



Role Of Stress To Quitting Intention Between Men And Women Employees In Hotel Industry

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Keywords

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Abstract

The attitudes and behaviors of employees who provide frontline service and address the extent to which relationships vary among male and female employees. The overall model predicts effects of role stress and work or no work conflict on customer-contact employees' job performance, job, and life satisfaction, and quitting intent. Results of structural equations modeling suggest an important role for work/no work conflict overall as well as two areas of interesting variation across gender. Specifically, multisampling structural equations analyses suggest that role stress affects female service provider's job performance more negatively than it does males', and that job satisfaction is related more highly to quitting intent among males. Overall, results suggest interesting similarities and differences across gender.

Kata Kunci

Quitting intention,
Role of stress,
Behaviour of
employee,
Hotel industry

Abstrak

Sikap dan perilaku karyawan yang memberikan layanan garis depan dan mengatasi sejauh mana hubungan bervariasi antara karyawan pria dan wanita. Model keseluruhan memprediksi efek stres peran dan pekerjaan atau tidak ada konflik kerja pada kinerja pekerjaan, kepuasan kerja dan kehidupan karyawan yang berhubungan dengan pelanggan, dan niat berhenti. Hasil pemodelan persamaan struktural menunjukkan peran penting untuk konflik kerja/tidak bekerja secara keseluruhan serta dua bidang variasi yang menarik lintas gender. Secara khusus, analisis persamaan struktural multisampling menunjukkan bahwa stres peran mempengaruhi kinerja pekerjaan penyedia layanan perempuan lebih negatif daripada laki-laki, dan bahwa kepuasan kerja terkait lebih tinggi dengan niat berhenti di antara laki-laki. Secara keseluruhan, hasil menunjukkan persamaan dan perbedaan yang menarik antar gender.

Introduction

Researchers increasingly recognize the vital and unique demands as well as the long-term consequences associated with management and customers. Most significant

literature that connects the influence and the resulting behavior of employees of the environmental pressures that limited has emerged (Greaves, Zibarras, & Stride, 2013). Nonetheless, marketing research relating to pressure focuses on industry sales, and purchasing positions are representative of the work that has a restricted environment. While the more numerous are the service providers that deal with customers, they have a critical role as service providers are solid, including grocery stores, hotels, tourist services, and other services environments (Jones, Latreille, & Sloane, 2015).

Frontline providers men and women on a regulated exchange point with the implementation of strategic marketing decisions. By way of implementing acts "critical moments of truth" when customers and employees interact, the service provider is an indicator of the quality of the organization's most towering marketing and real (Rawson, Duncan, & Jones, 2013). Previous studies investigating the impact of gender, general outline gender-related differences in the level of important construction organizations, in particular, the role of stress and job satisfaction (Aghdasi, 2011). Organizational studies are often performed in jobs dominated by men with little consideration of the potential differences based on gender (Campos-Soria, 2011). Therefore, based on managerial thinking, descriptive institutional research experience agented strong bias.

In the common room services, service providers believe that the rules, regulations, and policies enforced by the management and are motivated by cost control is the main reason for the failure to satisfy the customer (Birken, Menz, & Kratzer, 2013). However, employees who deal with customers, not decision-makers, are faced with the anger of customers (Gong, Yi, & Choi, 2013). Adjustment employees who deserve to be consistent with the results of empirical (real) which proposes a positive role in conflict relationship-setting performance in dealing with customers (Wang, Shi, & Barnes, 2015).

Previous research indicates that the pressure occurring in the adverse impact of ambiguity (dual) role affects performance and job satisfaction either directly or indirectly as well as increasing conflict work / non-work and intentions to quit (Ismail, 2016). Role ambiguity is shown by the uncertainty as to the behavior, that is expected in a regular employment situation, and reduces performance through reduced effort and delay taking action (Jordan, 2012). Pressures perpetuate negative influence, humble appreciation positive work, and produce low job satisfaction (Erford & Crockett, 2012).

The pressure role also sought to influence through the lock construction to facilitate. Good conflict work/no-work (negatively) and performance (positively) are associated with job satisfaction. Negative feelings associated with conflict work / no-

work and ultimately shed and reduced job satisfaction. Previous empirical research suggests a direct relationship, positive and humble between performance and satisfaction (Liden, 2014). Job satisfaction and life satisfaction tentatively concluded as a direct influence in resignation (Dawson, 2015). Low job satisfaction award perpetuate negative influences, which represent a threat to the state workers who were generally good and improving motivation avoidance (resignation) job satisfaction and a negative result of the conflict work / no-work (Scanlan, 2013).

1. Occupation and Gender Role

Male and female employees may become socialized and behave similarly in their roles as police officers, psychologists, professors, cooks, etc., than as males or females (Chan et.al, 1997). Work roles and engagements are rules that often violate the differences in attitudes or behavior that can be caused by gender. Apart from this socialization, there are other examples where gender differences in roles violate work roles, which convey differences in reactions and behavior between men and women. The strongest, most identifiable and responsive gender role differences can be described in terms of the agentic-communal dimension, (Engly 1997; Iacobucci and Ostrom 1993).

