

THE EFFECT OF DUAL ROLE CONFLICT AND SPIRITUAL INTELLIGENCE ON WOMEN EMPLOYEE'S PERFORMANCE

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ABSTRACT

Dual role conflicts often arise for female employees, one as a housewife and one as an employee in the company. Conflict will be found with spiritual intelligence as a conflict neutrality variable. Both, dual role conflict and spiritual intelligence, will meet in performance. This type of research is quantitative research with an associative approach. The data source comes from primary data in the form of a questionnaire taken from 85 samples. The results of the dual role conflict test partially influence the performance of female employees at the Islamic Hospital (RSI) PDHI Yogyakarta. Spiritual intelligence has a partial effect on the performance of female employees at RSI PDHI Yogyakarta. Dual role conflict and spiritual intelligence simultaneously have a significant effect on the performance of female employees at RSI PDHI Yogyakarta. 44.6% of employee performance is explained by dual role conflict and spiritual intelligence.

Keywords: *Dual role conflict, Spiritual intelligence, Employee Performance*

INTRODUCTION

The contribution of women as human resources in a country's economic development can be seen from the tendency of women's participation in the workforce. One indicator of women's participation in the economic sector is shown by the rate of increase in participation in the workforce. In 1975-2000 BPS noted the participation rate of the female labor force was faster than that of the male workforce. The number of active women in the labor force increased from 6.869.357 in 1990 to 36.871.239 in 2000 (BPS, Labor force composition data, 1990 & 2000). Meanwhile, 2019 saw an increase in the female workforce from 1,32% to 53,13% in 2020 (BPS, 2019 & 2020). This means that the increase in the number of workers or employees is a potential factor in the workforce.

This shows that today women's participation is not just demanding equal rights but also expressing a function as a developed person in Indonesian society. The portrait of women's participation concerns the role of tradition and transition. Traditional or domestic roles include women's roles as wives, mothers, and household managers. While the traditional role includes the understanding of women as workers, community members, and development people. The traditional role of women as workers actively participate in economic activities (earning a living) in various activities following the skills and education possessed and the available employment opportunities. The company is an organization with employees, both men and women as members.

An organization is a consciously coordinated social unit with certain boundaries and continuously achieving common goals. Organizational goals and objectives can be achieved through individual and group actions that are carried out with common goals effectively (Robbin, 1990). The hospital as a company in the health service industry has several members as employees who are recruited through a fairly strict selection process, according to company standards, to get employees who can work according to

the desired performance. Many definitions of performance are seen as a universal concept which is the operational effectiveness of the company, its parts, and its employees based on established standards and criteria. Performance is the result of the work of employees who have a strong relationship with company goals and make a significant economic contribution to the company.

For a company that has employees who perform well, likely, the company's performance is also good so there is a very close relationship between employee performance and company performance. The measure of success achieved by an employee cannot be considered the same as that of other employees, because it must be adjusted to the applicable size and the type of work he is doing. The importance of employee performance in the world of work –for companies, then in studies related to organizational behavior performance is the dependent variable which for companies is a fixed price that cannot be negotiated by any conditions. This means that for a company, work and work and employee performance are a measure of the employee's contribution to the company whose value is measurable and should not be reduced due to the circumstances that befall the employee. However, many things will affect employee performance, bearing in mind that one of the factors is that employees are social beings whose all of their time is not only for company work but also at home and in the community.

The unfavorable economic situation makes every family in Indonesia have to work hard to fulfill their daily needs. At this time, not only do husbands have to work to meet the needs of their families, but many women work to help meet family needs. Women in ancient times only played the role of a mother who took care of her husband and children, but now women have a second role, namely as working women. The increase in the number of working women means that more women carry out dual roles. On one side a wife for her husband and a mother for her children, and on the other hand as a career woman.

Career women, especially those with families, automatically assume dual roles, both at work and in their family environment. Roles conflicts often arise when one of the roles demands more or requires more attention. It is undeniable that this conflict creates various problems that affect family life and work for career women. On the one hand, they are required to be responsible for managing and raising a family well, on the other hand as workers they are also required to work according to performance standards by showing good work performance.

