

ABSTRACT

This research is entitled “The Influence of Work-family Conflict towards Work Stress : The Role of Education Levels and Gender as Moderating Variables (A Study on Civil Servant Working For Ministry Of Manpower Indonesia). The aims of this research were to investigate the relationship between work-family conflict, family-work conflict and work stress, also to investigate the moderating role of education levels and gender in those relationship. This research data were obtained from Ministry of Manpower Indonesia in South Jakarta by distributing the questionnaires to 180 employees using random purposive sampling. The data analysis techniques used in this research were partial least square using multi-group analysis.

The results show that 1) work-family conflict are positively and significantly related to work stress, 2) family-work conflict are positively and significantly related to work stress, 3) education level has no moderating effects on the relationship between work-family conflict and family-work conflict to work stress, and 4) gender has no moderating effects on the relationship between work-family conflict and family-work conflict to work stress.

To increase the work performance and also work productivity, each Head of Work unit in Ministry of Manpower Indonesia needs to 1) decreasing work-family conflict and family-work conflict who faced by the employees, so work stress also can be reduced, and 2) there should be no special treatment for employee recruitment according to gender also due to there is no differences on perceiving work stress between male and female due to there is no differences between high and secondary education levels in the relationship of inter-role conflict towards work stress.

Keywords: *Work-family Conflict, Work Stress, Education Level, Gender.*