Coworkers also have a certain respect for others, this is significantly influenced by gender-based stereotypes (Deaux 1995). Act as the intent of rules that pay attention to behavior and sometimes contain "points of truth". (Hoffman and Hurst 1990: 197). Role expectations can be biased by stereotypes, and research reveals that performance expectations from customers vary accordingly. (Iacobucci and Ostrom 1993).

Technically, gender-based differences are sometimes distinguished from gender-specific differences and sociologically rather than biological processes. From here, the term "gender differences" was adopted. In short, both male and female service providers can have different reactions to phenomena that arise in the service environment. This is especially true for situations that call for an agentic or communal quality.

2. Role Stress and Performance

There is extensive evidence suggesting gender-based variations in people's reactions to stress and uncertainty (Cournoyer and Mahalik 1995). As discussed earlier, strong gender differences emerge that men are expected to be relatively aggressive and independent than women (Engly 1997; Hoffman and Hurst 1990). In the workplace, men, even in like positions. Behave more authoritatively and are more dominating, where as women display more submissiveness and compliance. (Berger, Rosenholtz and Zelditch

1980). This sense of submission and obedience creates a tendency for women to behave more consistently with the rules and policies voiced by the organization, this will make it difficult for them to make the adjustments necessary to establish a positive relationship between stress and performance. During confrontation, a man may experience the feeling of approaching responses rather than avoiding them. Stereotyped behavior of a traditional woman (consistent with gender roles) will lead to greater conflict rejection than stereotypical behavior of a man. In limited situations, there is a positive relationship between conflict and the performance of actions aimed at resolving conflict rather than avoiding it (Brown and Peterson 1994). Many studies showing a positive relationship between role conflict and job performance have involved limited samples, such as salespeople, who have traditionally been filled with men in a disproportionate proportion. (ef. Behrman and Perreault 1996). Furthermore, masculine tendencies toward mastery and proficiency in performing tasks promote greater initiative when men are faced with uncertainty (Eagly, Makhijani and Klonoskit, 1997).

Evidence from the supporting literature also supports a more positive relationship between role stress and performance among men (women). In many situations women tend to help out more or more than men. However, the analyst eye of this aid study shows that the strongest link of the aid relationship is risk. When these risks arise, men tend to help out in greater numbers than women. In a service delivery environment, where there are both customers and managers, any potential deviation from what is expected is seen as risky and creates stress (Kamaswani 1996). Therefore, if a number of customers appear to be in need of assistance, and the performance of the service provider is ultimately measured by the relationship created with the customer, men can cope with stress more positively than women. The relationship between role stress and performance is linked by gender differences, the cause of the positive relationship between role conflict and performance is greater (more positive) among men than women and the relationship between role ambiguity and performance is larger (smaller in absolute value, slightly negative) among males than females.

3. Role Conflict and Work/Non-Work Conflict

More and more women are entering the workforce at all levels of employment status. However, even though a number of women have invaded the labor market, they appear to still have to disproportionately face the burden of family and household responsibilities (Gutek, Sparle and Klepa 1998). Since 1990, male employees reported an

increase in the amount of time spent with family each week, from 81 to 83 minutes (Crosby and Jaskar 1998). So, when women allocate more time in paid work units, men have compensated by spending 2 extra minutes in one week as their responsibility towards the family. The role of the female sex and its expectations are consistent with results showing greater communal and expressive properties, which include nurturing loved ones and a strong motivation to care for the family (Deaux 1985). Although these differences are real and recognized and have affected married couples and their children, evidence suggests that they occur in even the simplest family settings (Hodson 1989).

Research documents the interplay between work and non-work pressures. The steadfast expectation of women to undertake family and home responsibilities may leave no room for pressure to be removed. In contrast, the roles of the male sex, which place less emphasis on obligations to the family, allow for greater separation of conflicts inside and outside of work. Furthermore, while an increased amount of stress was associated with increased hours worked, a significantly greater correlation between hours worked and work/non-work conflict was observed for women. The relationship between role stress and work/non-work conflict is linked through gender differences, the cause of the overall positive relationship between role conflict and work/non-work conflict is greater for women than men and a positive relationship between role ambiguity and work/non-work conflict is greater in women than in men.

4. Job Satisfaction and Life Satisfaction

Potential gender differences in the relationship between job satisfaction and life satisfaction may receive more attention than other organizational relationships. Recent meta-analyses have suggested systematic variation into previous findings (Tait, Padgett and Baldwin 1989). Studies published before (after) 1974 show a greater (equal) relationship between job satisfaction and life satisfaction among men than women. Traditionally, a person's non-domestic work is a more (less) important component of self-concept and role, gender in men (women) (Biernat and Wortman 1995; Hoffman and Hurst 1990; Josephs, Markus and Tafarodi 1992). Men find more satisfaction in their work; therefore a stronger relationship can be expected between job satisfaction and life. It is of interest to compare the results on these previously studied employees and research on the relative strength of sex roles versus work roles in the formation of these relationships. The positive relationship between job satisfaction and life satisfaction is related to gender, the cause of this is stronger for men than women.

