

## The Effect of Work-Family Conflict and Job Stress on Performance With Job Satisfaction As A Mediation Variable

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### ABSTRACT

This research aims to analyze the influence of work-family conflict and work stress on performance with job satisfaction as a mediating variable using quantitative research methods and SMART PLS analysis tools. 4 of the population in this study are female nurses working shifts in the ward and emergency room using a purposive sampling approach. with a sample size of 89 according to the criteria. The results of this study show that work-family conflict has a negative and insignificant effect on performance, work-family conflict has a negative and significant effect on job satisfaction, work stress has a negative and insignificant effect on performance, work stress has a negative and insignificant effect on job satisfaction, job satisfaction. work has a positive and significant effect on performance, work-family conflict has a negative and significant effect which is mediated by job satisfaction and work stress has a negative and insignificant effect on performance which is mediated by job satisfaction.

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## 1. INTRODUCTION

Human Resource Management plays an increasingly crucial role in various organizations including hospitals. Hospitals as health care providers have an important responsibility in meeting the community's medical service needs. In an effort to achieve optimal quality of health services, the performance of hospital employees is key. High performance of employees contributes to safe, efficient and quality patient care. Therefore, effective human resource management in hospitals becomes essential. According to [1] human resource management is the attraction, selection, development, maintenance and use of human resources to achieve individual and organizational goals.

According to [2] performance is an achievement, namely the value of the difference between the work results achieved in a work activity and the standards or expectations set. Performance is the result of the quantity and quality of something obtained through products or services provided by someone in work activities [3]. Meanwhile, according to [4] performance is also the result of activities in the work process, both in terms of quality and quantity that can be obtained by someone in carrying out tasks according to the responsibilities given. Therefore, sustainable success is the goal of an organization and can be seen from the performance of an individual or team.

According to [5] job satisfaction is defined as a positive feeling about a person's job which is the result of an evaluation of its characteristics. [30] that job satisfaction is a pleasant and positive feeling resulting from a person's evaluation of their work or overall work experience. We can conclude that when workers enjoy their work, positive feelings towards the work will be created so that workers are able to feel satisfied with their work, and vice versa, if workers do not enjoy their work, negative feelings will be created towards the work so that workers do not feel satisfied with their work. So this will have an impact on performance, how workers will treat their work.

According to [6] work family conflict is a mismatch between the worker's role and the family role which can create tension between the demands of the two roles, while [7] identifies two types of work-family conflict, namely work-to-family conflict (from work to family) and family-to-work conflict (conflict from family to work). He states that work-family conflict occurs "when the demands of one role (work or family) make it difficult to meet the demands of another role. For example, when a woman who already has children

is obliged to take care of the children at home but also chooses to Being a career woman, there will be a role conflict where the demands of the roles as a mother and a career woman are different. Women who can meet the demands of work are also influenced by their ability to fulfill the demands of being a mother. Work family conflict often occurs in workers who have pressure from their work or family. from the role they have. Work family conflict can occur in both women and men. Research [8] entitled Women Managers and the Experience of Work-Family Conflict found that there are several differences in the level of work-family conflict between men and women , that women experience work-family conflict at a higher level than men.

According to [29] work stress is a condition that arises as a result of changes in work demands, constraints and influences that threaten individual goals at work. Work stress is a condition where the burden and pressure of work exceeds the individual's ability to overcome or manage it [10], therefore if workers are given excessive work, sometimes workers will see the work as stressful in itself so that the positive emotions that workers have will decrease and the worker will will have complaints in doing their work. Research results from [11] show that work stress has a positive effect on job satisfaction. Research from Rajeshwaran and [12] also shows the results that work stress has a significant influence on job satisfaction and performance. This is also proven from research results that there is a relationship between aspects of job satisfaction and employee work performance [13]

