more big from mark coefficient influence direct .

## Discussion

*Role Ambiguity* influential positive to *Job Stress* . Lack of sufficient direction or clarity goals as well as task task for insiders role Work they can cause emergence situation full of stress and the inclined give rise to conflict . According to Schermerhorn et al. (2011), *Job stress* can influenced by several factor , like tall low demands tasks , conflicts role or ambiguity roles , relationships between bad personality , or fast slow progress career . This result in line with study Satrini et al (2017) *Role Ambiguity* influences *Job stress* in a way positive and significant .

*Role Ambiguity* influential negative to *work female Performance* . This result in line with research by Celik (2013) states that the result show exists influence negative ambiguity role to *work female Performance* , lack of information about goals , hopes , directions and clarity task to employee will lower performance from employee . Research conducted Hutasuhut and Reskino (2016) also stated influence negative and significant between *Role Ambiguity* to performance employee .

*Job stress* influential negative to *work female Performance* . This matter show that hypothesis This accepted . This result in line with research conducted by Dewi and Wibawa (2016) results analysis that obtained also shows exists influence negative significant *Job stress* employee performance .

Influence *Role Ambiguity* to *Work Female Employee* via *Job stress* as *Mediation* . From the results interpretation above can explained that mark influence direct from *Role Ambiguity* to *Working Female Employee* is capable mediate between *Role Ambiguity* to *Work Female Employee* because mark coefficient influence No direct more big from mark coefficient influence directly.Pg This show that hypothesis This accepted . A experienced employees blurriness role or *Role Ambiguity* resulting from lack of information about his job will experience *Job stress* Because demands from himself you have to do it yourself finish his job . The demands are not accompanied with clear information from his job will result results Work or its performance No will effective and possible said happen decline performance . Study This have no results in accordance with research that has Yasa (2017) stated that *Job stress* No can mediate influence ambiguity role towards performance employee.

## CONCLUSION

Based on results findings found factor main ones tend to strong cause *Work Female Employee* between others , *role ambiguity* through *job stress* , as an intervening variable. F actor the become trend Which discussed on study themed about *work female employee*. Study This Of course own limitations , related factor from *role ambiguity* Which found should leader notice *Job stress* experienced by female employees . Matter This need Pay attention to *job stress* the become reduced, and women Work with full comfort

## LIMITATION

Based on results study the can stated implications in a way theoretical in study This is give donation knowledge about variable or factor i factor Which own contribution in *work female employee* . Study This expected can give explanation about influence role

ambiguity to Working Female Employee through job stress as an intervening variable. Research result This expected can become information in develop knowledge , especially Which related with factor - factor Which influence work female employee .

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