5. Job Satisfaction and Intention to Resign

Gender differences in the relationship between job satisfaction and intention to resign can also be expected. A potential rationale again involves the aggressive (disobedient) nature of male sex roles and the tendency of women to be more accepting of fate than men, both in general and in work. Male employees are faster in taking extreme actions such as resigning (quitting) than women in the same situation.

Statistical evidence also shows differences in the benefits of idle time as evidenced by the rate of financial gain from periods of unemployment as evidenced by the rate of earning wages nearly double that of women. In other words, men usually earn more than the wages from their previous jobs. This effect was not studied in women experiencing the same unemployment rate. The increase in this effect is a high rate of return in the service industry, and gives employees a lot of experience in the effects of unemployment. Therefore, a woman may believe that they will have difficulty finding an equal or better job if she leaves her current job.

In addition, despite increasing gender equality, the prevailing norm is that married women are given second priority in family work decisions. Married women continue to follow their husbands to a new location rather than vice versa. Therefore, he may leave the job rather than gain job satisfaction. All of this evidence points to a stronger relationship between job satisfaction and intention to quit work among men than women. The negative relationship between job satisfaction and intention to quit work is related by gender, and the cause is stronger (more negative) for men than women.

6. Hypothesis Development

By paying attention to the various theories and opinions of experts that have been explained in the literature review section, it can be said that role pressure, conflict and ambiguity greatly affect the desire of employees to stop working. Existing pressure factors greatly affect performance and work conflict or outside work, which then has an impact on job satisfaction and life satisfaction, all of which can cause a strong desire for employees to quit. Based on the description above, a framework of thought is drawn up as follows:

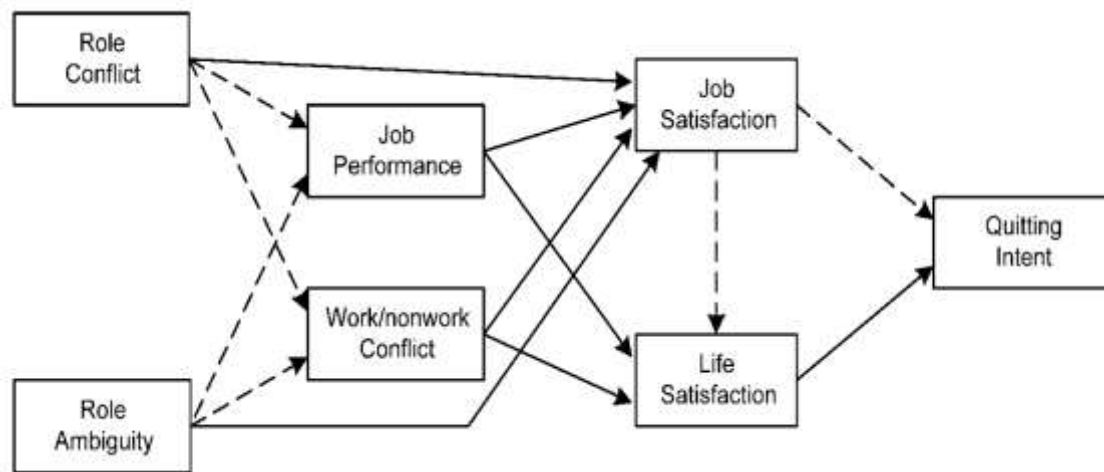


Figure 1. Research framework

Hypothesis 1a: There is a relationship between role conflict and performance among male employees.

Hypothesis 1b: There is a relationship between role conflict and performance among female employees.

Hypothesis 1c: There is a relationship between role conflict and performance across all employees.

Hypothesis 2a: There is a relationship between role ambiguity and performance among male employees.

Hypothesis 2b: There is a relationship between role ambiguity and performance among female employees.

Hypothesis 2c: There is a relationship between role ambiguity and performance across all employees.

Hypothesis 3a: There is a relationship between role conflict and work / nonwork conflict among male employees.

Hypothesis 3b: There is a relationship between role conflict and work / nonwork conflict among female employees

Hypothesis 3c: There is a relationship between role conflict and work / nonwork conflict in all employees.

Hypothesis 4a: There is a relationship between role ambiguity and work / nonwork conflict among male employees.

Hypothesis 4b: There is a relationship between role ambiguity and work / nonwork conflict among female employees.

Hypothesis 4c: There is a relationship between role ambiguity and Work / nonwork conflict on all employees.

Hypothesis 5a: There is a relationship between job satisfaction and life satisfaction among male employees.

Hypothesis 5b: There is a relationship between job satisfaction and life satisfaction among female employees.

Hypothesis 5c: There is a relationship between job satisfaction and life satisfaction on all employees.

Hypothesis 6a: There is a relationship between job satisfaction and the desire to stop working among male employees.

Hypothesis 6b: There is a relationship between job satisfaction and the desire to stop working among female employees.

Hypothesis 6c: There is a relationship between job satisfaction and the desire to stop working for all employees.

Method

The data collection method used in this research is descriptive method, which is a method to provide an overview according to the data found in the field, systematically, factually and accurately which is used to analyze the problems encountered, so that it can help and facilitate problem solving. The dependent variable in this study is the level of desire in employees to stop working and the independent variables are role pressure, conflict pressure and role ambiguity in employee performance.

