

# **The Effect of Work-Family Conflict, Work Environment, and Work Overload on the Performance of Health Personnel Through Self Control (Locus of Control) as a Variable Intervening During the Covid-19 Pandemic (Study in Tegal City Health Department)**

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**Abstract.** The Covid-19 pandemic that hit Indonesia in March 2020 has caused changes in various aspects of life, especially with a significant impact on public health. The role of health workers in the midst of the Covid-19 pandemic is vital, during the pandemic health workers have a big influence and role in breaking the chain of the spread of the Coronavirus. Referring to the problems and conditions at the Tegal City Health Office which have been described, the researcher wants to submit a research proposal "The Effects of Work-Family Conflict, Work Environment, and Work Overload on the Performance of Health Workers through Self-Control (Locus Control) as an intervening variable (Studies in Health Offices) Tegal City Health)".

**Keyword:** Work overload, Performance Health, Covid-19

## **1. Introduction**

The arrival of the Covid-19 pandemic in Indonesia in March 2020 has brought about transformations in numerous facets of life, particularly with profound effects on public health. Consequently, efforts in the health sector have shifted their focus towards addressing the challenges posed by Covid-19. The pandemic has necessitated alterations in thinking patterns, behaviors, and work methods in order to effectively respond to the crisis.[1–3].

The role of health workers in the midst of the Covid-19 pandemic is vital, during pandemic health workers have a big influence and role in breaking the chain of the spread of the CoCoronavirusIn carrying out their duties and obligations, health workers cannot be separated from the accompanying elements, namely their external factors, including work-family conflicts, work environment, and work overload, all of which can lead to different perceptions of health workers in using their rights and obligations to carry out their work. thus contributing to the results achieved in the work, namely performance. This is also related to internal factors, namely self-control (locus control) of health workers in carrying out their duties and obligations, especially in handling the Covid-19 pandemic[4–6].

The Tegal City Health Office is one of the Regional Government Organizations (OPD) which has a role and function in overcoming the spread of COVID-19 in the Tegal City community. The Tegal City Health Office and the Technical Implementation Units under it, namely the Health Center, Health Laboratory, and Pharmacy Warehouse have the task of dealing with the spread of infectious diseases in the city of Tegal. Tegal City is an area with a large number of positive cases of COVID-19 based on a map of the cumulative development of COVID-19 cases up to August 29, 2022, the number of positive cases of COVID-19 for the Tegal City area is 7457 cases. Seeing the positive cumulative development of COVID-19 cases in the city of Tegal which continues to increase, the Tegal city health office and its staff as the driving force in handling the spread of COVID-19 cases in the city of Tegal, have an extra task in breaking the chain of the spread of COVID-19 in the city of Tegal[7,8].

Referring to the problems and conditions at the Tegal City Health Office which have been described, the researcher wants to submit a research proposal "The Effects of Work-Family Conflict, Work Environment, and Work Overload on the Performance of Health Workers through Self-Control (Locus Control) as an intervening variable (Studies in Health Offices) Tegal City Health)" both directly and indirectly job satisfaction which is the intermediate variable determines which variable has the most dominating effect. The objectives of this research activity include:

- 1) Knowing the effect of Work-Family Conflict on the Performance of Health Workers at the Tegal City Health Office.
- 2) Knowing the effect of Self Control (Locus of Control) on the relationship between Work-Family Conflict and the Performance of Health Workers at the Tegal City Health Office.
- 3) Knowing the effect of the Work Environment on the Performance of Health Workers at the Tegal City Health Office.
- 4) Knowing the effect of Self Control (Locus of Control) on the relationship between the Work Environment and the Performance of Health Workers at the Tegal Health Office.
- 5) Knowing the effect of Work Overload on the Performance of Health Workers at the Tegal City Health Office.
- 6) Knowing the effect of Self Control (Locus of Control) on the relationship between Work Overload and the Performance of Health Workers at the Tegal City Health Office.

## **2. Literature Review**

### **2.1. Employee Performance**

Employee performance refers to the outcomes achieved by an employee in their specific job, based on predefined criteria. According to Robbins (2003), employee performance is influenced by the interplay between their ability and motivation. In the context of managing employee performance, it is crucial to consider certain factors, as an individual employee's performance contributes to the overall performance of the organization and can significantly impact its success. The performance of employees, both individually and as a group, can shape the performance outcomes achieved by the organization. Performance, in

essence, is a form of organizational behavior that directly relates to the production of goods or the provision of services.