Carrying out dual roles for female employees is not easy. The dual roles played by women often lead to conflict. Seeing the figure of women as workers in a company, the dual role conflict will be an interesting independent variable to study about work performance. Work and family are two places where people of productive age spend most of their time. Work is a basic condition and necessity for family life. Someone who works to change the environment and himself, enrich and develop the spirit of life. Meanwhile, the family is seen as the first and most important thing in human society. Family is also associated as an important place of happiness and hope, as well as affection where one can develop and gain self-fulfillment.

High job demands will make women who have a role as mothers return home exhausted. Energy is drained, so there is nothing left to take care of and complete

homework (Indriyani, 2009). Therefore a smart strategy is needed to be able to take care of two responsibilities at once, work and family. So at the time, they need the support of spiritual intelligence to balance their roles and roles, roles at work and home (Bujang & Ahmad, 2009). Spiritual intelligence is a necessity to comprehensively compile knowledge and spiritual aspects so that an employee can produce essential, metaphysical, and transcendent thoughts (King, 2008).

Making spiritual intelligence another independent variable after the dual role conflict of female employees in this study becomes more interesting and important to do. Considering that the PDHI Yogyakarta Islamic Hospital (RSI) is an Islamic health service institution in the field of health service which has quite good business growth. One of the business growth can be seen from the number of human resources (labor) who join it. Since its establishment, until now RSI PDHI Yogyakarta has had a female workforce that is distributed in all lines of hospital work. From the number of female workers: 75% work as nurses, 5% as midwives, 12% as administration/management staff, 1% for nutrition services, 6% for finance, and 1% as sanitation and laundry workers.

This study took female employees of RSI PDHI Yogyakarta as research subjects, especially those who were already married. So far, the findings of cases of dual role conflict at RSI PDHI Yogyakarta are time base conflict and strain base conflict. Research conducted by Sutijawati, Maryam, and Lisa (2017) regarding dual role conflict on nurse performance at Gunungjati Hospital, Cirebon City found that the effect of dual role conflict on performance is negative at -0.129 and significant (0.000). Meanwhile, the influence of spiritual intelligence on performance in Suhartini and Anisa's research (2018) on nurses at the Laburan Baji Makassar regional hospital found positive and significant results (4.060; 0.000).

Researchers related to female employees who work in hospitals are more likely to use nurse figures as research subjects. This is reasonable considering the total number of health workers in Indonesia in 2013, a nurse serving in hospitals was 163.309 people, with an average of 74 nurses per hospital (Indonesia Health Profile, 2013). In this study, respondents were used who were not only nurses but also had more variants in all areas of work at RSI PDHI Yogyakarta. It becomes interesting and challenging when research subjects in hospitals use more female employees in all work lines in the hospital. In this regard, this research is dedicated to being able to reveal the relationship and or influence of dual role conflict and spiritual intelligence on the performance of female employees at RSI PDHI Yogyakarta.

MATERIAL

Human resource management is a science that is used to regulate the relationships and roles of resources owned by employees efficiently and effectively and can be used optimally to achieve the goals of the company, employees, and society to the fullest. So human resource management is a model of humanizing humans, especially in empowering them in companies. That human must be seen as human beings, not machines, nor electronic goods that can think and act beyond time, but humans as living beings who have physical and mental skills and fatigue, so that when they are done they must be measured and organized, there must be no exploitation of theme. But performance is a must.

Performance is a measure of an employee's work. Can do how many jobs in a unit of time under the tasks and authority given by the company. In other words, performance is the work behavior of an employee with work results that can be achieved in carrying out the duties and responsibilities of the company, with all the skills, skills, and knowledge that have been obtained through on-the-job training. Several extrinsic factors need to be considered, which affect employee performance, namely: work environment, leadership, work relations, and salary. Bernadin (1993) states that six factors influence employee performance. First Quality, is a measure of an employee's work based on results that are near perfect or under the expected goals. The second Quantity is the amount of work that can be done by an employee in a unit of time or activity cycle. Third Timeliness, namely the extent to which an employee completes work according to the time desired by the company. Fourth Effectiveness is related to the work of an employee who can use what is in him to complete the work with the value of accuracy of work and high saving. Fifth Independence, is when an employee can do work independently without asking for help from colleagues and superiors. Sixth Work Commitment, namely the confidence of an employee at work, believes in working independently and when working together with colleagues, to produce the best work.