A hospital is a health facility that provides health services evenly by prioritizing efforts to cure disease and restore health which are carried out in a harmonious and integrated manner with efforts to improve health and prevent disease in a referral setting and can be used for the education of research personnel. RSU PKU Muhammadiyah Delanggu which is located at Jl. Raya Delanggu Utara No 19 is one of the hospitals that provides health services in Klaten district. This hospital has several types of inpatient rooms, including (Ward Ahmad Dahlan class VIP, I, & 2, Ward Hamka class VIP, 1, 2, 3, Ward Ar Fahrudin class 3 & Isolation, Ward BB class VVIP, VIP, I , BA Ward class 2 & 3, Ward Aisyah class VIP & 1, Ward Khadijah class 2, Ward Fatimah class 3, Ward Aminah class 3, ICU, PICUNICU, KBRT, VK, IGD) The focus of this research is on female nurses in inpatient installations and IGD because it has a shift work system, namely a work system that divides groups of nurses based on working hours consisting of morning, afternoon and evening. According to Robert and Michael in [14] that the shift work system is related to the occurrence of work-family conflict. A woman with a profession as a nurse has very busy responsibilities. A female nurse who has a dual role is certainly a very difficult thing, because it requires high concentration. Based on the description above, researchers are interested in conducting research with the title "The influence of work-family conflict and work stress on performance with job satisfaction as a mediating variable"

## 2. RESEARCH METHOD

This research is a quantitative analysis using an associative approach, [12] Associative is research that asks for cause and effect between two or more variables. Data collection was carried out by distributing questionnaires to female nurses who worked shifts in the wards and igd of RSU PKU Muhammadiyah Delanggu as primary data. In this research, the independent variable or variable X is work-family conflict and work stress, the dependent variable or variable Y is performance and the mediating variable or Z is job satisfaction. The research population was female nurses who worked shifts in the wards and emergency room of RSU PKU Muhammadiyah Delanggu, with a sample of 89 respondents using the purposive sampling method. The framework for this research is as follows:

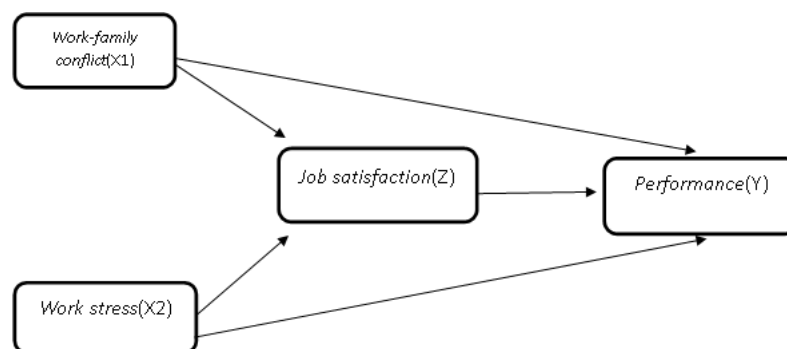


Figure 1. Research Model

Based on the framework above, the hypothesis of this research is:

### 2.1. Work-family conflict and performance

The difficulties experienced by employees in balancing work life cause family conditions to be less harmonious, thereby reducing the quality of relationships within the family which can affect employee performance, because it can cause work implementation to be disrupted which can ultimately reduce company performance [15]. The results of previous research conducted by [16] show that Work Family Conflict has a positive effect on employee performance. This is also supported by research [17] which shows

the results that work-family conflict has a positive and significant effect on the performance of female employees. From the description above, a hypothesis emerges about the influence of work family conflict variables on performance variables

H1: Work-family conflict influences performance

## **2.2. Job Stress and Performance**

The research results studied by [19] confirmed that job stress and job satisfaction are important factors that influence employee performance and productivity. This is also supported by [18] which shows the results that there is an influence of work stress on performance. From the research above, a hypothesis emerged about the influence of work stress variables on performance variables.

H2: work stress has an effect on performance

## **2.3. Work-family conflict and job satisfaction**

This hypothesis was created based on previous research conducted by [20]. The results of this research show that work-family conflict has a direct influence on turnover intention, job satisfaction and job stress. Research conducted by [18] shows the results that there is an influence of the work family conflict variable on job satisfaction. This is also supported by research from [21], the results of which show that work-family conflict has a significant effect on employee satisfaction. From the research above, a hypothesis emerged about the influence of the work family conflict variable on the job satisfaction variable

H3: work-family conflict influences job satisfaction.

## **2.4. Job stress and job satisfaction**

This hypothesis was created based on previous research conducted [20]. The results of this research showed that job stress had a direct effect on turnover intention and job satisfaction. From the research above, a hypothesis emerged about the influence of the work stress variable on the job satisfaction variable.

H4: work stress has an influence on job satisfaction.

