

Role conflict and stress effect on the performance of employees working in public works department

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ABSTRACT

This study aims to examine and analyze: (1) Effect of Role Conflict on Employee Performance at the Department of Public Works Southeast Sulawesi; (2) Effect of Work Stress on Employee Performance in the Public Works Department of the Southeast Sulawesi Province. The study population was all employees at the Department of Public Works Southeast Sulawesi Province 150 and Determination slovin samples using as many as 110, the sampling is done by simple random sampling. The analysis technique used is descriptive statistical analysis techniques, and inferential statistics, namely Multiple Linear Regression Analysis using SPSS 13 program package. The results showed that (1) Role Conflict and no significant positive effect on employee performance at the Department of Public Works Southeast Sulawesi province with a correlation coefficient of 0.089. This means that the role of conflict are not able to influence the improvement of employee performance at the Department of Public Works Southeast Sulawesi. (2) Work Stress significant negative effect on employee performance at the Department of Public Works Southeast Sulawesi province with a correlation coefficient of -0.401. This means that the higher the level of Job Stress it will degrade the performance of employees at the Department of Public Works Southeast Sulawesi

KEYWORDS: Role Conflict, Work Stress, Performance Officer

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I. INTRODUCTION

1. Background

Today, many organizations are changing operational methods in the management of human resources. Organization treats employees individually but now the employee is treated as part of a group or team working in an organization, with the aim to optimize the group be established as social aspects, technical as well as the performance of the individuals themselves in the work environment. Because in a group or work team consists of various individuals with different backgrounds, education, and the different nature so that conflicts can arise at any time. If a conflict can not be resolved properly then it can be bad for the group directly or indirectly organizational performance.

At the Department of Public Works Southeast Sulawesi province has as many as 150 employees, who are placed in various areas of many that are not in accordance with the discipline of science, whereas the level of education greatly affects the professionalism in work. In the opinion of Robbins (1996: 218) the level of employee performance will depend on factors the ability of the employees themselves as level of education, knowledge, experience where the higher level of capability that will have the higher performance.

Widodo (2004: 51) states that in implementing governance, development and public service, it requires the ability and high skill (professionalism) with some requirements. Therefore, the administration of the country can be categorized as a profession, which not everyone can carry out the administration of the state, except those high educational background, and has the experience, expertise, skills and expertise adequate. Similarly, Simanjuntak (1985: 43) states that human resources plays a very important in improving productivity.

For organizations that impact the dual role conflict will result in reduced organizational commitment, motivation, job satisfaction and productivity, and increased absenteeism and even *turnover* (Abbot *et al.*, 1992). Moreover, what would happen if an employee has a dual role is not an employee focus on tasks and responsibilities given so many jobs that are not resolved.

Role conflict and job stress that occurs in the Public Works Department employees Southeast Sulawesi province greatly affect the performance of employees in particular and the organization in general. Incompatibility position occupied by the discipline and the lack of experience resulted in employees not fully understand the task and role in the organization so much work just rely on one or two employees only so spend

time protracted to finish the job. Meanwhile, on the other hand prolonged resolution of a problem, the quantitative implications for the absorption of the target funds have been budgeted to repair roads and bridges.

Meanwhile, according to (Tjutju, 1998) conflict within an organization can not be avoided, but the conflict between groups at once can be positive and negative forces, so that the management should not have to eliminate all but only the conflict that impacts upon interruption of business organizations achieve goals . Previous research indicates that role conflict and significant negative effect on performance (Zaenal, 2008).