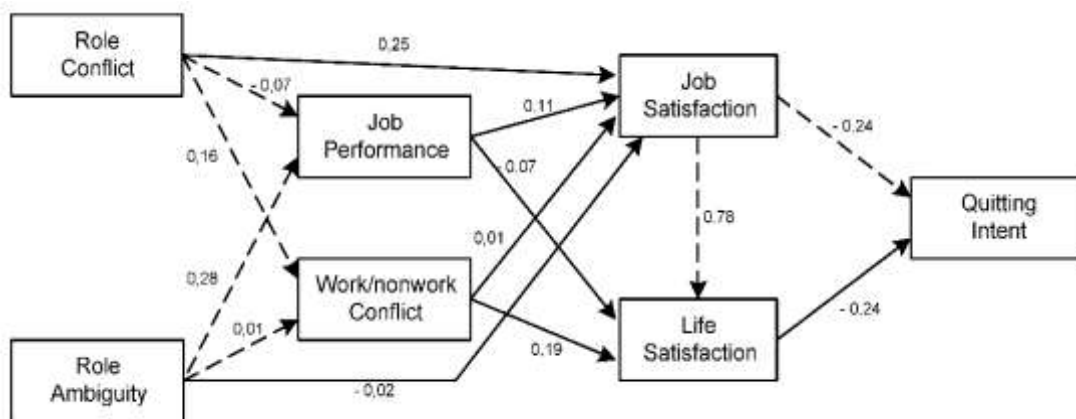
The population size in this study amounted to 785 people consisting of male employees as many as 596 people and female employees as many as 189 people, while permanent employee population of 477 people and permanent employees or contract employees as much as 308 people obtained from the data of Personnel Department of Hotel Indonesia Kempinski Jakarta. For male and female employees, the selected sampling method is the Proportioned Stratified Random Sampling method. The first was using the formula of Slovin. So the number of samples obtained is 265 employees from the total population of 785 people. With a total of 265 respondents perceived to have met the requirements in the amount of samples to be taken when performing statistical calculations by the LISREL method, which requires large quantities of samples.

The data analysis method used is regression analysis, which is used to determine the extent of the influence of the relationship of each variable. In addition, it also uses the

analytical method with the Linear Structural Relationship (LISREL) statistical program. This method is a complicated technique, but it is useful in explaining cause-and-effect relationships between constructs that cannot be measured directly (Cooper and Schindler, 1998). The use of this statistical program has several advantages related to this research. First, because LISREL allows us to test multiple and interconnected dependency relationships simultaneously. Then, LISREL is preferred because of its ability to represent unobserved concepts in dependency relationships. In addition, the "T-test" was also used.

Result and Discussion

There is a slight difference between the number of male and female employees. Most of the respondents were male 52.8%, and the rest were women of 47.2%. The highest age of respondents was 20 - 29 years old as much as 67.55% including into young age and productive age. The rest are respondents with age 30 - 39 years old as much 30,19% and respondents with age above 40 year counted 2,26%. The youngest respondents were 20 years old and the oldest respondents were 42 years old, while the average age of the respondents was 28 years. Viewed from the level of education, most respondents are educated high school or equivalent education, that is equal to 68.68%, D 1 as much as 18.86%, D 2 as much as 0.76%, D 3 as much as 7.93% while the rest are respondents With the level of undergraduate education (S1) as much as 3.77%.



Figur 2. Relationship framework of male employee

If the respondent is seen based on employment status, then we can see that the number of respondents who have permanent employment status is 59.25% and the number of respondents with non permanent employment status is 40.75%. Based on their work experience, the largest number of respondents who have worked 1 - 5 years of

75.47%, then respondents who experienced between 6 - 10 years as many as 23.77% and respondents who experienced 11-15 years as many as 0.76 %. So we can conclude that employees at Hotel Indonesia Kempinski Jakarta are mostly new employees who work at the hotel. The average work experience of respondents is 4.31 years.

Among male employees, factors affecting the will to stop working require analysis conducted on a sample of male employees and undertaken to examine to what extent the relationship of role stress and other factors influencing the desire to stop working (Quitting intent) between them. The model tested here uses a sample of male employees with a total of 140 people, with results $X^2 = 27,526$; Degrees of freedom of 7 ($df = 7$), and $p = 0,000$. Then the statistical model for unstandardized male samples can be seen in Figure 2.

In these figures a dotted line indicates that the relationship is not significant or the p value is greater than 0.05 whereas the unbroken line represents a significant relationship or the p value is less than 0.05. Hence, hypothesis testing among male and female employees is specifically described in table 1. According to the table 1 for p values smaller than 0.05 then the relationship is significant, and vice versa.

