

## WORK FEMALE EMPLOYEE: SYSTEMATICS LITERATURE REVIEW

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### ABSTRACT

Employee performance can describe the work of an employee in a company where the measurement is clear and directed. The phenomenon of decreased performance in various sectors is experienced by several companies, especially in Indonesia. This study aims to provide a literature review of work female performance. The method used is systematic literature systematics (SLR) with predetermined steps with the help of a VOS viewer. Vos's viewer is an application to form maps based on network data and to visualize and explore the results of these mappings. The results clearly illustrate the factors that determine work-family performance, namely burnout, role ambiguity, job stress, and employees, which can then be used as study material for research on work-family performance.

**Keyword:** Work; Female; Employee; SLR

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### INTRODUCTION

Companies in Indonesia make human resources an important thing for their development. Good human resources are supported by the work of their employees. Employee performance is a measure of the company's success in building its business. The implementation of work is evaluated through performance appraisal by company leaders. Along with the disease outbreak that hit the world and Indonesia, there were changes in the economic order that targeted a decrease in employee productivity. This is reflected in the decrease in the number of products produced by companies in Indonesia, resulting in layoffs.

Based on data from the Indonesian Ministry of Manpower, formal and informal sector workers affected by layoffs are 1,722,958 people. This phenomenon occurs accompanied by a decrease in employee performance. Most employees in Indonesia in the garment industry are female employees. Female employees are considered capable of compensating for the work of men, even more detailed and neat. In practice, female employees are often affected by things outside of work such as taking care of households, children and husbands so that they divert the focus of their work. Even experiencing fatigue because they have to be able to divide their time and thoughts for several problems in their lives. Meanwhile, the garment industry continues to make female employees as workers who are able to drive the success of the company.

Employee performance is defined as the extra effort made by employees to drive the value creation process in the company in terms of organisational success and effectiveness (Sulich et al., 2021). On the other hand, employee performance is the result of effective and efficient work in carrying out their responsibilities at work (Saleem et al., 2019). According to Christian (2021),

employee performance is the actual achievement of employees compared to the expected performance of employees. This definition concludes that performance is work performance or work results, both in quality and quantity, achieved by HR units during a certain time in carrying out their duties in accordance with the responsibilities given. Factors that affect the high and low performance of employees the high and low performance of an employee, either directly or indirectly, cannot be denied anymore. Mangkunegara (2017) states that ability and motivation factors affect performance achievement. Employees are encouraged to give their best when their performance is linked to their mental attitude. The mental attitude of employees must be prepared psychophysically (mental attitude, physical, goals, and situations). This means that an employee must be mentally and physically prepared, understand the main objectives and work targets to be achieved, and be able to use and create work situations.

The research approach used uses a theoretical study where researchers try to reveal what factors can cause a decrease or increase in the performance of female employees.

The data analysis method is carried out by collecting data through the publish or ferish application, then looking for articles that match the theme so that the exclusion and inclusion are then analysed using the help of the Vos Viewer application from articles several years ago compiled into findings to find recommendations.

Based on the background and phenomena described by the researcher, the researcher is interested in conducting this research. The purpose of this study was to determine and analyse the Systematics Literature Review: Work Female Performance.

## **RESEARCH METHOD**

This study uses systematics literature review as a basic foundation to facilitate researchers to systematically review and identify scientific articles with predetermined steps with the help of VOS viewer. Vos's viewer is an application to form maps based on network data and to visualise and explore the results of this mapping. The use of vosviewer after clustering there are 3 views of visualisation, namely network, overlay, and density visualisation (Maurina & Gessy, 2021). The data source taken in the research is secondary data obtained through literature searches that are relevant to the research theme. This research revealed 52 articles that had been selected from 390 articles that were relevant to the topic discussed. Furthermore, the analysis of the findings is presented qualitatively descriptive.