Higgins (Umar, 1998 : 259) there is a direct relationship between stress and performance, a large amount of research has investigated the relationship with the performance of work stress are presented in a stress-performance models (inverted U relationship) the law *Yerkes Podson* (Mas'ud, 2002: 20). The inverted U pattern shows the relationship of stress level (low-high) and performance (low-high). If there is no stress, no challenge too work and performance tends to decline. In line with the increased stress, performance tends to rise, because stress helps employees to direct all resources to meet the needs of work, is a healthy stimulus that encourages employees to respond to the challenges of the job. Eventually the stress reaches a stable point that roughly correspond to employee performance capabilities. Furthermore, when the stress becomes too great, the performance will begin to decline because of stress interfere with the implementation of the work. Employees lose the ability to control it. The most extreme result is performance becomes zero, employees, become strong again work, desperate, out or refuse work to avoid stress. Research conducted (Ashfaq A, 2013) on the effect of work stress on employee performance showed that work stress negatively affects the performance of employees in banking sector in Pakistan. However, the results are not supported by research conducted by (Noviansyah, 2011) which says that that work stress variables (labor conflicts, workload, work time, task characteristics, group support and leadership influence) partially have a positive and significant influence on performance.

2. Formulation Of The Problem

Based on this background, the formulation of the problem taken are as follows:

1. What role conflict affect the performance of employees Department of Public Works Southeast Sulawesi Province.
2. Does work stress affect the performance of staff at the Department of Public Works Southeast Sulawesi Province.

II. LITERATURE REVIEW

2.1. Role Conflict

When humans interact, incompatibility and conflict are often unavoidable. Mismatches and this conflict has caused human beliefs, opinions, and knowledge are different from each other. Because of these differences, according to House and Rizzo (1972) that cause conflict. In the event of a conflict due to differences in the perception of the activity of interest or namely. Winardi (1990) suggested the opposition or conflict is a conflict between the needs and goals of individuals or groups. Conflicts can occur anywhere and at any time, and often can not be avoided so that the individual is required is how to manage the conflict in order not to have a negative impact.

According Tjosvold and Tjosvold (1995) in the basics of conflict can be divided into two types, namely the internal conflict and external conflict. Internal conflicts related to what is believed, principles or handle individual life itself. External conflict occurs when dealing with other people and the environment. Rizzo *et al.* (1972) argued that the causes of the conflict can be grouped into three broad categories, namely: (a) the individual characteristics ie values, attitudes and beliefs, needs and personality, as well as the perceptions and opinions. (B) situational conditions which can encourage the emergence of conflict, namely, the circumstances are interdependent, the need to interact with each other, the need for consensus, differences in status, communication, responsibility, and the regulations are ambiguous. (C) the complex factors in the group which can lead to conflict, namely the existence of specialization and differentiation of work, tasks are interdependent, the main goal to be achieved, scarce resources, authority and influence diverse, decisions, procedures and regulations.

According to the Wall (1995) when there is interaction between an individual with other individuals are often in conflict. Conflicts that often lead to conflict. According to the two experts were things that can lead to conflict, among others: (a) the individual Karakterisitk; ie a person's personality, values espoused someone, commitment and purpose. (B) factors that may lead to interpersonal conflict is the perception of others, communication between individuals or groups of individuals or other groups, differences in status, and previous interactions prior to the group. (C) The issues that can lead to conflict is dependent on the complexity, the extent of the growing issue, and vague details of outstanding issues.

Greenhaus and Beutell (Ariyanti, 2012: 26), identified three dimensions of role conflict, namely:

1. *Behavior-based conflict* (conflict based on behavior), this conflict may indicate a mismatch pattern of behavior desired by both roles. The indicators: responsibilities, expectations, duties and commitments to family and work.
2. *Time-based conflict* (conflict based on *time*), the time required to execute one of the demands (family or job) can reduce the time to run the other demands. The indicators: time and communication for family, time for work.
3. *Strain-based conflict* (conflict based on the tension), this conflict can occur because of the tension generated in the influential role on the implementation of other roles. Indicator: working pressure or pressure career, family pressure, determine priorities.

2.2. Work Stress

Kreitner and Kinicki (2005) define stress as an adaptive response characteristic and is connected by an individual or psychological process, which is a consequence of any external action, situation, or event that puts the demands of psychological / physical special to someone. According to Spielberger (Handoyo, 2001) stress is the external demands on a person, such as objects in the environment or a stimulus that is objectively dangerous. Stress is also commonly interpreted as pressure, tension or unpleasant disturbances originating from outside oneself. While Gibson suggests that job stress conceptualized from some point of view, ie stress as a stimulus, stress response and stress as a stimulus-response. Stress as a stimulus is an approach that focuses on the environment.