## **2.2. Work-Family Conflict**

Work-family conflict is defined as a type of inter-role conflict (opposite pressures originating from individuals in different roles) in which some work and family responsibilities do not have the appropriate timing and performance. A work-family conflict is a form of role conflict, in which the roles of family and work cannot be carried out simultaneously in several ways. This situation is often found in female employees who hold two roles where they have to do office work and control the family as a whole.

## **2.3. Work Environment**

The notion of the work environment, namely the Work Environment is all things that are around the workers, both physically and also non-physically, and their relationship with the worker. The Work Environment is something that is important and needs to be considered by the company because the Work Environment is a place where employees carry out work and carry out their daily activities.

## **2.4. Work Overload**

Excessive workload (work overload) is a number of tasks that must be done by workers in a certain time which in its implementation requires more ability than that of the individual. These tasks exceed the routine levels of what is usually done by workers so they require extra energy ( Gibson,James L ,2001 )

## **2.5. Locus of Control**

Locus of control is the degree to which the individual believes in the source of the causes of the events that occur in his life, whether success, achievement, and failure in his life are controlled by his own behavior (internal factors) or all the events that occur in his life are achievements. , failure and success are controlled by other forces, such as the influence of others in power, chance, luck, and fate (external factors) ( Hadi,1991)

## **2.6. Covid-19 Pandemic**

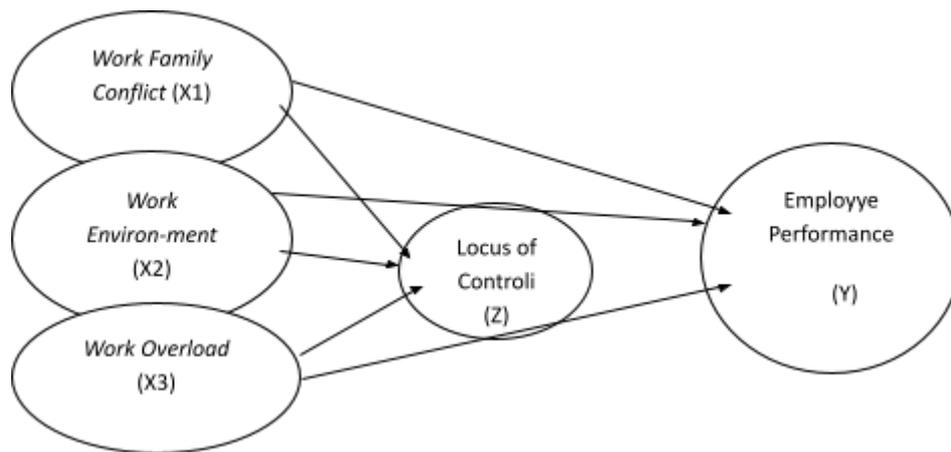
Coronavirus belongs to a large family of viruses that can lead to a range of illnesses, varying from mild to severe symptoms. Two known types of coronavirus, Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS), can cause severe symptoms. Coronavirus Disease 2019 (COVID-19) is a novel disease that had not been previously identified in humans. The specific virus responsible for COVID-19 is called Sars-CoV-2. Coronaviruses are zoonotic, meaning they can be transmitted between animals and humans. Previous research suggests that SARS was transmitted from civet cats to humans, while MERS originated from camels. However, the animal source for COVID-19 transmission remains unknown.

