

Conference Paper

Influence of Work Family Conflict on Job Satisfaction through the Employees' Work Stress at Islamic Hospitals in Unisma Malang East Java Indonesia

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Abstract

This study aims to identify the influence of family conflict on work satisfaction and work stress. This is descriptive research with a quantitative approach. The study uses non-probability sampling and purposive sampling techniques. There were 112 respondents, who were married, with children, and employed. Based on the results of a path analysis this study demonstrates that familial conflict directly affects job satisfaction and heightens occupational stress, but does not affect the satisfaction of work through occupational stress. Subsequent studies are needed to identify independent variables or mediation variables affecting the stress of work, and provide more specific indicators in job satisfaction variables.

Keywords: Work Family Conflict, Job Satisfaction, Work Stress

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1. Introduction

Indonesia is already experiencing many changes, in the era of globalization today many technologies have been increasingly sophisticated. This makes it a challenge for the Indonesian nation, especially for human resources. Human resources is one of the most important assets in a company, so it demands the company to always pay attention to it more. With the existence of qualified human resources can bring the company to be better. Islamic Hospitals Unisma Malang is one of the private owned enterprises engaged in the field of healthcare, aims to serve the community with a quality service and affordable for the community in order to improve the quality of health. According to Robbins and Timothy (2015:50), an employee who has high job satisfaction can be seen from the indicators: salary, work itself, supervision, co-worker, and promotion. If employee satisfaction is fulfilled then directly performance, The problems related to the job satisfaction that I get at the time of observation at Islamic Hospitals Unisma Malang, based on the results of observations and interviews with Mrs. Zulfah as head

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of HR Islamic Hospitals Unisma Malang in April 2019 said that Employers are judged less firmly in reprimanding their employees because there are many employees who are late in, leaving the office during working hours to manage the family, even some employees also bring their children to the office. These things will certainly interfere with the concentration while working so that the resulting performance is not optimal eventually lowers the job satisfaction.

There is a family composition shifting phenomenon, the family type in Indonesia is no longer a career family single, but also there is a dual career family, where men or husbands and women or wives alike work is one of the implications The demands of the family role balancing and job role that each pair must run. The fulfillment imbalance of both roles can encourage the emergence of work family conflict. This is in line with the research conducted by Seema and Maheshwari (2015) which mentions that one of the factors affecting job satisfaction is work family conflict.

Frone Rusell & Cooper (1992) defines the work family conflict that occurs in the employee, on the one hand he must do work in the Office and on the other side must take care of the family in its entirety, making it difficult to distinguish between work Disturbing families and families interfering with work. Essentially work family conflict can occur both in men and women. In the research of Sulistiawan and Aris (2017:134) mentions that not only women are potentially experiencing work family conflict, but men also have the same potential in the face of work family conflict.

Every employee who works has high pressure or stress as it is required to work according to company standards with good working performance. Not only that every employee is also required to be able to provide the best service for customers so as to compete with other similar industries. It is highly likely to cause occupational stress for employees who will have an impact on decreased job satisfaction. The research that has been conducted by Akhtharsha and Selvamathi (2015) mentions that the factors that can affect employee satisfaction are one of the work stress. Stress is a condition of a person experiencing tension due to conditions that affect them, the condition can be obtained from within a person or the environment outside of one's self (Luthans, 2006).

The results of an interview in April 2019 with Ibu Rohmah and Mr. Agus as an employee of Islamic Hospital Unisma Malang feel stressed because of the demands of high duty and heavy responsibilities with flexible working hours. The condition will certainly cause work stress. Work stress that lasts continuously can cause physical, emotional, and behavioural changes such as irritability and difficulty concentrating, thereby lowering job satisfaction (Rosita, 2014). Based on the background of the problem, work family conflict and occupational stress has a close relationship with job satisfaction.

Therefore, researchers do research with the title "Influence of Work Family Conflict on job satisfaction through the work stress of Islamic Hospitals Unisma employees Malang". This research aims to determine: (1) Work family conflict condition, work stress, job satisfaction at Islamic Hospitals Unisma Malang, (2) Influence of work family conflict to work stress, (3) Influence of work family conflict to work satisfaction (4) Influence of work Family conflict towards job satisfaction through work stress.

2. Method

The approach used in this study is a quantitative approach with this type of research included in Explanatory Research. This research uses the Path analysis of the population in this study of 446 Islamic Hospital Unisma employees of Malang. In this study, sampling methods used Non Probability Sampling type Purposive Sampling techniques. The sample criteria specified in this study are married employees, having children (under five years old), and permanent employee employment status. The number of samples taken by 334 people.