It's no longer a secret that employees are a very useful and useful company asset, but also very expensive. The high cost of employees as human resources comes from the costs incurred by the company so that an employee can do his job. Aspects of employee costs include recruitment, selection, job placement, required training, if possible even further study, and so on. Therefore the performance management process needs to be done.

Employee performance will be created according to what management wants. Optimal employee performance will be created if management's performance is also optimal, likewise, if you want complete employee performance at work, management's performance should also be good, and must be thorough in giving employee rights. Employees will be productive at work and will contribute to company productivity where the company's performance is also productive. It is known that many factors affect employee performance, two of which are the recruitment process and providing motivation. The employee recruitment process requires good planning. This relates to the design of employee needs and the placement of employees in positions that match their competence. While motivation is needed mobilizing employees to work enthusiastically. Motivating by leaders and or companies is needed by employees as an encouragement at work. The provision of good and sustainable motivation in the form of directions or awards to employees can stimulate employees to work even better to achieve the company's goals that have been set previously (Akbar, 2018).

In the company, there are male employees and female employees, both of whom are expected to perform optimally for the company. But in reality, the position of men and women is different. The position of man when working is to earn a living for his family (mandatory) so that at work he will not be so complicated with his family. While the working position for women is different, the law is sunnah. So that when working, dual role conflicts often arise, between household affairs and work.

Role conflict is a mismatch between expectations related to a role, where in quite extreme conditions, the presence of two or more expectations or pressures will be so

contradictory that other roles cannot be carried out (Whaida, 2019). For female employees, when working daily, they have to work overtime because of targets from the company, not to mention if they have to work overtime to make performance reports, or have to work overtime to make performance report, or have to work overtime on holidays, Saturday-Sunday or holidays, this reduces the time the family. If a woman is still single, it is not so much a problem, but if she is already a housewife, problems will arise when caring for the children, time for her husband, and so on.

This is justified by Greenhaus and Beutell (1985), who that dual role conflict is a form of role conflict within a person that arises due to role pressure from work that conflicts with role pressure from family. Dual role conflicts can occur due to long working hours of individuals, so that time with family is reduced. Likewise, the opinion of Davis and Newstrom (in Richardus, 2011), is that role conflict is a difference in perception of a role due to the difficulty of expressing certain expectations without separating other expectations. Therefore it can be concluded that dual role conflict is the presence of more expectations from each role and work pressure that is in contrast to the role pressure from the family.

When do dual role conflicts arise, namely when women feel tension between roles, work, and family? Greenhaus and Beutell (1985) say there are three kinds of dual role conflict. The first is time base conflict when the time needed to carry out demands (family or work) can reduce the time to carry out other demands (work to family). The second is strain base conflict when the pressure from one role will affect the other roles. Third is behavior base conflict, where there is a discrepancy between behavior patterns and what is desired by both parties (work or family).

There are two forms of dual role conflict, namely work-family conflict and family-work conflict. The first of form conflict is related to the roles between work and family demands that are mutually incompatible in several ways. More to work role conflict that interferes with employee responsibilities to the family. The second form of conflict is the opposite of the first conflict, namely family work. More to family role conflicts that interfere with employee responsibilities to work. Boles (2001) indicated that dual role conflicts arise from work pressure, many task demands, lack of family togetherness, being busy with work, and conflicts of commitment and responsibility to the family (Rosita, 2012).

From the dual role conflict in female employees, we look for mitigating factors or conditions that can neutralize the atmosphere, spiritual intelligence is found as a balancing variable. Spiritual intelligence is an intelligence that places behavior and life richer in meaning. An intelligence that values a person's actions is more valuable than other things (Zohar and Marshall in Pasek, 2017). Furthermore, Agustian (2013) defines spiritual intelligence as the ability to give spiritual meaning to thoughts, behaviors, and activities. As well as being able to comprehensively energize IQ, EQ, and SQ. As Allah says, He has perfected and breathed into the human body the spirit of His creation, and made hearing, sight, and feeling, but very few humans are grateful (QS as-Sjadah 32:9). Thus spiritual intelligence is intelligence that lies in the spirit or spirit of human life to place Allah SwT above all behavior and overall patterns of thought.