Table 1. Statistical model of path coefficients for unstandardized male samples

Test	Estimate	C.R.	P
RC – JS	0,25	4,992	0,000
RC – JP	- 0,07	- 0,814	0,416
RC – LS	0,46	2,141	0,032
RC – WNW	0,16	1,880	0,060
RA – JP	0,28	4,986	0,000
RA – JS	- 0,02	- 0,54	0,589
RA – WNW	0,01	0,221	0,825
JP – JS	0,11	2,186	0,029
JP – LS	- 0,07	- 0,377	0,706
WNW – JS	0,01	0,284	0,776
WNW – LS	0,19	0,989	0,323
JS – LS	0,78	2,373	0,018
JS – QI	- 0,24	- 0,817	0,414
LS – QI	- 0,24	- 3,102	0.002

In hypothesis that there is a relationship between role conflict and performance among male employees, H1a. H1a does not get support. It is seen here that role conflict among male employees has no effect on their performance. The relationship between role conflict and performance was - 0.07 with $p = 0.416$. So they just assume that role conflict is only part of the work risk that they must bear.

H2a, the hypothesis that there is a relationship between role ambiguity and performance among male employees. Hypothesis 2a has the support that role ambiguity among male employees will affect its performance, seen value in the table that is 0.28 with the value $p = 0.000$, it is clear that male employees are affected by the uncertainty of policies and regulations. In hypothesis that there is a relationship between role conflict and work / nonwork conflict among male employees, H3a. Seen value 0.16 with $p = 0.060$, so H3a does not get support that among male employees there is no relationship between role conflict with work / nonwork conflict. H4a, there is a relationship between role ambiguity and work / nonwork conflict among male employees. In the table seen the value of 0.01 with $p = 0.825$, so H4a is not supported, where work / nonwork conflict among male employees is not affected by the uncertainty of the tasks assigned by managers. H5a is intended to test the relationship between job satisfaction and life satisfaction. In the table seen value of 0.78 with a value of $p = 0.018$, then H5a is supported, where job satisfaction is felt among male employees is very influential on life satisfaction, so the satisfaction derived from his job will affect the satisfaction of his life. H6a is intended to test the relationship between job satisfaction and quitting intent. In the table listed value -0.24 with a value of $p = 0.414$, then H6a does not get support, where job satisfaction with the desire to stop working among male employees there is no relationship or not affect each other. Description of direct effect, indirect effect and total effect between the variables that connect between the role stress with the desire to stop working among male employees than can be seen in table 2.

Table 2. Relationship effect of each variables on male employees

Variable		Direct effect	Indirect effect	Total effect
RA	WNW	0,012		0,012
RA	JP	0,277		0,277
RA	JS	-0,019	0,029	0,011
RA	LS		-0,008	-0,008

RA	QI		-0,001	-0,001
RC	WNW	0,159		0,159
RC	JP	-0,072		-0,072
RC	JS	0,255	-0,050	0,250
RC	LS	0,460	0,230	0,690
RC	QI		-0,223	-0,223
WNW	JS	0,014		0,014
WNW	LS	0,193	0,011	0,205
WNW	QI		-0,052	-0,052
JP	JS	0,106		0,106
JP	LS	-0,066	0,083	0,016
JP	QI		-0,029	-0,029
JS	LS	0,780		0,780
JS	QI	-0,236	-0,186	-0,422
LS	QI	-0,238		-0,238

While among female employees, factors affecting the willingness to quit work providing an analysis of the samples of female employees were conducted to examine the extent to which the relationship of role stress and other factors affected the desire to quit intent among them . The model tested here uses a sample of female employees with a total of 125 people, with results $X^2 = 23,672$; Degrees of freedom of 7 ($df = 7$), and $p = 0.001$. Then the statistical model for an unstandardized female sample can be seen in Figure 3.

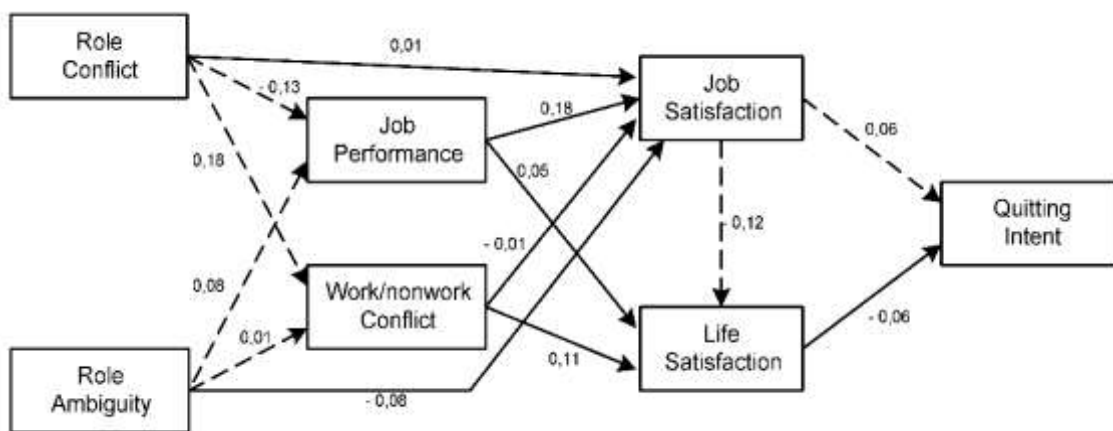


Figure 3. Relationship framework of the female employee

Figure 3, also showed that the dashed line is that the relationship is insignificant and the unbroken line represents a significant relationship. Then, table 3 shows that the hypothesis of relationship between role conflict and performance is - 0.13 with $p = 0.118$ so the relationship is not significant. So H1b does not get support and it appears that the role conflict among female employees has no effect on their performance. So they just assume that role conflict is only part of the work risk that they must bear.