Collection of data on this study using questionnaires. In this study quantitative data was ordinal data which was treated as interval data because of questionnaires used using Likert scale. To find out the quality of the questionnaire instruments are tested in the form of validity tests and reliability tests. The data analysis techniques used in this study use descriptive analysis to determine the conditions of the variables examined on the research object.

The path analysis Model used in this study is that the work family conflict (X) variable directly affects the work satisfaction variable (Y) and the indirect effect on work satisfaction variables (Y) through work stress variables (Z). The hypothesis test in this study uses a test t that serves to determine whether there is a partial effect of the work family conflict (X) variable, a variable between work stress (Z), and job satisfaction (Y). As for the presence of a significant indirect influence between work family conflict to job satisfaction through work stress using a test of mediation or intervening effects in total.

3. Result

After conducting the research, it is known that the condition of work family conflict belongs to the category high enough with an average of 3.05. In addition, work stress

is in a fairly heavy category with an average of 3.32. Furthermore, job satisfaction belongs to the category satisfied with an average of 3.87.

TABLE 1: Model Summary Regresi Linier I

Model	Unstd		Stand	t	Sig.
	B	S.E	Beta		
(Constant) WFC (X)	7,652 0,661	3,201 0,114	0,485	2,390 5,814	0,019 0,000
Dependent	: Stres Kerja (Z)				
R Square	: 0,235				

(Source: Data processed researchers, 2019)

The effect of errors or other unidentified variable path coefficients is calculated as follows:

$$e1 = \sqrt{1 - R^2}$$

$$e1 = \sqrt{1 - 0,235^2}$$

$$e1 = \sqrt{1 - 0,055}$$

$$e1 = 0,972$$

formulated the Model 2 of structural equations as follows:

$$Z = \beta 1X + e1$$

$$Z = 0,485X + 0,972$$

The output result of linear regression model I in table 1 is known that the significance value of the work family conflict variable is 0.000 smaller than 0.05 (Sig. < 0.05). These results give the conclusion that the linear regression I i.e. the work family conflict affects significant positives against occupational stress. Based on the Beta coefficient value ($\beta 1$) of 0.485 which has been standardized which is a coefficient of work family conflict path that means that the Beta coefficient ($\beta 1$) can explain the working stress variables by 0.485. The value of coefficient of determination or R Square (R²) value of 0.235 means that the influence of work family conflict on work stress is 23.5% while 76.5% is influenced by other variables outside this research.

TABLE 2: Model Summary Regresi Linier II

Model	Unstd		Stand	t	Sig.
	B	S.E	Beta		
(Constant)	62,075	1,909		32,510	0,000
WFC (X)	-0,401	0,076	-0,401	-5,301	0,000
Stres (Z)	-0,322	0,055	-0,438	-5,799	0,000
Dependent	: Job Satisfaction (Y)				
R Square	: 0,523				

(Source: Data processed researchers, 2019)

The effect of errors or other unidentified variable path coefficients is calculated as follows:

$$e2 = \sqrt{1 - R^2}$$

$$e2 = \sqrt{1 - 0,523^2}$$

$$e2 = \sqrt{1 - 0,273}$$

$$e2 = 0,852$$

The Model II equation of structure is formulated as follows:

$$Y = \beta2X + \beta3Z + e2$$

$$Y = -0,401X + (-0,438Z) + 0,852$$

Based on the output model summary linear regression II in table 2 It is known that the significance value of the work family conflict variable is 0.000 smaller than 0.05 (Sig. < 0.05) with a negative Beta coefficient value ($\beta2$) of -0.401. These results give the conclusion that the work family conflict affects negatively and significantly towards job satisfaction. Furthermore, the work stress variables indicate a significance value of 0.000 smaller than 0.05 (Sig < 0.05) with a negative coefficient value of -0.438 Beta ($\beta3$). This results in conclusion that work stress affects negatively and significantly towards job satisfaction.

The second structure equation can be described as follows: the Beta coefficient ($\beta2$) of the work family conflict variable can explain the job satisfaction variable by -0.401. The Beta coefficient ($\beta3$) variable occupational stress can explain the job satisfaction variable by -0.438. Results of the coefficient of determination R Square (R^2) of 0.523 which means that the influence of work family conflict and work stress to work satisfaction amounted to 52.3% while 47.7% are influenced by other variables outside this research. Indirect effect of work family conflict (X) variables against job satisfaction (Y) through working stress (Z) as follows: indirect influence = $X \rightarrow Z \rightarrow Y$

$$= \beta1X \times \beta3Z$$

$$= 0,485 \times (-0,438)$$

$$= -0,212$$

According to calculation of the multiplication coefficient of line above, obtained indirect influence amounted to -0.212. This means, work stress (Z) as a intervening variable, which works family conflict (X) to job satisfaction (Y) through work stress (Z).