There are two very influential factors in spiritual intelligence, namely the brain's nerve cells and God's point (God Spot). The brain plays an active role to become a bridge

between inner and outer life which is carried out through nerve cells in the brain. So, thanks to the grace of Allah SWT, the brain can play such a complex work flexibly and adaptively in organizing itself. Furthermore, the God Spot is a part of the brain called the temporal lobe which will experience increased performance when religious or spiritual experiences take place. The God Spot plays a decisive biological role in spiritual experience.

Meanwhile, three indicators can be seen to test the level of one's spiritual intelligence. First, spiritual intelligence from a religious spiritual perspective (vertical relation) or *habluminallah*. One point of few that looks at how intense and intensive human communication with Allah SWT is. Its manifestation can be seen in the frequency with which humans pray to ask forgiveness from Him, asking for guidance and protection from all the mistakes they might make while working. As a spiritual being who always puts Allah SwT in his heart to be grateful for all His gifts. Khavari (2000) emphasizes this aspect to measure the level of spiritual intelligence, because the higher the *habluminallah* harmony of an employee, the higher the spiritual intelligence.

Second, spiritual intelligence from the point of view of religious social relations or *habluminannas*. The point of few sees the relationship between aspects of religious spirit psychology with social attitudes toward togetherness and prosperity. Spiritual intelligence will be reflected in strong family ties, sensitivity to social welfare issues, and a philanthropic attitude. Being happy and happy to share is a manifestation of spiritual intelligence from *habluminannas* side. Thus the higher the social aspect of an employee, the higher his spiritual intelligence.

Third, spiritual intelligence from the point of view of religious ethics. Ethics from an Islamic point of few is *akhlakul karimah*. An order of ethical values for good behavior, such as honesty (*Siddiq*), *Amanah* or trustworthy and reliable, *tabligh* or conveying, *fathonah* or smart at work, and so on. Morals are the fruit of Godly behavior (*aqidah*). Intensive continuity of spiritual behavior will produce good and noble ethics. So the higher the morals of an employee, the higher the level of spiritual intelligence.

The relationship between dual role conflict, spiritual intelligence, and employee performance is Maslow's theory of motivation which states that spiritual intelligence is related to self-actualization of the fulfillment of life goals, which is the highest level of motivation. High spiritual intelligence is characterized by growth and transformation in a person, achieving a balanced life between a career at work and personal in the family (dual role conflict), as well as the feeling of joy and satisfaction which is manifested in the form of producing a positive contribution (performance) and share happiness to the environment.

RESEARCH METHODS

This research uses a quantitative analysis method. Quantitative research is research that requires a lot of numbers, starting from data collection, interpretation of the data, and the appearance of the results. The quantitative method can be interpreted as a research method based on the philosophy of positivism, use to examine certain populations or samples. Judging from the nature of this research is a type of associative research, namely research that aims to determine the relationship between two or

more variables. With this research, a theory can be developed that functions to explain, predict, and control a phenomenon.

The population in this study were all employees of the RSI PDHI Yogyakarta with a total of 361 people. The sampling technique used in this study is nonprobability quota purposive sampling. It said the quota was due to restrictions from the hospital on the amount of data that could be retrieved. While purposive because the sample has also been determined from the hospital. Data was taken through a questionnaire with a 5 Likert scale. Data processing was performed using multiple regression analysis.

The dependent variable (Y) in this study is employee performance, while the independent variable X1 is dual role conflict and X2 is spiritual intelligence. As for what is the operational definition of the variable is:

Table 1 Operational Definition of Variable

Variable	Definisi	Definisi Operasional	Indikator
Dual Role Conflict	Dual role conflict is the existence of expectations or pressure on one role so that it cannot carry out the other role perfectly or even does not work; his choice of family-work or work-family (Wahida, 2019)	The dual role conflict of female employees at RSI PDHI Yogyakarta is a conflict between work obligations which is difficult to bring to a win-win solution.	<ul style="list-style-type: none"> › Working pressure › Lack of family togetherness › Conflict of family commitment and responsibilities (Rosita, 2012)
Spiritual Intelligence	Spiritual intelligence is the ability of employees to give value to every work activity as worship so that it creates a sincere work credo, all because of Allah SWT (Triwibowo, 2015)	Spiritual intelligence in employees of RSI PDHI Yogyakarta is a transcendental thinking concept for employees to rely on work because of only Allah SWT.	<ul style="list-style-type: none"> › Vertical relations (<i>habluminallah</i>) › Horizontal relations (<i>habluminanas</i>) › Ethics or <i>akhlakul karimah</i>. (King, 2008)
Employee Performance	Employee performance is the success of employees in carrying out tasks or work results that can be achieved by employees according to their authority and responsibilities (Mukaroh dan Nadi, 2021)	The performance of the employees of PDHI is a work unit that can be completed by employees under their authority and responsibilities.	<ul style="list-style-type: none"> › Work Quality › Working quantity › Punctuality › Effectiveness › Work commitment (Bernadin, 1993)

Further between variables designed using a simple research paradigm, 2 independent variables, and 1 dependent variable are as follows:

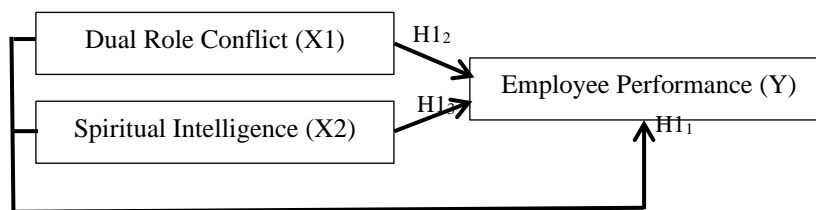


Figure 1 Research Paradigm

From this research paradigm, three research hypotheses can be derived, namely:

- H11: There is a significant influence between dual role conflict and spiritual intelligence on the performance of female employees at RSI PDHI Yogyakarta.
- H12: There is a significant influence between employees' dual role conflict and the performance of female employees at RSI PDHI Yogyakarta.
- H13: There is a significant influence between spiritual intelligence and the performance of female employees at RSI PDHI Yogyakarta.

RESULT

A. Characteristics of Respondent

Respondent characteristics are used to determine the diversity of respondents. It is expected to provide a fairly clear picture of the condition of the respondents and their relation to the problems and objectives of the research.

Based on the characteristics of the respondent's job position, it shows that respondents with jobs as Nurses are 75%, Midwives are 5%, administration/Management staff are 12%, Nutrition Service is 1%, Finance is 6%, Sanitary and Laundry workers are 1%. Based on the length of work respondent showed that the respondent worked between 1-5 years with as many as 33 people, >5-10 years with as many as 20 people, >10-15 years with as many as 20 people, >15-20 years as many as 10 people, >20 years as many as 2 people.

Special policies for women in a company have been regulated in a law that was also adopted by RSI PDHI Yogyakarta, including:

1. Women workers are entitled to rest for 1.5 (one and a half) months before giving birth and 1.5 (one and a half) months after giving birth according to the obstetrician's or midwife's calculations.
2. Women workers who feel sick during their menstrual period and inform that they are not obliged to work on the first and second day of menstruation.
3. It is forbidden to employ pregnant women who could be dangerous to their wombs and themselves.
4. If a miscarriage is experienced by a female employee, the employee has the right to rest for 1.5 months or according to a certificate from the obstetrician/midwife.
5. Women workers whose children are still breastfeeding should be given appropriate opportunities to breastfeed their children if it has to be done during working time.

B. Instrument Test

The instrument test is used to ensure the validity of the instrument (questionnaire) in measuring the weighted answers of respondents. There are two tests in it, namely the Validity Test which is used to detect the validity of data, and the Reliability Test which is used to detect the constancy of the questionnaire when it is used to measure.

The result of the validity test for employee performance variables used 6 (six) instruments, after processing the data, the smallest validity result was found on the 4th or Y4 instrument with a product-moment coefficient value of 0.550 (0.000) and the largest on Y2 with the value of 0.798 (0.000). The dual role conflict variable is measured

using 6 (six) instruments the instrument with the smallest validity is X_{16} of 0.754 (0.000) and the largest is X_{12} of 0.874 (0.000). While the results of the instrument test for the spiritual intelligence variable obtained the smallest validity in X_{23} , which was 0.745 (0.000) and the largest was in X_{22} , which was 0.872 (0.000). the spiritual intelligence variable instrument is measured by 5 (five) questionnaires.