According to Fawzi (2001: 394) attention to the problem of stress must be distinguished on that kind of stress called eustress (positive impact) and distress (negative impact). Stress the positive impact can be fun because it can provide some sort of stimulation and motivation to solve a problem so as to achieve optimal results, but this study is the distress that stress as stress resulting adverse impacts to humans such as disruption of health, life, appearance, behavior, and attitudes.

According to Luthans (2002), the cause of the stress that is an organization, one of which is the structure within the organization formed through the existing organizational design, for example through the formalization, the conflict in the relationship between employees, specialization, as well as less supportive environment. Another point in the design of the organization that also can cause stress among others, the level of differentiation within the company as well as the centralization that led to the employee does not have the right to participate in decision making Robbins (2003: 795).

Meanwhile, according to Sutherland and Cooper (Smet; 1994: 119) source of job stress are derived directly from the employment and social interaction between the work environment, including:

- a. Job stress in the work itself. (Eg workload, lack of working facilities, long decision-making process).
- b. Role conflict, role in the work that is not clear, responsibility is not clear.
- c. Problems in relationships with others. (Example: the relationship with superiors, peers, and the pattern of superior and subordinate relationships)
- d. Career development: under / over - promotion, and safety.
- e. Climate and organizational structure
- f. The existence of a conflict between the demands of work with family demands.

In the model of work stress developed by Ivansevich and Matteson, "Organizational Stressors and Heart Disease", (Kreitner and Kinicki, 2005) stressors include: individual level, group level, organizational level, and the level of organizational extras. Individual level stressors that are directly associated with a person's job duties (person-job interface).

Employee Performance

Indonesian Dictionary quoted and translated by Nawawi (2006: 63) says that "Performance is (a) something that is achieved, (b) achievement shown, (c) the ability to work". Another definition of the performance by Prawirosentono (2008: 2) "or in English Performance is *performance*", namely: "The work that can be accomplished by a person or organization group are in accordance with the authority and responsibilities of each in an effort to achieve legally relevant organizational goals, not against the law and in accordance with moral and ethical".

According Hasibuan (2006: 94) performance is a combination of three important factors, namely a worker's ability and interest, ability and acceptance of explanations delegation of tasks and roles as well as the level of motivation of workers ". If the performance of each individual or a good employee, it is expected that the company's performance will be good also.

According Nitisemito (2001: 109), there are a variety of employee performance factors, among others:

1. The amount and composition of compensation provided
2. Appropriate work placement
3. Training and promotion
4. Sense of security in the future (with the severance and so on)
5. Relationships with colleagues
6. Relationships with leaders

According Timpe (1999: 247), stating that the work standard is the standard of work that is considered satisfactory if the statement indicates some key areas of responsibility of employees, includes how a work activity will be carried out, and directs attention to the mechanisms of how the quantitative performance outcomes measured. According Wirawan (2009: 67) "Standards of performance are targets, goals, objectives efforts of employees working within a certain time. In carrying out its work, employees must direct all the energy, thoughts, skills, knowledge, and its time to accomplish what is determined by the performance standards Quality is the degree to which the process or result of the completion of an activity close to perfect.

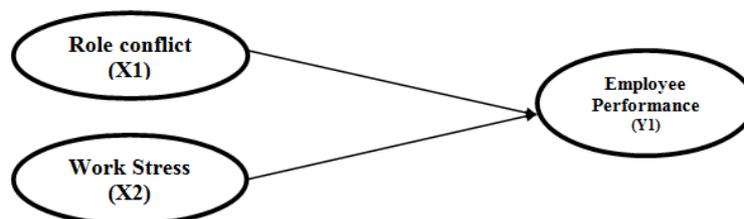
1. Quantity is the resulting production can be shown in units of currency, number of units, or activities that the number of cycles completed.
2. Timeliness is where the activity can be completed, or a result of production can be achieved, at the beginning of the set at the same time coordination with the results of other products and maximize the time available for other activities.