The total coefficient of determination is calculated as follows:

$$R_m^2 = 1 - P_{e1}^2 P_{e2}^2$$

$$R_m^2 = 1 - (0,972)^2 \times (0,852)^2$$

$$R_m^2 = 1 - (0,944) \times (0,725)$$

$$R_m^2 = 1 - 0,684$$

$$R_m^2 = 0,316$$

The result of the calculation of the total coefficient of determination indicates the diversity of data on the model of 0.316 in other words the information contained in the data of 31.6% which can be explained by the model. The remaining 68.4% is explained by other variables outside this research. Based on the tests that have been conducted by researchers there is the influence of work family conflict on job satisfaction through direct and indirect work stress. Table 5 results in immediate and indirect impact summary:

TABLE 3: Direct, indirect, and Total impact results

	Effect		Total Effect
	Direct	Indirect	
X → Z	0,485	-	0,485
X → Y	-0,401	Z (0,485 × (-0,438)) = -0,212	-0,613
Z → Y	-0,438	-	-0,438

(Source: Data processed researchers, 2019)

Table 3 indicates that the work family conflict (X) variable affects working stress (Z) directly with a coefficient of β value of 0.485. Work family conflict (X) affects the job satisfaction (Y) directly with the value of β coefficient of -0.401. Working stress (Z) affects the job satisfaction (Y) directly with the value of β coefficient of -0.438. The influence of work family conflict on job satisfaction by using occupational stress as intervening variables have a total impact of -0.613. However, the mediation model has a partial influence meaning that the work family conflict variable is capable of directly affecting the work satisfaction variables without going through or involving work stress variables.

The value of coefficient of determination R square work family conflict to job satisfaction through work stress has a value of 0.316 which means that the influence of work family conflict to job satisfaction through work stress by 31.6% while 68.4% Influenced by other variables outside of this research.

4. Discussion

4.1. Work Family Conflicts Employees of Islamic Hospitals Unisma Malang

Family work conflict is happening to the employee, where one side has to do the work in the Office and on the other side he should take full care of the family, So it is difficult to distinguish between disruptive work families and families interfere with the work (Frone, Russel & Copper, 1992). Meanwhile, according to Greenhaus and Beutell (1985:77), Work family conflict is a form of role conflict where manually demanding work and family roles cannot be aligned in some respects. Then also described by Ahmed et al (2012) That work family conflict is a form of role conflict where the role demands of work and family cannot be aligned in some respects. From explanations according to experts and researchers it can be concluded that work family conflict is a conflict that occurs in individuals who have multiple roles between roles in work and role in the family. Based on the results of the analysis that has been done earlier indicating that the majority of respondents stated that it is quite agreed if they have a work family conflict, on the one hand he must do work in the Office and on the other side must Considering the family as a whole, so time and attention are too much devoted to one role that can cause employees to be difficult to divide time and difficult to carry out one of the roles due to other roles. From the results of this study it can be seen that the working statement items often make employees feel exhausted while at home have the highest average value. It can be interpreted that respondents lack the time to rest because most of the time is used to work. While the employee family statement item lacks support for work has the lowest average value. It can be interpreted that respondents feel the support of the family to work.

4.2. Employee Work Stress Islamic Hospitals Unisma Malang

Poor Beehr and Newman in Luthans (2006:442) defines occupational stress as the emerging condition of interaction between man and work as well as characterised by human change that forces them to Deviate from their normal functioning. According to Cooper (1994) in Waluyo (2013:91) Stress is defined as a response or internal or external process that reaches the level of physical and psychological tension to the limit or exceed the subject's ability limit. Meanwhile, according to Selye (1956) in Waluyo (2013:92) Work stress can be interpreted as a source that causes individual reactions in the form of physiological, psychological, and behavioral reactions.

According to experts and researchers it can be concluded that working stress is an individual response to external environmental conditions in the form of demands that result in psychological responses, and physiological responses resulting in irregularities normal function behavior.