Furthermore, for the reliability test, all instruments show a reliable constancy. Where for the employee performance variable instrument it obtained a Cronbach Alpha coefficient of 0.788 (reliable), for the dual role conflict variable instrument it was 0.896 (very reliable), and for the spiritual intelligence variable instrument, it was 0.774 (reliable).

C. Classic Assumption Test

The classical assumption test is carried out to obtain certainty that the multiple regression model can work properly. There are four classic assumption tests, namely the normality test, linearity test, heteroscedasticity test, and multicollinearity test. The normality test results show a Kolmogorov-Smirnov significance of 0.306 which is greater than 0.05, which means that the data is normally distributed. For the linearity test, it was found that the significance for Deviation from Linearity was 0.306 which was greater than 0.05 meaning that the data fulfilled the linear regression test.

The Heteroscedasticity test was carried out to test for the presence of variance inequality from the residual value of one observation to another in the regression model. The results of the heteroscedasticity test obtained significant values for the dual role conflict variable (X_1) and the spiritual intelligence variable (X_2) of 0.674 and 0.344, respectively. With the acquisition of two independent variable significance that is greater than the value of 0.05, it can be stated that there are no symptoms of heteroscedasticity. The multicollinearity test is used to see if there is a high correlation between the independent variables in a multiple linear regression model. The statistical tool that is often used to test multicollinearity is by looking at the VIF value in this test, the tolerance is 0.974 and VIF is 1.026 so that multicollinearity does not occur.

D. Hypothesis Testing

1. Hypothesis test for the simultaneous effect of dual role conflict variables and spiritual intelligence variables on employee performance as shown in Table 2. The following ANOVA test:

Table 2. The ANOVA Test Result

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	163,655	2	81,827	24,378	,000 ^b
	Residual	187,972	83	3,357		
	Total	351,627	85			

It can be seen from Table 2 above that the significance value of F is $0.000 < 0.05$ by accepting H_{11} and rejecting H_{01} , meaning: "There is a significant influence between the dual role conflict variable and the spiritual intelligence variable on employee performance variables at RSI PDHI Yogyakarta."

2. Hypothesis test for the partial effect of dual role conflict variables on employee performance variables as shown in Table 3. The following coefficient test result:

Table 3. The Coefficient Test Result

Model	Unstandardized Coefficients	B	Std. Error	Standardized Coefficients Beta	T	Sig.
1	(Constant)	14,366	2,374		6,052	,000
	X1	-,117	,046	-,254	-2,564	,013
	X2	,986	,164	,594	6,000	,000

It can be seen from Table 3 above that the t significance value for H1 is $0.013 < 0.05$ so H_{12} is accepted and H_{02} is rejected, meaning: “There is significant influence between the dual role conflict variable on employee performance at RSI PDHI Yogyakarta.”

3. Hypothesis test of the partial effect of spiritual intelligence on employee performance variables as shown in Table 3 above, that the significance value of t for variable X2 is $0.000 < 0.05$ so accepting H_{13} and rejecting H_{03} means that “There is a significant influence between spiritual intelligence variables on employee performance variables at RSI PDHI Yogyakarta.”

E. Coefficient of Determination (R^2)

The coefficient of determination is used to explain how much influence the independent variable has on the dependent variable. The coefficient of determination for the multiple regression model can be measured by the Adjusted R-Square (R^2) value in the following table:

Table 4. The Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. The error in the Estimate
1	,682 ^a	,465	,446	1,832

Table 4 above shows the Adjusted R^2 value of 0.446 or 44.6% stating that the effect of dual role conflict variables and spiritual intelligence variables on employee performance variables is 44.6%, while 55.4% is influenced by factors other not examined.

F. Regression Equation

The regression equation describes the magnitude of the influence between the independent variables and the dependent variables in the regression model. As Table 3 above, the regression equation for the relationship between variables is as follows:

$$Y = 14.366 - 0.177 X1 + 0.986 X2$$

If the values of X1 and X2 are 0 (zero) then the magnitude of Y (female employee performance) will be equal to 14.366; and if X1 dan X2 is one unit, then the value of X1 will have a reduction of -0.177 one unit and X2 will have an additional effect of 0.986 one unit.

