

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh *Work-Family Conflict* dan stres kerja terhadap kinerja karyawan pada Daima Hotel Padang. Latar belakang penelitian ini berangkat dari fenomena bahwa karyawan menghadapi tuntutan pekerjaan yang cukup tinggi di satu sisi, serta tuntutan keluarga di sisi lain, yang dapat memunculkan konflik peran ganda dan meningkatkan tingkat stres kerja. Jenis penelitian yang digunakan adalah penelitian kuantitatif dengan pendekatan asosiatif. Sampel penelitian ini adalah seluruh karyawan Daima Hotel Padang yang berjumlah 63 orang, dengan teknik pengambilan sampel jenuh. Instrumen penelitian berupa kuesioner dengan skala Likert. Uji validitas dan reliabilitas dilakukan untuk memastikan kualitas instrumen, sedangkan analisis data menggunakan uji regresi linear berganda dengan bantuan SPSS. Hasil penelitian menunjukkan bahwa variabel *Work-Family Conflict* berpengaruh positif tetapi tidak signifikan terhadap kinerja karyawan. Sedangkan variabel stres kerja berpengaruh positif dan signifikan terhadap kinerja karyawan. Secara simultan, *Work-Family Conflict* dan stres kerja berpengaruh signifikan terhadap kinerja karyawan. Variabel yang paling dominan memengaruhi kinerja karyawan adalah stres kerja. Berdasarkan hasil penelitian ini, pihak manajemen Daima Hotel Padang diharapkan dapat memberikan perhatian lebih dalam pengelolaan stres kerja karyawan, serta membantu menciptakan keseimbangan antara peran pekerjaan dan keluarga sehingga kinerja karyawan dapat meningkat secara optimal.

Kata kunci: *Work-Family Conflict*, stres kerja, kinerja karyawan, Daima Hotel Padang.

SUMMARY

This study aims to examine the effect of *Work-Family Conflict* and job stress on employee performance at Daima Hotel Padang. The background of this research arises from the phenomenon that employees face high job demands on one side and family responsibilities on the other, which can create role conflicts and increase job stress levels. This research applied a quantitative approach with an associative method. The population in this study consisted of all employees of Daima Hotel Padang, totaling 63 people, using a saturated sampling technique. The research instrument was a questionnaire with a Likert scale. The validity and reliability tests were conducted to ensure the quality of the instrument, while the data analysis used multiple linear regression with the help of SPSS. The results showed that *Work-Family Conflict* has a positive but not significant effect on employee performance. Meanwhile, job stress has a positive and significant effect on employee performance. Simultaneously, *Work-Family Conflict* and job stress significantly affect employee performance. Among these variables, job stress was found to be the most dominant factor influencing employee performance. Based on these findings, the management of Daima Hotel Padang is expected to pay more attention to managing employees' job stress and support the balance between work and family roles so that employee performance can be improved optimally.

Keywords: *Work-Family Conflict*, job stress, employee performance, Daima Hotel Padang.