Table 3. Statistical model of path coefficients for unstandardized female samples

Test	Estimate	C.R.	P
RC – JS	0,01	0,143	0,887
RC – JP	- 0,13	- 1,562	0,118
RC – LS	0,31	1,501	0,133
RC – WNW	0,18	1,931	0,054
RA – JP	0,08	1,081	0,280
RA – JS	- 0,08	- 1,860	0,063
RA – WNW	0,01	0,144	0,885
JP – JS	0,18	3,240	0,001
JP – LS	0,05	0,227	0,820
WNW – JS	- 0,01	- 0,288	0,774
WNW – LS	0,11	0,583	0,560
JS – LS	- 0,12	- 0,341	0,733
JS – QI	0,06	0,267	0,789
LS – QI	- 0,06	- 0,910	0,363

Hypothesis 2b shown to examine the relationship between role ambiguity and performance among female employees shows that the value in the table is 0.08 with $p = 0.280$, so hypothesis 2b does not support that role ambiguity among female employees will affect its performance, it is clear that female employees Not affected by the uncertainty of existing policies and regulations.

Hypothesis 3b is shown to examine whether there is a relationship between role conflict with work / nonwork conflict among female employees. On the table the value of 0.18 with $p = 0.054$ and the relationship is not significant, then H0 failed to be rejected, so that among female employees there is no relationship between role conflict with work / nonwork conflict.

Hypothesis 4b is intended to test whether there is a relationship between role ambiguity with work / nonwork conflict. From table 3 the value of 0.01 with $p = 0.885$, so the relationship is not significant. Hence hypothesis 4b is not supported, where work / nonwork conflict among female employees is not affected by the uncertainty of the tasks assigned by managers.

Hypothesis 5b is intended to test the relationship between job satisfaction with life satisfaction, and in table 3 seen the value of -0.12 with the value $p = 0.733$ then the relationship becomes insignificant. Because hypothesis 5b does not get support, the perceived job satisfaction among female employees has no effect on life satisfaction.

Hypothesis 6b is intended to test the relationship between job satisfaction and quitting intent. In table 3 seen value of 0.06 with p value = 0.789 so that the relationship is not significant, therefore job satisfaction with the desire to stop working among female employees there is no relationship or not affect each other.

Table 4. Relationship effect of each variables on female employees

Variable		Direct effect	Indirect effect	Total effect
RA	WNW	0,012		0,012
RA	JP	0,080		0,080
RA	JS	-0,085	0,014	-0,071
RA	LS		0,014	0,014
RA	QI		-0,005	-0,005
RC	WNW	0,180		0,180
RC	JP	-0,134		-0,134
RC	JS	0,008	-0,027	-0,019
RC	LS	0,315	0,016	0,331
RC	QI		-0,021	-0,021
WNW	JS	-0,015		-0,015
WNW	LS	0,115	0,002	0,117
WNW	QI		0,008	0,008
JP	JS	0,179		0,179
JP	LS	0,050	-0,021	0,029
JP	QI		0,010	0,010
JS	LS	-0,118		-0,118

JS	QI	0,065	0,007	0,072
LS	QI	-0,059		-0,059

Table 4 shows that the relationship between role conflict variable and life satisfaction has total regression value of affect 0,331. This means that among female employees, life satisfaction is influenced by role conflict although the value is not significant between the two. For the smallest value is - 0.134 on the relationship between role conflict with job performance, which means that if the role conflict that occurs among female employees increases it will decrease job performance of female employee although the relationship is not significant.

Regarding factors affecting the willingness to stop working for all employees, the analysis was conducted on a sample of all employees at Hotel Indonesia Kempinski Jakarta, to examine to what extent the relationship of role stress and other factors influenced the quitting intent between them. The model tested here uses a sample of 265 people, with the result $X^2 = 46,805$; Degrees of freedom of 7 ($df = 7$), and $p = 0,000$. The statistical model for the entire unstandardized sample can be seen in table 5. From the data in Table 5, for p values smaller than 0.05 then the relationship is significant, and vice versa. Then the relationship of each variable can be seen in figure 4.

Table 5. Statistical model of path coefficients for unstandardized male and female samples

Test	Estimate	C.R.	P
RC – JS	0,15	3,993	0,000
RC – JP	- 0,08	- 1,356	0,175
RC – LS	0,44	2,951	0,003
RC – WNW	0,17	2,775	0,006
RA – JP	0,23	5,299	0,000
RA – JS	- 0,04	- 1,652	0,099
RA – WNW	0,02	0,541	0,588
JP – JS	0,13	3,626	0,000
JP – LS	- 0,05	- 0,334	0,738
WNW – JS	0,00	0,031	0,975
WNW – LS	0,16	1,156	0,248
JS – LS	0,45	1,937	0,053
JS – QI	- 0,25	- 1,05	0,294
LS – QI	- 0,17	- 2,762	0,006

Hypothesis 1c examines the relationship between role conflict and performance. According to table 5 the value is - 0.08 with $p = 0.175$ so the relationship is not significant. So the role conflict in all employees has no effect on their performance. So they just assume that role conflict is only part of the work risk they have to bear or they perceive the role conflict as part of the situation in the familiar work environment.