Based on the results of the analysis that has been done previously showed that the majority of people who are employees of the Islamic hospital Unisma Malang experiencing considerable work stress, this means that employees experience work stress. This work stress will cause tension that can affect the physical, psychological, and changing behavior of employees. Long term jobs will be more susceptible to causing feelings of stress on employees. From the results of this research can be known that the statement item about the employee can not sleep calmly if they have many liabilities unresolved work has the highest average value. It can be understood that the respondent has a responsibility to each job. Unresolved work will be a burden of mind for employees. While the items of statement of employees The Islamic Hospital Unisma Malang often angry without cause when working hours have the lowest average. It can be interpreted that respondents are working not with emotional feelings or angry at work.

Based on the results of the research and explanation above, can be concluded if the work stress that occurs in the employees of the Islamic hospital Unisma Malang belongs to the category is quite heavy, then in this case the Islamic hospital Unisma Malang together with the employees Should support each other among co-workers is expected to reduce the working stress level.

4.3. Job Satisfaction of Employees of Unisma Islamic Hospital Malang

Job satisfaction can be defined as a positive feeling of a person's work which is the result of an evaluation of its characteristics (Robbins and Timothy, 2015:46). According to Rivai (2012) Job satisfaction is the valuation of the worker about how far his work overall satisfies his needs. Job satisfaction is also a common attitude that is of some particular attitude toward occupational factors, self-adjustment, and individual social relationships. Meanwhile, according to Seema and Maheshwari (2015), job satisfaction is the individual's positive orientation to play more of his work. From explanations according to experts it can be concluded that job satisfaction is a pleasant emotional state where employees view their work.

Based on the results of the analysis that has been done that shows that the majority of respondents are employees of the Islamic hospital Unisma Malang already satisfied with their work. From the results of this research can be seen that the statement item regarding the promotion conducted by the hospital Islam Unisma Malang can motivate every employee to be more developed in a career has the highest average value. This can be said that respondents felt motivated by the promotion given by Unisma Malang Islamic Hospital to be more developed in a career. Examples of promotions given by the Unisma Islamic Hospital Malang for employees in the medical field such as Nurse clinics are promoted to head nursing, head of the room, and head of nursing team. In the field of non-medical personnel employees are promoted to head of expert technicians. While the item of statement of employees of Islamic Hospital Unisma Malang has been satisfied with the salary received at the moment has the lowest average value. This can be interpreted that the salary given by the Islamic Hospital of Unisma Malang is decent but the employees still feel less with the salary received.

Based on the results of the research and explanation above, it can be concluded if the job satisfaction at the employees of the Islamic hospital Unisma Malang already in the category satisfied, the RSI Unisma Malang should continue to pay attention to the satisfaction of its employees

4.4. The Effect of Work Family Conflict on Occupational Stress

Based on the results of this study, it is known that work family conflict has a significant positive influence on occupational stress. Also, the value of the regression coefficient indicates a positive value of work stress, which can be interpreted to affect work stress. This results in line with the results of research conducted by Senem and Ozgur (2014) That work family conflict affects positively to work stress. These findings contribute to the understanding of work family conflict when pressure arising between family roles and work occur simultaneously can lead to the physical, psychological, and behavioral decline of the employee. Besides the research of Senem and Ozgur, other research has also been conducted by Mansour and Dima Mohanna (2017) stating that work family conflict is positively significant to the work stress.

The theory that supports past research and research conducted by today's researchers is the theory expressed by Frone, Russel & Cooper (1992), Work Family Conflict relates to depression and anxiety that is a contributing factor Stress. It is concluded that the work family conflict that occurs in women and men employees in the Islamic Hospital of Unisma Malang that raises occupational stress and can interfere

with physical, psychological, and behavioural conditions, where the greater the work family conflict That happens, the greater the tendency for employees to experience work stress. The H1 in this study is acceptable as it corresponds to the theory and supported past studies.

4.5. Effect of Direct Work Family Conflict on Job Satisfaction

Based on the results of this study, it can be noted that work family conflict has a significant negative influence on job satisfaction. Also, the value of the regression coefficient indicates a negative value that can mean that the work family conflict value negatively affects job satisfaction. Thus the result is in line with the results of research conducted by Afrilia and Utami (2018) gained that work family conflict affects negatively on job satisfaction. This means that if the employee experiences work family conflict then employee satisfaction will be decreased. In addition, research conducted by Ahmed et al (2012) concluded that work family conflict is negatively related to job satisfaction. This was strengthened by the research by Parasuraman and Simmers (2001) stating that the limitation of time owned by a person, i.e. the time used for work often resulted in limited time for the family and tensions In a role that ultimately affects job satisfaction. Thus, it can be concluded that the work family conflict experienced by employees of Islamic Hospitals Unisma Malang can affect job satisfaction. An employee who experiences high work family conflict will experience unoptimal job satisfaction. The higher the work family conflict then the lower employee satisfaction rate. High work family conflict can lead to unmaximal job satisfaction and will interfere with office work or home work. The H2 in this study is acceptable as it corresponds to the theory and supported research the previous research has done.