## **2.5. Job satisfaction and performance**

Research conducted by [22] shows that job satisfaction has a positive effect on seafarers' job performance. Research conducted by [16] also shows the results that job satisfaction has a positive effect on employee performance. Likewise, research conducted by [28] resulted in job satisfaction having a significant positive effect on employee performance. This is also supported by research from Masduki [31] whose results show that job satisfaction has a positive and significant effect on employee performance. From the research above, a hypothesis emerged about the influence of job satisfaction variables on performance variables.

H5: job satisfaction has an influence on performance.

## **2.6. Job satisfactionin mediating work-family conflict on performance**

This hypothesis was created based on previous research conducted by [21], the results of which were that employee satisfaction as an intervening variable influenced the relationship between work-family conflict and work performance. Likewise, research conducted by [23] states that work-family conflict has a significant influence on employee performance through job satisfaction as a mediating variable. This is also supported by research [22] showing that job satisfaction plays a moderating role in the relationship between work-family conflict, work stress and seafarer performance. From the above research, a hypothesis emerged that the influence of the work family conflict variable on performance variables through the job satisfaction variable as a mediating variable.

H6: job satisfaction has a mediating effectwork-family conflict on performance.

## **2.7. Job satisfactionin mediating work stress on performance**

Research examined by [24] Work stress and work-family conflict on employee performance with job satisfaction as an intervening variable has a significant positive effect. Similarly, research from [22] shows that job satisfaction plays a moderating role in the relationship between work-family conflict, job stress and seafarer performance. From the research above, a hypothesis emerged that the influence of work stress variables on performance variables through job satisfaction variables as a mediating variable.

H6: job satisfaction has a mediating effectwork stress on performance.

## **3. RESULTS AND ANALYSIS**

This research uses two models, namely (1) Data Quality Testing (outer model) and (2) Evaluation of the structural model (Inner model), the results are as follows:

### **3.1. Data quality testing (OuterModel)**

The outer model describes the relationship between indicators and constructs. This initial evaluation or measurement test is reflective between convergent validity and construct validity.

### 3.1.1. Discriminant Validity

#### 3.1.1.1. Loading Factor

An indicator can be said to meet convergent validity criteria if it has an outer loading value greater than 0.70. In the attached table, after testing, there is 1 indicator that has a value below 0.7, among these indicators is EL 3.

After eliminating 1 indicator that is below the standard value, it is tested and attached to the indicator that is above the value 7.0 as follows:

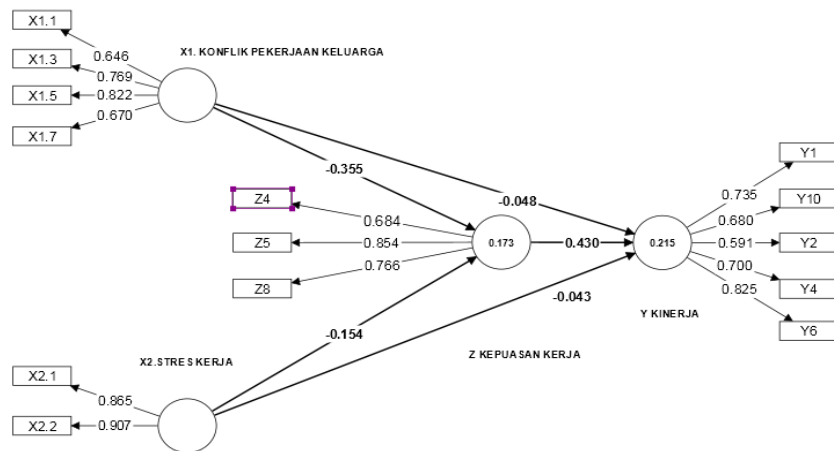


Figure 2. Outer model

#### 3.1.1.2. Cross Loading

The Cross Loading test shows that the loading value of each indicator item on the construct (X1, X2, Z and Y) is greater than the cross loading value. Thus, it can be concluded that all constructs or latent variables have good discriminant validity, where the indicators in the construct indicator block are better than the indicators in other blocks. From the results of the cross loading analysis, it appears that there are no discriminant validity problems.