III. FRAMEWORK CONCEPTSTUAL

3.1 Framework Conceptstual

Based on the theoretical study as described previously, the conceptual framework of this study the following:

Figure 3.1: Conceptual Framework Research



3.2 Hypothesis

Based on the study of theory and previous research, the research hypothesis formulated in this study as follows:

1. Conflict Role take effect significantly to Performance Employee at the Department of Public Works Southeast Sulawesi.
2. Stress Influential work significantly to Performance Employees at Department of Public Works Southeast Sulawesi.

IV. RESEARCH METHODS

4.1 Design Research

In this study, using a quantitative approach. This type of approach is a research approach that works in the figure, the data were analyzed using the tangible numbers and statistics to answer the research question or hypothesis which is the specification in order to predict that a certain variables affect other variables. According Solimun (2010: 1),

4.2 Population and Sample

The population is all employees of the Department of Public Works Sulawesi Tenggara numbering as many as 150 people. In determining the number of samples used slovin formula, as many as 110, and the withdrawal is done by *simple random sampling*.

4.3 Data Collection Techniques

In an effort to obtain the required data methods used are:

1. The questionnaire is submitted a list of written questions were addressed to the respondent. The questions that are closed measured using a Likert scale.
2. Book study finding information from books, national and international journals, the internet and other sources relevant to the issues discussed in this study.
3. interviews is data obtained by conducting interviews with employees.

4.4 Variable Operational Definition

In this study, the variables are defined based on a concept that has been developed by experts and researchers previously.

1. Role conflict is a psychological symptoms experienced by members of an organization that can cause discomfort in the work and can potentially degrade the performance (Robbins, 2002). Role Conflict indicators presented (Robbins, 2002), namely a) The existence of a mismatch action with hope, and b) A conflict between the values of life with the role that.
2. Work Stress is a response , moderated by individual differences, which is a consequence of any action, conditions, or event, and that puts special demands on a person. Work Stress indicators are proposed namely: a) *Physical Environment*. b) *role ambiguity*, c) *Role Overload*, and d) *Role Insufficiency*.
3. Employee performance is the result of the quality and quantity of work achieved by an employee in carrying out their duties in accordance with the responsibilities (Mangkunagara, 2000). Employee Performance Indicators: a) Quality of work. B) Quantity apes. d an c) Timeliness

4.5 Data Analysis Methods

This study used a descriptive analysis to decrypt more deeply about the variables and indicators of research. As for the hypothesis test is Multiple Linear Regression Analysis with SPSS 13.

V. RESULTS

5.1. Characteristics of Respondents

The data used in this study are primary and secondary data obtained by questionnaire openly give to the respondent. Data was collected through questionnaire submitted to the respondents in the sample were made directly by researchers from the aspect of education level, age and sex work can be seen in table 5.1.

Table 5.1: Characteristics of Study of Education, Future Work, and Gender

Educational level	Respondent (person)	Percentage (%)
Senior High School	75	68.18
Diploma	4	3.64
Bachelor's Degree	25	22.73
Master	6	5.45
The Amount	110	100.00
Work Period (years)	Respondent (person)	P ersentase (%)
≤ 1	27	24.55
2-3	10	9.09
4-5	25	22.73
≥ 6	48	43.64
The Amount	110	100.00
Gender	Respondent (person)	Percentage (%)
Man	94	85.45
Female	16	14.55
The amount	110	100

Based on Table 5.1 can be explained that the respondent background characteristics education high school graduates occupy the highest number and percentage of 75 respondents (68.18%), and the lowest total Diploma 4 respondents (3.64%). This suggests that education high school graduates still dominate all respondents as the level of work at the working unit is more directed at the control technical projects in the field.

Based on Table 5.1 can be explained that respondents with tenure of more than six years of dominating the employee at the Department of Public Works Southeast Sulawesi province as many as 48 respondents (43.64%), while the respondents were slightly with the working period of 2-3 years as many as 10 respondents (9.09%). Therefore, the state administration can be categorized as a profession, which not everyone can carry out the administration of the state, except those who have adequate experience. Characteristics of respondents by sex can be divided into male and female. Male respondents totaled 94 respondents (8.45%) and female respondents totaled 16 respondents (14.55%). This suggests that to be a civil employee did not differ between men and women, therefore, anyone both men and women should be able to running the task as an employee.