### **Inclusion and Exclusion Criteria**

- a. Type of Study The type of research used in this scientific search is a correlation analysis study, comparative analysis, qualitative study.
- b. Type of intervention The main intervention examined in this scientific search is related to the variables of role ambiguity and work female employees.
- c. Outcome Measures The outcome measured in this scientific search is the study of role ambiguity and work female employees.

### **Literature search strategy**

The keywords selected and used in searching for published articles on Google Scholar and Crossref are; role ambiguity and work female employee. Inclusion and exclusion criteria were used to analyse relevant journal articles. In the literature review, the author used literature published in the last 10 years from 2013-2023 that can be accessed in its entire text in pdf format and scholarly (peer reviewed journals). The journal articles reviewed were in English that met the inclusion criteria and contained the theme of role ambiguity and working female employees and

were then reviewed. The criteria for journals selected for review are journals in which there are themes of role ambiguity and work female employees.

## Data synthesis

Synthesis in this article review uses the narrative method by grouping the selected data that is homogeneous and relevant to the measurement results in answering research questions. Journal articles that are relevant to the accepted criteria are then combined and made a summary of the journal including the name of the researcher, year of publication, research country, research title, method and findings. The summary of the journal articles was included in the table and presented in alphabetical order and the year when the journal was published. To further clarify the analysis of abstracts and full text, one must read and examine the journal. Based on the summary of the journal, the content in the research objectives and research results section was analysed. While the analysis using is content analysis about the discussion of the journal, then coding the journals reviewed The data on work female employees that have been collected are then looked for similarities and differences and then discussed to draw conclusions.

## RESULT

### Work Female Employee Search Strategy

Selection criteria are obtained by determining 2 criteria as follows:

Inclusion Criteria:

1. Have a concept about working female employees
2. Reach out to female employee subjects
3. There are appropriate variable dimensions/indicators

Exclusion Criteria:

1. Not in accordance with the concept of working female employees
2. Outreach to subjects outside of female employees

Finding Keywords:

Keywords using "work female employee"

Database

The databases used are Google Scholar & Crossref

Journal Search Strategy

Based on the search results in Google Scholar, and Crossref, with the keyword work female employee, the researcher found 470 journals that matched the keywords. A total of 390 journals from the journals found according to the search keywords were then screened, 256 journals were excluded because full-text articles were not available. The eligibility assessment of 256 full-text journals was carried out, journals that were duplicated and did not meet the inclusion criteria were excluded, resulting in 52 full-text journals being reviewed.

## Visualization of Article Search Results according to Keywords

The following results are obtained from a database that has been searched manually, hundreds of data were obtained. Then the initial screening was carried out manually and also using the Mendeley reference manager application, then the initial data was screened and reviewed with the Vos Viewer application which helped the initial search for articles, and to see the accuracy

and suitability with the scope and research questions. Based on the frequency of keywords discussed in the article, the visualization is as follows:

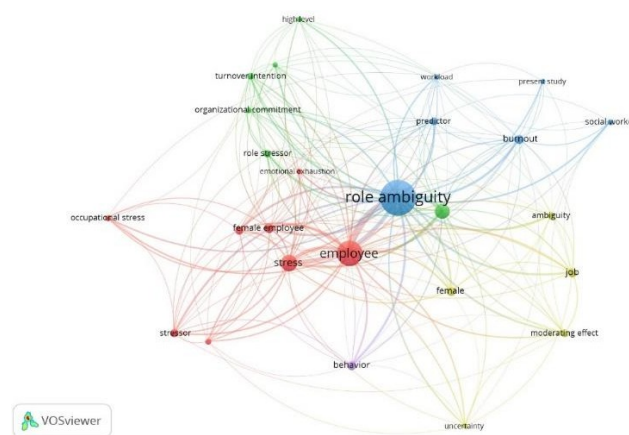


Figure 1 Visualisasi Network

Analysis of the results of the visualisation of the VOS viewer above shows that there is a close and interrelated relationship between occupational stress and job stress which has an impact and plays a role in shaping role ambiguity known to have a mutual influence on work female performance. Thus, the theme of the relationship between role ambiguity and work female performance is considered urgent and necessary to conduct a more in-depth study to find solutions to the possible influences generated between these variables (Hayes et al., 2012). The study of work female performance in female employees has been studied from 2006 to 2014 as shown in figure 1.2 below, but in 2015 it can be seen that the study focuses more on work female performance, which is all correlated with burnout, job stress, occupational stress and employee.