The value of the dual role conflict variable (X1) is negative and significant. This indicates that a negative value means a bad aspect of performance. The higher the

conflict, the greater the reduction in the performance of female employees. Meanwhile, the spiritual intelligence variable has a positive effect, the higher the spiritual intelligence level, the greater the performance value of female employees.

DISCUSSION

The performance of female employees at RSI PDHI Yogyakarta is compared with the equation $Y = 14.366 - 0.177 X_1 + 0.986 X_2$, meaning that the higher the dual role conflict will reduce the performance constant of female employees by 0.177 unit. The opposite condition will occur, if X_1 is 0 (zero) then there is not the slightest reduction in the dual role conflict variable. Ideal conditions if X_1 is found to be negative, which means that there is a dual role not-conflict movement of female employees, then a negative 0.177 will become a positive 0.177 however, this condition is not going to be achieved because the dual role conflict is natural (*fitrah*), so something that will just happen; without planning, organizing, and control.

The dual role conflict occurs naturally because the source of the conflict is in the form of pressure that comes uninvited, all of a sudden there is pressure coming from the office to work overtime, to complete work that is due on time. There is no choice but to sacrifice being with family to get work done. Or at other times, suddenly a child is sick so she has to take care of him, so she takes turns putting aside office work to be with her family. So the existence of an office over time and/or the disposition of the office to change the leadership's job is something that is not planned, as well as when a child or other family member is sick, is something that is not planned; it's called natural.

Both dual role conflicts in the discourse of family-work or work-family in the view of Muchlas (2012) are included in intra-individual conflict, namely conflicts within employees that usually occur due to (a) competition between needs and roles, (b) strategies for realizing businesses and role, (c) there are aspects of obstacles that occur between businesses and goal, and (d) impacts or positive and negative aspects related to the desired goals. So with dual role conflicts or intr-individual conflicts, employee performance must still be measurable even though it has a negative effect because employee performance will affect company performance. If the conflict takes too long, it will have an impact on the punctuality of work which will spread to the quantity of work, work effectiveness, and quality of work which will ultimately have an impact on a decrease in performance. Therefore conflicts cannot be allowed to continue for too long, alternative ways must be sought to suppress the emergence of conflicts. One of them is by limiting work permit time which must be balanced with overtime as effectively and efficiently as possible, and or providing certain work tricks when there is a conflict.

The results of this study are different from the results of Rahmawan's research (2017) both wanted to see the effect of dual role conflicts on employee performance at PT Infineon Technologies Batam, which obtained a t-coefficient of -1.030 whit a significance of 0.305. That is, negative and not significantly different from these findings which are negative and significant. Meanwhile, Mariati and Raming's research (2019) at the Dampek Health Centre in East Manggarai Regency found a positive and significant relationship between dual role conflict and performance with a significance Of 0.000. The results of the research by Dando, Fenggidae, and Fenggidae (2021) at the Baun

Health Centre, Kupang Regency, were different, which obtained a positive and significant effect of 0.518 and 0.002 between the dual roles and performance of female medical staff. This similar result shows the dynamics of research related to dual role conflict and the performance of female employees. But what is clear, the dual role conflict variable will have a negative value when paired with a positive variable, for example, spiritual intelligence or emotional intelligence, and others. The dual role conflict variable will have a positive value when paired with a variable that has a more negative nature, for example, work stress.

Indeed, not all dual role conflicts are pressure on performance, especially on work-family. As stated by Luthan (2010) that not all female employees who experience dual role conflicts will experience difficulties in performing. One of them is by taking breaks at work, to create a balance between working time and energy so that performance does not decrease. This is confirmed by the research of Jimad (2010) which concludes that dual role conflict has no significant effect on employee performance. That people who experience interpersonal conflict –one of which is dual role conflict, and tension at work tend to focus on their work activities to protect themselves and further tension and to be able to achieve higher levels of performance (Yavas, 2008).