5.2. Descriptive Variables Research

Frequency distribution obtained from the basic responden. see answer scores of scores of items in the variable interpretation of this study is the highest score lowest score divided classification answers (Supranto, 1997). In order to get the range interval of 0.8.

5.2.1. Role Conflict

Role Conflict variables in this study were measured by two indicators: (1) Non-compliance with the act of hope; (2) Conflict of life values with the role that.

Here is a description of the respondents' answers to each of the indicators:

1. Incompatibility action with Hope (X 1. 1)

Incompatibility indicator measures the hope measured with three items statements. The answer to that of 110 respondents provided feedback and assessment of indicators Non-compliance with the act of Hope (X1.1) with an average of 2.76, it indicates that the majority of respondents are in the unfavorable category. Similarly, from the average score of each item, the perception that employees sometimes loss of morale (X.1.1.1) average perceived 3:23, the perception that employees like override rules (X1.1.2) perceived average 2.67 and the perception that employees often leaving the responsibility job given so often neglected (X1.1.3) average perceived 2:38.

2. Conflicts of Values Living with Role Owned (X 1 .2)

Conflicts indicator Living Values Role Held (X1.2) was measured with two items statements. The respondents' answers to the statement in contradiction indicator Living Values Role Held (X1.2). Of 110 respondents provided feedback and assessment of indicators Opposition Living Values Role Held (X1.2) with an average of 2.79, it indicates that the majority of respondents are in the unfavorable category. Similarly, from the average score of each item, the perception that employees are confused by what is done (X.1.2.2) by an average of 2.85, the perception that employees sometimes do not like to work according to your heart (X.1.2.1) perceived by employees amounted to 2.72.

5.2.2. Work Stress

Work Stress (X2) in this study was measured by four indicators, namely:

1. Physical Environment (X 2 .1)

Indicators of *Physical Environment* / environment physical measure with the two items statements. The respondents' answers to the statement in the Physical Environment indicators consisting of 110 respondents provided feedback and assessment of indicators Physical Environment (X2.1) by an average of 3:41.

2. Role ambiguity (X 2 .2)

Role ambiguity indicator is measured with two items statements. The respondents' answers to the statement in the indicator *role ambiguity* can be seen that of the 110 respondents to provide feedback and assessment of *role ambiguity* indicator showed an average of 3.15. This means that the majority of respondents are in the unfavorable category.

3. Role Overload (X 2 .3)

Of the 110 respondents who provide feedback and assessment of *Role Overload* indicator with an average of 2.77, it indicates that the majority of respondents are in the unfavorable category. From the average score of each item, the perception that the work given leadership to employees accumulate (X2.3.1) highest the perception by respondents with an average of 3.01 and a perception that employees are able to complete a good job (X2.3.2) perceived by respondents at 2:54.

4. Role Insufficiency (X.2 .4)

Role Insufficiency indicators measured by the two items statements. The respondents' answers to the statement in the *Role Insufficiency* indicator can be seen that of the 110 respondents provided feedback and assessment of indicators *Role Insufficiency* with an average of 2.80, it indicates that the majority of respondents are in the unfavorable category.

5.2.3 Employee Performance

Employee Performance in this study were measured with three indicators:

1. Quality (Y1.1)

Quality indicators measured by two items statements. The respondents' answers to the statement in the quality indicators

showed that of the 110 respondents provided feedback and assessment of quality indicators with an average of 3.68, it indicates that the majority of respondents were in either category. Similarly, from the average score of each item, the perception that an employee doing a job with the full calculation (Y1.1.1) is equal to 3.71 and the perception that employees have the appropriate skills to the work that was done (Y1.1.2) perceived by 3.65.