4.6. Effect of Direct Work Stress on Job Satisfaction

Based on the results of this study, it can be noted that work stress has a significant negative influence on job satisfaction. Also, the value of a regression coefficient suggests a negative value that can be interpreted as working stress negatively affects job satisfaction.

This results in line with the research results conducted by Akhtharsha and Selvamathi (2015) gained that work stress negatively affects job satisfaction. That is when high stress is experienced by a person then the satisfaction of work will decline. Another study was also conducted by Mansoor, et al (2011) which suggests that working stress

negatively affects job satisfaction. In the study stated that the lower the work stress, the higher the job satisfaction of its employees. The theory that supports previous research and research conducted by current researchers is the theory expressed by Robbins and Timothy (2015) also argues that stress can cause discontent. The stress associated with the work raises the dissatisfaction associated with the work and indeed that is the simplest and most obvious psychological effect of stress.

Thus, it can be concluded that the stress experienced by the employees of Islamic Hospitals Unisma Malang will cause negative effect on employee satisfaction of employees that can decrease employee's work satisfaction. The H3 in the study is acceptable as it corresponds to the theory as well as supported previous research that has been conducted.

Indirect influence of family conflict at work on work stress through job satisfaction indirect influence of Work Family Conflict on occupational stress through job satisfaction. Based on the results of the data analysis that researchers have done, then it can be known that there is an indirect influence that is negative between work family conflict to job satisfaction through the work stress of Islamic Hospitals Unisma employees Malang. The results of the analysis of research data showed that work family conflict and work stress become one of the factors that affects the job satisfaction of Islamic Hospitals Unisma employees Malang.

The results of this research can be interpreted when work family conflict is high can negatively affect job satisfaction because of work stress is considered the impact of work family conflict that leads to work stress due to the amount of time needed In dealing with job affairs and this is a potential source of occupational stress. This is in accordance with the research of Dewanta (2018:72) stating that employees who have high family conflicts and are experiencing severe stress will result in decreased job satisfaction. Decreased employee satisfaction can be seen from declining morale, disturbed health, frequent admission delays, job absence, and job failure. So it can be concluded if the high work family conflict is followed by increased work stress, the employee's job satisfaction decreases. Conversely, when low work family conflict is followed by low employee work stress, it makes employees job satisfaction high. Because when high work family conflict is considered employees as an imbalance of role, it will make employees feel stressed and it will negatively impact job satisfaction. Thus it can be said that work family conflict has an influence on job satisfaction through work stress. H4 in the study is acceptable because it corresponds to the theory and is supported with previous research.

5. Conclusions and Suggestions

5.1. Conclusions

Based on the results of research and discussion that has been done, the following conclusions can be: 1) Description Work family conflict in Islamic Hospitals Unisma Malang belongs to the category of high enough, work stress Islamic Hospitals Unisma Malang employees belong in the category quite heavy, job satisfaction of Islamic Hospitals Unisma employee of Malang belong in the category satisfied. 2) There are significant positive influences between work family conflict on work stress of Islamic Hospitals Unisma employees in Malang, 3) There are significant negative influences between work family conflict on job satisfaction of Islamic Hospitals Unisma employee of Malang, 4) There are influences Significant negative between working stress on the work satisfaction of RSI Unisma employees Malang. 5) There is a negative influence between work family conflict to work satisfaction through the work stress of Islamic Hospitals Unisma employees Malang.

5.2. Suggestion

Based on the conclusion of the results of the research, there are several suggestions that are as follows: 1) The Islamic Hospitals unisma party Malang needs to pay attention to employee work family conflict problems that can interfere with job satisfaction, preferably Islamic Hospitals Unisma Malang can Provide training on time management that can provide knowledge to employees to be able to overcome the difficulties of arranging time on work and family, in addition to the RSI Unisma Malang can provide childcare facilities So that employees can leave their children and be able to enjoy them at all times, 2) There is a level of stress that occurs in the employees of Islamic Hospitals Unisma Malang quite high, preferably Islamic Hospital Unisma Malang pay attention to matters involving occupational stress especially on job problems such as providing routine counseling to employees on how to Minimizing work stress, routine position rotation of each period, or conducting outbound joint with employees and mutual support among colleagues are expected to reduce the level of employee work stress.

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