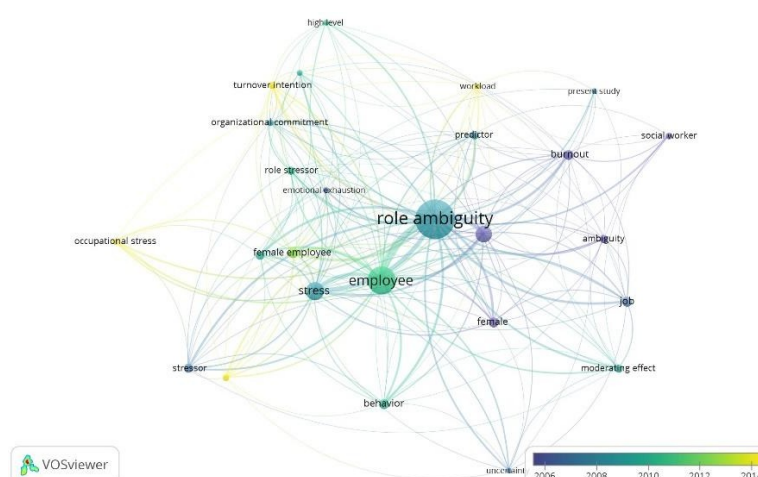
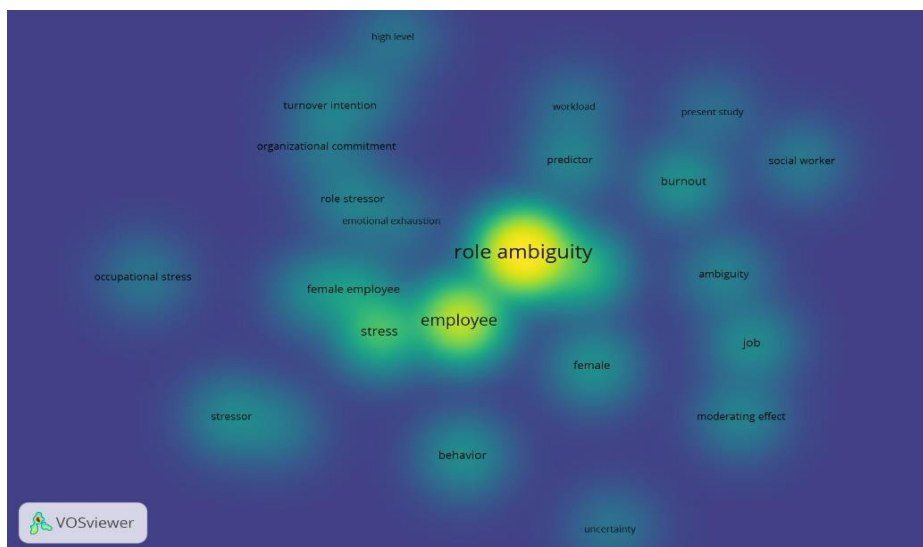


Figure 2. Visualisasi Overlay



**Figure 3. Visualisasi Density**

## ANALYSIS OF FINDINGS

### Factors Affecting Work Female Performance

During the last 10 years, namely 2013-2023, there were 52 journals reviewed in this study so that the results obtained that each journal used various variables related to work female performance. Based on the results of the article review, it was found that factors that tend to result in work female employees in, among others:

#### 1. Role Ambiguity

People who face conflicts in playing a role will have difficulty fulfilling the demands of the role, even though they know what is expected (Greenhaus & Beutell, 1985; Stipanowich, 2001). According to (Safrizal et al., 2020) dual role conflict has an impact on the performance of career women who play a dual role, including stress caused by one role which then has an impact on different roles. Demands such as responsibility, excessive work, pressure, obligations and even uncertainty faced by individuals at work (Hikmah, 2017). (Hikmah, 2017). Higher job stress can reduce the performance of female employees (Irawanto et al., 2015). Research conducted by (Widyani & Sugianingrat, 2015) found that stress acts as a mediator of the influence of dual role conflict on performance. This is consistent with the findings of previous research researched by (Rusinta et al., 2019) where job stress mediates the effect of dual role conflict on employee performance at the Kulon Progo Regency Regional Financial and Asset Management Revenue Office. Similar results were also found by (Sutanto & Wiyono, 2017) work stress work stress has a significant effect as a mediator of dual role conflict on performance. Female workers are more prone to experiencing job stress due to the dual role conflicts of the dual role conflicts they live in (Hikmah, 2017). (Ramopolii et al., 2017) examined the effect of work conflict, work-family conflict and work stress on the performance of women who play a dual role. with the findings that work stress has a significant effect. (Widyani & Sugianingrat, 2015) further explored the relationship between dual role conflict and work stress on the performance of employees of Village Credit Institutions (LPD) in Tabanan Bali Regency involving 61 married female employees, which showed a significant



positive effect of work stress on performance. In addition, job stress also plays a role as a mediator of the influence of dual role conflict on the performance of LPD employees in Tabanan Regency Bali.

### **Job Stress**

Job Stress can be caused by various causal factors including:

a. Age/Age

Employees aged 40-56 years have a higher level of job stress, due to older age, than nurses aged 22-35 years, this is due to physical conditions and also a sense of boredom that has begun to exist due to the length of time working with the same situation. While young age is still physically energetic and does not have a lot of mind burden outside of work. The older a person gets, the more at risk he or she is of experiencing stress (Zulkifli, 2019). So it can be concluded that age is closely related to stress. The older a person is, the more their organs and physical condition will easily decline, making them more at risk of experiencing stress. The causative factor is physiological factors that have decreased in various abilities, such as visual thinking skills, memory and hearing. Diseases or disorders that may be caused by physiological factors are stressors that cause tension in the patient's body such as very cold / hot body temperature, wounds, chronic pain or pain and can be interpreted as situations, comments or anything that the patient perceives as negative.

b. Workload

Shift-based work can cause Job stress because it is considered a workload. The duration of shift work with different rules is a problem for female nurses, night shifts with the longest work duration of 8 hours and for other shifts for 6 hours. This certainly has an influence on the performance of female employees who get the night shift schedule when doing production. Working with night shifts should be given more attention, because it has an influence on a person's physiological and physical state. Health effects caused by night shift work include disturbed sleep quality, susceptibility to exposure to hazardous factors in the workplace, causing physiological changes and causing negative effects on employee health. The physiological condition of the human body is at maximum function during the day, then begins to decline in the afternoon, and will further decline at night. So that female employees with night shifts experience a decrease in body function at night accompanied by high work demands and responsibilities.

The above becomes increasingly stressful for female employees, especially for those who are married. Which must be able to manage themselves for work and family dropping this is a symptom that is not good in the world of work.

### **CONCLUSION**

Based on the findings of the systematic literature review and the results of relevant research, it was found that the main factors that tend to strongly cause work female performance include burout, role ambiguity, job stress, occupational stress and employees. These four factors are the trends discussed in research on work female performance. This research certainly has limitations, related to the factors of role ambiguity found, leaders should pay attention to the work stress experienced by female employees. This needs to be considered so that the work stress is reduced, and women work with full comfort.

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