2. Quantity (Y.1.2)

The quantity indicator is measured with three items statements. The respondents' answers to the statement in the quantity indicator shows that of 110 respondents provided feedback and assessment of indicators Quantity (Y1.2) with an average of 3.69, it indicates that the majority of respondents were in either category. Similarly, from the average score of each item, employee perception that they are doing a job with a deft (Y1.2.1) average of 3.72 while the perception of employees that the company set a target of working with the full calculation (Y1.2.2) mean average of 3.67, and the perception that the level of achievement of the volume of work that has been produced in accordance with the expectations of the organization (Y1.2.3) perceived by the respondent in the amount of 3.69.

3. Time (Y 1. 3)

Indicators Timeliness (Y.1.3) was measured with two items statements. The respondents indicate that of the 110 respondents provided feedback and assessment of indicators Timeliness (Y.1.3) with an average of 3.73, it indicates that the majority of respondents were in either category. Similarly, from the average score of each item, employee perception that they do not like to procrastinate given the leadership is average at 3.76 and employee perception that they always get the job done in accordance with the given target timely organization is perceived by 3 , 62 or the lowest.

5.3. Results of Analysis and Testing Hypotheses

Based on research outputs mentioned earlier that there is a negative and significant effect between Job Stress Performance Officer at the Department of Public Works Southeast Sulawesi. By using the data of the research activities using the statistical program, the results of multiple regression analysis can be seen in Table 5.2 below.

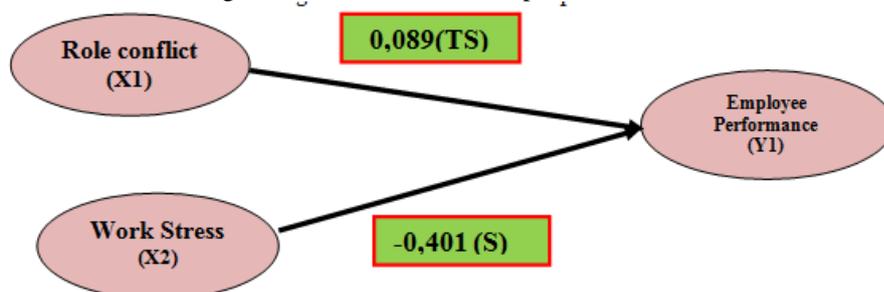
Table 5.2: Results of Multiple Linear Regression

Variables	Koef Regression	t-Count	Prob	Ket.
Role conflict (X1)	0.089	0,800	0.426	Not Significant Significant
Work Stress (X2)	-0.401	-3.381	0,000	
Constanta	4.654			
Ajusted R Square = 0,139		F Ratio = 9.286		Prob. = .0,000
R Square = 0.155				
Multiple R = 0.394				

Source: Primary Data (processed)

Model and effect relationships between the independent variables (Role Conflict and Job Stress) on the dependent variable (Performance Officer) is presented in Figure 5.1 below:

Figure 5.1: Model Relationship between Variables



Hypothesis Testing

With the calculation of multiple linear regression analysis using SPSS 13 then thoroughly multiple regression analysis of this study can be partially explained as follows:

1. Influence of Role Conflict Against Employee Performance

The regression coefficient for the variable value Workload is 0.089. The value of this parameter indicates that the effect occurs between variables Role Conflict and Employee Performance is a positive influence but not significant. This means that although the role of conflict affect the employee's performance but the effect was not significant in improving employee performance at the Department of Public Works Southeast Sulawesi.

2. Effect of Job Stress on Performance Employees

Regression coefficient values for the variables of Work Stress is -0,401.value this parameter indicates that the effect occurs between Job Stress variables with Employee Performance is negative influence. This means that the lower the Job Stress is then significantly increase the child Employee Performance at the Department of Public Works Southeast Sulawesi. Partial work stress factors affect the employee performance improvement. This is shown by the results in the probability test at a significance level of $0.000 < 0.05$. These figures show that the hypothesis is acceptable.