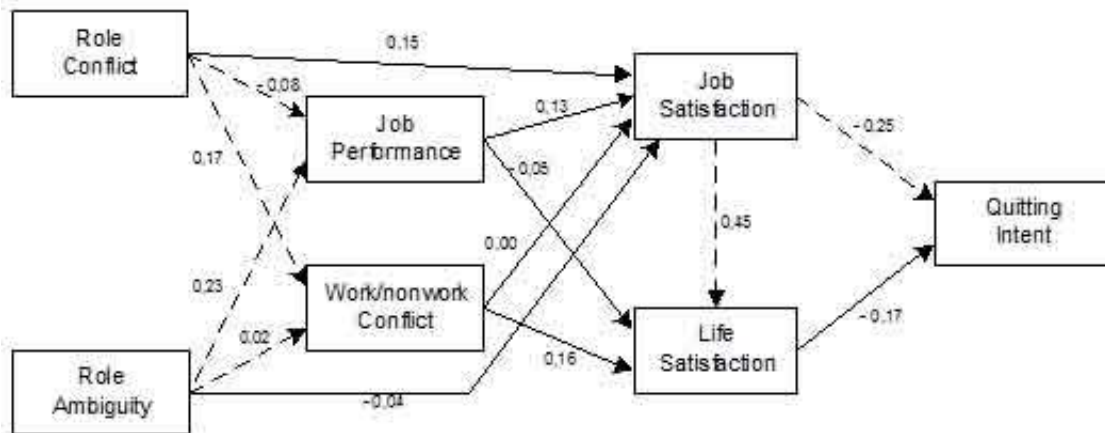


Figure 4. Relationship framework of male and female employee

Hypothesis 2c is shown to test the relationship between role ambiguity and performance on all employees, it looks at the value of the table is 0.23 with the value $p = 0.000$ so the relationship is significant. Therefore, H2c has the support that the role ambiguity of Hotel Indonesia Kempinski Jakarta employees will affect its performance, it is clear that employees will be affected by the uncertainty of existing policies and regulations on their performance.

Hypothesis 3c is shown to test whether there is a relationship between role conflict with work / nonwork conflict among all employees. Whereas in the table seen value of 0.17 with $p = 0.006$ and the relationship is significant. Thus H3c has the support that on the employees there is a relationship between role conflict with work / nonwork conflict. Role conflict will greatly affect the activities outside the work environment on the employees which will affect their household life.

Hypothesis 4c is intended to test whether there is a relationship between role ambiguity with work / nonwork conflict among employees. In the table looks at the value of 0.02 with $p = 0.588$, so the relationship is not significant. Hence hypothesis 4c is not supported, where work / nonwork conflict in all employees is not affected by the uncertainty of tasks and responsibilities provided by managers.

Table 6. Relationship effect of each variables on male and female employees

Variable		Direct effect	Indirect effect	Total effect
RA	WNW	0,024		0,024
RA	JP	0,230		0,230
RA	JS	-0,045	0,031	-0,014
RA	LS		-0,013	-0,0113
RA	QI		0,006	0,006
RC	WNW	0,175		0,175
RC	JP	-0,085		-0,085
RC	JS	0,151	-0,011	0,140
RC	LS	0,439	0,095	0,535
RC	QI		-0,127	-0,127
WNW	JS	0,001		0,001
WNW	LS	0,161	0,001	0,161
WNW	QI		-0,028	-0,028
JP	JS	0,133		0,133
JP	LS	-0,046	0,060	0,015
JP	QI		-0,035	-0,035
JS	LS	0,453		0,453
JS	QI	-0,247	-0,078	-0,325
LS	QI	-0,172		-0,172

Hypothesis 5c is intended to test the relationship between job satisfaction with life satisfaction, and on the table looks the value of 0.45 with the value $p = 0.053$, the relationship becomes insignificant. So H5c does not get support, where job satisfaction is perceived on all employees have no effect on life satisfaction.

Hypothesis 6c is intended to test the relationship between job satisfaction and quitting intent. In table 5 the value - 0.25 with p value = 0.294, the relationship is not significant. So the job satisfaction with the desire to stop working on all employees there is no relationship or not affect each other.

Direct effect, indirect effect and total effect between the variables that connect between the role stress with the desire to stop working on all employees, then according to table 6, seen the total effect between role conflict with life satisfaction is 0,535, it means

on all employees satisfaction Their lives are affected by role conflict in their work environment, and the relationship between role conflict and life satisfaction is significant ($p = 0,003$). As for the relationship between job satisfaction with the desire to stop working on all employees total effectnya - 0.325 which means this relationship is negatively affected. If the job satisfaction perceived by the employees is low then it will increase the desire to stop working on them although the relationship is not significant with the value $p = 0.294$.