What about the influence of spiritual intelligence on the performance of female employees and the aspects of its influence on dual role conflict which in this study were found to be significant? The coefficient of influence of spiritual intelligence on the performance of female employees is 0.986 (positive) with a significance of 0.000, meaning that the larger than X2 unit, the greater the coefficient of spiritual intelligence. With X2 of one unit, the additional employee performance will be $14.366 + 0.986$ or equal to 24.266. so when the *habluminallah*, *habluminannas*, and *akhakul karimah* factors increase, there will be an increase in spiritual intelligence and there will also be a significant increase in the performance of female employees. Therefore spiritual intelligence will be able to contribute to the decreased performance of female employees due to dual role conflicts. At least –mathematically, it is $-0.177+0.986$ or 0.811 units. Each time X1 and X2 increase by one unit, the contribution given from the spiritual intelligence variable is 0.811 units. That is, when the dual role conflict can be suppressed or muted and spiritual intelligence is increased as high as possible, the performance conditions of female employees will be safe.

Spiritual intelligence is like a diamond that requires the touch of a human hand, which when rubbed will be shiny, and will give a lighting effect in every corner. Spiritual intelligence is an *Azam*, a strong determination to act according to social (local) wisdom to achieve happiness in the world and the hereafter (Khavari, 2000). The spiritual intelligence of an employee will be higher when in her daily life she always carries out *mahdhah* and *ghairu mahdhah* services, always socializes elegantly without discriminating between friends, and always considers everything with good morals, kindness, and ease. The condition of spiritual intelligence of employees who is always well maintained will be able to maintain their contribution to their performance. She can display work that is no longer hard and smart but work that is based on full sincerity and trust in 'Allah. Agustian (2009) refers to the ability to give the meaning of worship to every behavior and activity through steps and thoughts that are natural, towards a

complete human being, and have an intergalactic and principles mindset only because of Allah SWT.

Some parties distinguish between spiritual intelligence and religiosity. Where religiosity is more focused on connection to Allah SWT in all dimensions, while spiritual intelligence is more focused on deep connection and is bound between himself and his surroundings more broadly. However, in this relation, the author is more inclined to the opinion of Hoffman (2002), that workers obtain life values not only at home but also seek every meaning in life that comes from their work environment. Those who can give meaning to their lives and bring spirituality into their work environment will make them better so that the resulting performance is also better than those who work without spiritual intelligence. That the values of life that make life more alive are in religiosity (religion), because religion guides humans to eternal and eternal life, namely to the afterlife, the final life which has no more end than that.

The results of Dhara, Penggidae, and Nursiani's research (2020) on employees of the East Nusa Tenggara (NTT) Bank BPD Head Office obtained a spiritual intelligence coefficient of 0.233 with a significance of 0.145 or not significant. Meanwhile, from the research of Yasir, Ribhan, and Hayati (2021) the employees of PT Sigma Daya Lampung obtained a spiritual intelligence coefficient of 0.357 with a significance of 0.000 or significant. The existence of two different results, one significant and the other insignificant, it is possible that by Hoffman's (2002) analysis, employees at Bank BPD NTT do not give meaning to each of their work. It's as if work is just performance without any value, without spiritual value. While employees at PT Sigma Daya Insani Lampung find spiritual value in each of their work. That worked to find the value of "satisfaction" not only for himself but for the corps.

CONCLUSION

1. Dual role conflict has a negative and significant effect on the performance of female employees at RSI PDHI Yogyakarta. This proves that non-conflict dual roles between work-family and family-work will improve the performance of female employees.
2. Spiritual intelligence has a positive and significant effect on the performance of female employees at RSI PDHI Yogyakarta. This proves the importance of companies providing flexibility to employees or an organizational climate that can develop the spiritual intelligence of employees in general and female employees in particular.
3. Dual role conflict and spiritual intelligence simultaneously have a significant effect on the performance of female employees at RSI PDHI Yogyakarta. Mathematically, there is a large difference between the two, which is equal to 0.811 units, meaning that the variable of spiritual intelligence still quite a large contribution to the decrease in the performance of female employees due to dual role conflict.
4. Forty-four point six percent (44.6%) of the performance of female employees is explained by dual role conflict variables and spiritual intelligence variables, the remaining 55.4% is explained by other factors not examined.

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