5.4. Discussion

1. Influence of Role Conflict on Employee Performance

The results of the analysis of the influence of role conflict on employee performance regression coefficient values obtained were positive but not significant. This suggests that high conflict influential role in improving employee performance but the effect does not mean anything. The regression coefficient is positive, meaning there is a unidirectional relationship between role conflict and employee performance but the relationship is not significant. This shows that with the high role conflict will affect employee performance but not significant at the Department of Public Southeast Sulawesi Province.

Based on the results of the descriptive analysis, the level of role conflict employee at the Department of Public Works Southeast Sulawesi Province perceived well by employees. The highest average score is the perception that the facilities provided to employees inadequate so it does not support and simplify tasks and responsibilities given by the leadership. In addition, the lack of support for co-workers around the existing employee work environment cause of work performed by employees is often delayed so that the targets are given is not reached.

The results of this study in accordance with the conditions faced by employees who handle existing projects within the Department of Public Works Southeast Sulawesi Province. Inadequate facilities prepared by employees coupled with unclear duties of each employee makes frequent job stacking. The test results prove that the dominant indicator contributes to conflict is the role of employees feel confused by what is done, of course this logical thing because of the work presented by many organizations that do not conform to the discipline of science coupled with more dominant high school graduates who are employees at the Department of Public Southeast Sulawesi Province. The results of this study support the statement role conflict influence employee performance as stated by Tjutju Yuniarsih, et al. (1998: 115) that the conflict can not be avoided in the organization, but the conflict between groups at once can be positive and negative forces, so that the management should not have to eliminate all conflicts, but only on the conflict that impacts upon interruption of business organizations achieve goals.

2. Effect of Job Stress on Employee Performance

The results of the analysis of the direct effect of work stress on employee performance values obtained negative regression coefficient is not significant. This indicates that high job stress had no effect in improving employee performance. The regression coefficient is negative also means there are trade-offs between job stress and employee performance. This shows that with low job stress will increase the performance of employees at the Department of Public Works Southeast Sulawesi.

Based on the results of the descriptive analysis, stress employee at the Department of Public Works Southeast Sulawesi Province perceived well by employees. The highest average score is the perception that the facilities provided to employees inadequate so it does not support and simplify tasks and responsibilities given by the leadership. In addition, the lack of support for co-workers around the existing employee work environment cause of work performed by employees is often delayed so that the targets are given is not reached.

The results of this study in accordance with the conditions faced by employees who handle existing projects within the Department of Public Works Southeast Sulawesi. Inadequate facilities prepared by employees coupled with unclear duties of each employee makes frequent job stacking. The test results prove that the dominant indicator contributes to Job Stress is the *Physical Environment* (physical environment). The results of this study support the notion of influence between job stress and employee performance has been

widely studied in the theory of organizational behavior, among others proposed by Higgins (Umar, 1998: 259) states that if the stress is too large, the performance will begin to decline because of stress interfere with the implementation of the work. Employees lose the ability to control it. The most extreme result is performance becomes zero, employees, become strong again work, desperate, out or refuse work to avoid stress. The results also confirm the results of research conducted by (Ashfaq A et al, 2013) which resulted in the findings of a negative relationship between job stress and employee performance in banking sector of Pakistan.

5.4. Limitations of Research

This study aimed to confirm the influence of role conflict and work stress on employee performance, but in practice can not be separated from the other limitations of this research subject is a unit of work, of course, can not do the same generalization that research with a wider range of subjects will provide results and similar findings in other organizations.

VI. CONCLUSIONS AND SUGGESTIONS

6.1. Conclusion

Based on the research results it can be concluded as follows:

1. Role Conflict positive but not significant effect on the performance of employees at the Department of Public Works Southeast Sulawesi Province. This means that the role of conflict is not able to influence the improvement of employee performance.
2. Work stress and significant negative effect on the performance of employees in Department of Public Works Southeast Sulawesi Province. This means that the higher the level of Job Stress of employees it will degrade the performance of employees in Department of Public Works Southeast Sulawesi Province.

6.2. Suggestions

1. For leaders need to fix management okay of the side provision facilities means and infrastructure support easiness employee in the to work.
2. P erlu further clarify the duties and functions of the employees so that they have a sense of responsibility to the work given to the employee.

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