### 3.1.2. Reliability Test

Table 1. Reliability

Variable	Cronbach's Alpha	Composite Reliability	Average Variance Extracted (AVE)	Information
Work family conflict	0.709	0.819	0.533	Reliable
Work stress	0.728	0.880	0.785	Reliable
Performance	0.780	0.834	0.504	Reliable
Job satisfaction	0.660	0.813	0.594	Reliable

Based on the results of table 1, it shows that the Cronbach's alpha and composite reliability values for each variable have a value of  $>0.60$ , while the average variance extracted (AVE) value has a variable value of  $>0.50$ , so it can be concluded that all variables based on the composite reliability test can be declared reliable.

### 3.2. Inner Model Analysis

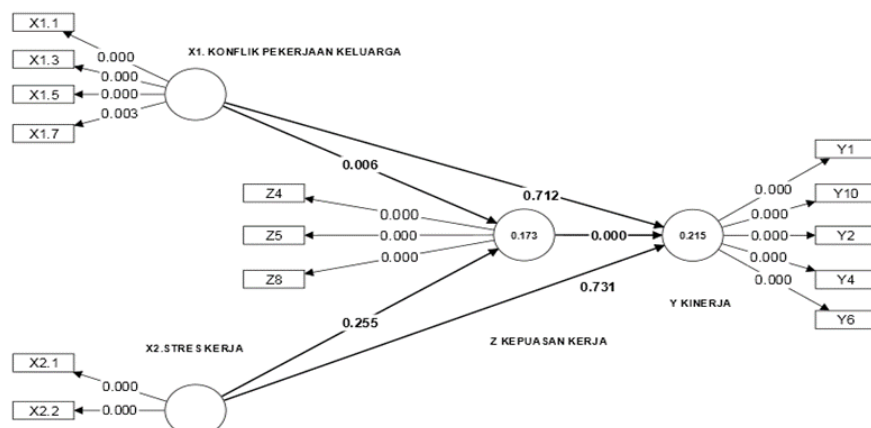


Figure 3. Inner model

### 3.2.1. Goodness of Fit

#### 3.2.1.1. R Square (R2)

The results of the R Square test carried out are described in the following table:

Table 2. R Square (R2)		
Variable	R Square	Information
Performance(Y)	0.215	Light
Job satisfaction(Z)	0.173	Light

Based on table 2 regarding R - Square, there is a performance value of 0.215, meaning that the obtained value explains that performance can be influenced by work-family conflict and work stress by 21.5%, the remaining 78.5% is influenced by other variables that were not studied by researchers. The job satisfaction variable has a value of 0.173, meaning that the obtained value explains that job satisfaction can be influenced by work-family conflict and work stress by 17.3%, the remaining 82.7% is influenced by other variables not examined by the researchers.

#### 3.2.1.2. Predictive Relevance (Q2)

Predictive Relevance (Q2) calculation results

$$\begin{aligned}
 \text{Q-Square} &= 1 - [(1 - R^2_1) \times (1 - R^2_2)] \\
 &= 1 - [(1 - 0.215) \times (1 - 0.173)] \\
 &= 1 - (0.785 \times 0.827) \\
 &= 1 - 0.65 \\
 &= 0.35
 \end{aligned}$$

Based on the research results above, the Q-Square value is 0.35. This value explains that 35% of the diversity of research data can be explained by the research model, while the remaining 65% is explained by other factors that are outside this research model.

#### 3.2.1.3. Effect Size (F2)

Effect Size testing is carried out and described in the following table:

Table 4. Effect Size (F2)			
X1	Y	Z	X2
Work-family conflict (X1)	0.002	0.145	
Performance(Y)			
Job satisfaction(Z)	0.195		
Work stress(X2)	0.002	0.028	

Based on Table 4, it shows that the effect size with a small value is the influence of X1 on Z, X2 on Z. The influence with a medium value is Z on Y.

#### 3.2.1.4. Normed Fit Index (NFI)

Normed Fit Index testing is carried out and described in the following table:

Table 5. Normed Fix Index (NFI)		
	Saturated Model	Estimated Model
SRMR	0.110	0.110
d_ULS		1,268
d_G		0.405
Chi-Square		208,589
NFI	0.488	0.488

In table 5, NFI has values ranging from 0 to 1. The NFI value is below 0.90, namely an NFI value of 0.488, which means the model is marginally fit.