The structural equation analysis supports the hypothesized model, the path estimates convey that the service provider's role pressures logically affect the performance of the work of the customer-related service providers, job / non-occupational conflicts, and job satisfaction as well as indirectly affecting job satisfaction and intention work. In a service provider situation, a customer is sitting in front of you or coming to your desk, making the hard way out. Therefore, the results shown here support the idea that the conflict is resolved by dealing with the situation rather than avoiding the situation (Deutsch, Coleman, & Marcus, (Eds.). 2011).

Role stress service providers affect job performance differently in men than women. The results say that the performance of female service providers is affected more negatively by increased role conflict and improved performance. Although the path between the role conflict and job performance is insignificant, and negative in males, the same pathway is not significant in women. Overall the ambiguity effect was positive but the path under study between role ambiguity and performance was significantly more positive in males than in females. This result is consistent with the gender role characteristic of difference, which expresses a more aggressive reaction to pressure in men (Kret & De Gelder, 2012).

Previous studies have suggested that variations in the effect of pressure relationships with performance within the scope of the present invention should be considered because most organizational behavioral studies have been conducted using larger male samples. By not attributing gender differences as a liaison, previous studies may report a relationship that is lacking in men and excessive relationships and leads wrongly to women (Ilies, Johnson, Judge, & Keeney, 2011).

Job satisfaction affects the intention of stopping working differently in male and female service providers. Although this relationship is not significant for both, path estimates convey a stronger relationship to men than women. It will, therefore, be more difficult to maintain the satisfaction of the male service provider group employed than

the female service provider group. A stronger relationship between job satisfaction and work-related intentions among men also means that work / nonwork conflict, a greater illogical impact on the intention to stop working among men than women. The pressure-related construction and organizational outcomes selected are the same as the construction described here that the intention to stop working at a female service provider is better than that of a male service provider. Thus, male service providers may leave their jobs for reasons other than dissatisfaction. This may be partly due to the limited mobility opportunities experienced by men.

Overall results suggest an important role for work / non-occupational conflicts that directly undermine job satisfaction and life and indirectly increase the intention to stop working. Further, work / non-occupational conflicts, in large numbers, provide facilities for the unproductive effects of role pressures by indirectly linking role ambiguities with important results. Therefore, effective change management to some extent, is a helper function for service providers to manage their work / non employment conflicts.

Because service provider employees are usually young, unmarried and often part-time worker than other workplace employees (Cha, 2010), managers may not recognize the potential effects of adverse occupational / non-employment conflicts. Hotels, restaurants and retail practices that include irregular work schedules and restrictions on weekends and changing schedules with little or no notice will affect employment / non-employment links. And when situations like this can be minimized, then the salary will be lowered.

Gender-based differences. Managers should consider the gender effects found here in interpreting the relationship of role pressures to performance. The results indicate that women are more severely affected by increasing pressure. Therefore, in the role conflict setting and role ambiguity, these different effects need to be considered. For example, female employees in high pressure, in a customer-related environment may need more concrete guidance as to what they can and can not do to resolve the conflict between manager's expectations and customer demands. Again, these results are sufficient for the debate between process versus output control. For example, if rationally men respond aggressively to conflict by taking liberties with existing policies and regulations that are valid, the outcome will propose output effects versus different process controls on male and female employees. Because the operationalization of control methods can not be in this study, it is a research area that deserves further attention.

A careful difference in outcomes in the relationship of job satisfaction with change also has implications as practice. A direct implication is that measures taken to improve job satisfaction will reduce changes more effectively to men than women. That is, managerial wisdom may have more influence on men than women who wish to stop working (Kumra, Simpson, & Burke, (Eds.). 2014). A stronger relationship among men can suggest that women can tolerate more negative work conditions before they quit. Higher management understands that being ethically applicable should require extra precautions to reduce or eliminate these negative work conditions.

Conclusion

This study provides empirical evidence whereby at least a number of relationships may vary among service providers and men. Perhaps the results will help managers examine the treatment of service providers and women in particular. Finally, the results here provide useful evidence in developing theories relating to the arrangement of customer-related service provider relationships.

The study of employee behavior is always an interesting subject based on the form chosen for a study. Ideally, other forms will be involved as well. The operational activities of the control environment is a significant addition and will extend the contribution offered here. Measurement of self-report performance is also used here. Although previous studies have shown a significant relationship between self-measurement and other performance measures (Boyd & Gessner, 2013), the relationships tested may be affected because the whole measure is a measure of self. From the customer's point of view, the amount of tip money will be a good job performance indicator. The evidence suggests that male and female customers differ in assessing the performance of both male and female service providers (Lee, Kim, Ko, & Sagas, 2011). Further research might consider a process of closer adjustment between consumer and employee gender and its impact on performance perceptions. Furthermore, other effective forms are considered and can be relevant to potential gender differences versus job roles. Several possibilities for further consideration include commitment and resolution.

The sample in this study is a full-service hotel service provider. However, comparisons of the results shown here and those from other marketing contexts are very useful. For example, the samples also include marketing positions considered more professionally, such as the number of business sales to business, the next analysis can test the level of professionalism or customer respect as the next moderator.

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