To effectively confront the threat of COVID-19 and other potential Public Health Emergencies (PHEs), it is vital to have a comprehensive contingency plan. This plan should encompass various elements such as guidelines, procedures, criteria, policies, and strategies. It should also involve the establishment of a Rapid Action Team (RAT), the provision of necessary infrastructure and logistics, and appropriate financing. Human Resources (HR) play a crucial role in managing the COVID-19 pandemic, and their involvement includes: [provide

specific details about the involvement of HR in handling the pandemic].• Increasing HR capacity by conducting training/drills, tabletop exercises, and simulations of handling COVID-19. Increase cross-program and cross-sector networking capabilities with all authority units at airports/ ports/ PLBDN ( Kep MenkesRI, 2019 )

## 2.7. Framework of Thinking

The conceptual framework underlying this research activity is described as follows:



X1: *Work-Family Conflict*

X2: *Work Environment*

X3: *Work Overload*

Y: *Employee Performance*

Z: *Locus of Control*

## 2.8. Hypothesis

Hypothesis in this study:

- 1) H1: Work-Family Conflict has a negative influence on the performance of health workers at the Tegal City Health Office
- 2) H2: Self-Control (Locus of Control) can strengthen the negative effect of Work-Family Conflict on the Performance of Health Workers at the Tegal City Health Office
- 3) H3: Work Environment has a negative influence on the Performance of Health Workers at the Tegal City Health Office
- 4) H4: Self-control (Locus of Control) can strengthen the negative effect of the Work Environment on the Performance of Health Workers at the Tegal City Health Office
- 5) H5: Work Overload has a negative effect on the Performance of Health Workers at the Tegal City Health Office
- 6) H6: Self-control (Locus of Control) can strengthen the negative effect of Work Overload on the Performance of Health Workers at the Tegal City Health Office

### **3. Method**

Conducting research at the Tegal City Health Office which is located at Jl. Proclamation No. 16 Tegal. The time for conducting this research is from July to August 2022. This research is comparative causal research. There are also variables for this research activity which are divided into three, namely:

- a. Dependent Variable (Y)  
The dependent variable used in this research activity is the performance of health workers.
- b. Independent Variable (X)  
The independent variables used in this research are Work-Family Conflict, Work Environment, and Work Overload.
- c. Moderating Variable (Z)  
The moderating variable used in this research is Self Control (Locus of Control). ( Sugiyono,2022 )

The population in this research activity is Health Workers at the Tegal City Health Office with a total of 104 individuals. In this research activity, the authors took 100%, namely 100 people with details of 14 individuals who were trial samples and 100 individuals as research samples. So, this research uses random sampling.

The data collection technique used in this study was field research or a survey using an open questionnaire. Prior to conducting the research, the questionnaire was first tested with validity and reliability tests. The validity test in this study will be carried out using SEM (Structural Equation Modeling). Reliability is done by measuring the correlation of answers to several questions with SEM (Structural Equation Modeling).

Data analysis techniques were carried out to obtain respondents' representation of the variables used.

- a. Causal Analysis

Regression testing in this study uses multiple linear regression analysis. The analytical techniques used in this study include:

- b. Partial Test (t-test)  
To reveal the effect of each independent variable on the dependent variable through the intervening variable with a significant level  $<0.05$ .
- c. SEM (Structural Equation Modelling).  
Researchers chose to use SEM analysis to facilitate the process of data analysis so that it is more accurate in analyzing questionnaire data related to perceptions. SEM can be used to test the independent and dependent variables together as causation. In this study, SEM was used to analyze the effect of Work-Family Conflict, Work Environment, and Work Overload on the Performance of Health Workers through Self Control (Locus of Control) as an intervening variable at the Tegal City Health Office.
- d. Simultaneous test (Test F)  
Used to test the joint effect of all independent variables used on the dependent variable.

#### 4. Results and Discussion

In this study, researchers conducted an analysis with SEM in testing the hypothesis. In this research model consists of 5 variables, 8 hypotheses and 25 indicators to test the existence of a causal relationship between the hypothesized variables. The result are:

- 1) Work Family Conflict has a negative influence on the performance of health workers at the Tegal City Health Office
- 2) Self-Control (Locus of Control) can strengthen the negative effect of Work Family Conflict on the Performance of Health Workers at the Tegal City Health Office
- 3) Work Environment has a negative influence on the Performance of Health Workers at the Tegal City Health Office
- 4) Self-control (Locus of Control) can strengthen the negative effect of the Work Environment on the Performance of Health Workers at the Tegal City Health Office
- 5) Work Overload has a negative effect on the Performance of Health Workers at the Tegal City Health Office
- 6) Self-control (Locus of Control) can strengthen the negative effect of Work Overload on the Performance of Health Workers at the Tegal City Health Office

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