### 3.3. Hypothesis Testing

The research data used in testing this hypothesis are the values contained in the output coefficients. The following is a table of test results:

Table 7. Hypothesis test

	Original Sample	P Values	Significance
Work family conflict->Performance	-0.048	0.712	Not significant
Work family conflict->Job satisfaction	-0.355	0.006	Negative Significant
Work stress->Performance	-0.043	0.731	Not significant
Work stress->Job satisfaction	-0.154	0.255	Not significant
Job satisfaction->performance	0.430	0,000	Positive Significant
Work family conflict->Job satisfaction->Performance	-0.153	0.046	Negative Significant
Work stress->Job satisfaction->Performance	-0.066	0.287	No Significant

### 3.3.1. Effect of work-family conflict on performance

In this study, the results of the t-statistic analysis were 0.369 with a large effect of -0.048 and a p-value of 0.712. With a t-statistic value of <1.971 and a p value of >0.05, this means that there is no influence between work-family conflict on performance.

The results of this research are different from research conducted by [16] showing that Work Family Conflict has a positive effect on employee performance. So this research does not support previous research. The influence of work-family conflict on job satisfaction is negative, meaning that every increase in work-family conflict has an impact on decreasing performance, and vice versa, the lower the work-family conflict among employees, the higher their performance. Based on the results of research by female nursing staff at RSU PKU Muhammadiyah Delanggu, the work-family conflict that occurred did not affect the performance of the nurses because they focused on their duties which required full concentration and directly provided services to patients.

### 3.3.2. The influence of work-family conflict on job satisfaction

In this study, the analysis results obtained a t-statistic value of 2.734 with a large effect of -0.355 and a p-value of 0.006. With a t-statistic value > 1.971 and a p value < 0.05, this means that there is a negative influence between work-family conflict on job satisfaction. This means that if the level of work-family conflict is low, the job satisfaction of nurses will be higher. Conversely, if the level of work-family conflict is high, the nurses' job satisfaction will be lower. Therefore, it is important for hospital management to always pay attention to things that cause employee work-family conflict so that they can prevent role pressures that arise from the workplace and influence conflicting family spheres.

The results of this study are different from research conducted by [20]. The results of this study show that work-family conflict has a direct influence on turnover intention, job satisfaction and job stress. Therefore, it can be concluded that this research does not support previous research.

### 3.3.3. Effect of work stress on performance

In this study, the results of the analysis showed a t-statistic value of 0.343 with a large effect of -0.043 and a p-value of 0.731. With a t-statistic value < 1.971 and a p value > 0.05, it means that there is no influence between work stress and performance.

The results of this study are different from research conducted by [18] which showed that there was an influence of work stress on performance. According to Danang (2012) explains that not all stress is negative. Therefore, management may not worry if employees experience mild stress, which at a certain level of stress will have positive consequences or improve their performance because this will encourage or urge employees to perform their tasks better. Light stress can be given to employees in order to encourage faster performance and can encourage critical thinking where when under pressure, the brain will work more to look for opportunities to quickly solve the work or problem given. Based on the results of this research, nurses at RSU PKU Muhammadiyah Delanggu feel that the work stress they experience does not affect employee performance in completing work because the workload in hospitals is indeed higher and requires high concentration to reduce errors and is felt to have become a normal situation for female nurses. to work in tough conditions like this. The researcher's view for nurses is that high work stress is a risk of working in a

hospital so it is normal to have high work stress in this job position. Apart from that, as nurses who have to care for or serve patients, of course nurses must have a steadfast spirit and a strong intention to always perform excellently in whatever conditions they experience because it is their obligation to care for and serve patients, this may be one of the reasons why high work stress does not affect the performance of nurses which is also always high.

### **3.3.4. The influence of job stress on job satisfaction**

In this study, the results of the analysis showed a t-statistic value of 1.139 with a large influence of -0.154 and a p-value of 0.255. With a t-statistic value < 1.971 and a p value > 0.05, it means that there is no influence between work stress and job satisfaction.

The negative effect of work stress on job satisfaction means that every increase in work stress has an impact on reducing employee job satisfaction, and vice versa, the lower the level of stress among employees, the higher the level of job satisfaction. The results of this study show that work stress has a negative and insignificant effect on job satisfaction, so it can be concluded that the high level of work stress felt by employees does not affect job satisfaction. This can happen because with stress, employees are increasingly motivated to provide all their abilities and resources, so that they can fulfill work requirements and needs. The results of this research are in accordance with attribution theory, where this theory cannot function to study the process of how someone interprets a job they have obtained. Each employee is able to interpret their job satisfaction in accordance with the provisions set by the company [27]. Where this theory exists as an illustration of understanding related to a person's ability to deal with work stress that occurs in companies, but it has not yet been realized.

The results of this study are different from research conducted by [20]. The results of this research show that job stress has a direct effect on turnover intention and job satisfaction. So, this research does not support previous research.

### **3.3.5. The influence of job satisfaction on performance**

In this study, the analysis results obtained a t-statistic value of 3.504 with a large influence of 0.430 and a p-value of 0.000. With a t-statistic value > 1.971 and a p value < 0.05, this means that there is an influence between job satisfaction and performance.

This supports research conducted by [22] The results of this research show that job satisfaction has a positive effect on seafarers' job performance. So, this research supports previous research. This means that if nurses' job satisfaction is met, their performance will also increase, where job satisfaction is an important factor for improving performance, if nurses have job satisfaction, they will dedicate themselves to the hospital with full responsibility and optimal work enthusiasm.

### **3.3.6. The effect of job satisfaction in mediating work-family conflict on performance**

In this study, the results of the analysis showed a t-statistic value of 1.993 with a large effect of -0.153 and a p-value of 0.046. With a t-statistic value > 1.971 and a p value < 0.05, this means that there is a negative influence of job satisfaction as a mediating variable that mediates work-family conflict on performance.

The results of this study are different from research conducted by [23] which states that work-family conflict has a significant influence on employee performance through job satisfaction as a mediating variable. The test results also show that the job satisfaction variable mediates the influence of work-family conflict on the performance of female nurses at RSU PKU Muhammadiyah Delanggu. This means that the more balanced there is between work-family conflict, the chances of job satisfaction for female nurses who work at RSU PKU Muhammadiyah Delanggu will also increase. This means that there is an influence between job satisfaction mediating the influence of work-family conflict on performance in female nurses who work in hospitals.

### **3.3.7. The effect of job satisfaction in mediating job stress on performance**

In this study, the analysis results obtained a t-statistic value of 1.065 with a large influence of -0.066 and a p-value of 0.287. With a t-statistic value of <1.971 and a p value of >0.05, this means that there is no influence of work stress on performance with job satisfaction as a mediating variable.

The results of this study differ from research conducted by [22] showing that job satisfaction plays a moderating role in the relationship between work-family conflict, work stress and seafarer performance.

The indirect influence of work stress on performance through job satisfaction shows that even though there is work stress, but supported by high job satisfaction, the performance of female nurses will be optimal at work. In accordance with research results [26], even though employees experience work stress, employee performance still remains high. employees are able to meet the targets set by the company, employee attendance is high, employees are able to collaborate with co-workers in completing work and employees are able to appreciate the work done by co-workers.

#### 4. CONCLUSION

Based on the results of research and discussion, it was found that the work-family conflict that occurred did not affect the performance of nurses because they focused on their duties which required full concentration and directly provided services to patients..Nurses at RSU PKU Muhammadiyah Delanggu feel that the work stress they experience does not affect their performance in completing work because the workload at the hospital is higher and requires high concentration to reduce errors. The researcher's view for nurses is that high work stress is a risk of working in a hospital so it is normal to have high work stress in this job position. Apart from that, as nurses who have to care for or serve patients, of course nurses must have a steadfast spirit and a strong intention to always perform excellently in any condition, because it is their obligation to care for and serve patients, this may be one of the reasons why High work stress does not affect performance. The results of this study show that work stress has a negative and insignificant effect on job satisfaction, so it can be concluded that the high level of work stress felt by employees does not affect job satisfaction. This can happen because with stress, employees are increasingly motivated to provide all their abilities and resources, so that they can fulfill work requirements and needs. The results of this research are in accordance with attribution theory, where this theory cannot function to study the process of how someone interprets the work they get. Every employee is able to interpret their job satisfaction in accordance with the provisions set by the company. If nurses' job satisfaction is met then their performance will also increase, where job satisfaction is an important factor for improving performance, if nurses have job satisfaction they will dedicate themselves to the hospital with full responsibility and enthusiasm. optimal work.

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