

Conference Paper

Role Conflict Relationships That Can Increase the Satisfaction of Hospital Nurses

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Abstract

Humans in the development of the times, become assets for the organization. The important role of human resources for organizations is a decisive element in the activities of a company. Nurses are one of the important resources owned by hospital organizations. Nursing services are an integral part of health services in hospitals. To develop nurses to be more advanced and developing in order to achieve company goals, then one that is needed is satisfaction in work. Role conflict can affect satisfaction in the workplace. Stress can mediate these factors on job satisfaction. The formulation of this study is how job satisfaction is influenced by the determinants and stressors of hospital nurses. The purpose of this study was to analyze and assess the determinants of job satisfaction for nurses in hospitals and analyze how stressors had an impact on increasing job satisfaction for nurses in hospitals. The sample of this study was 170 respondents. The questionnaire returned as many as 160 respondents. This research method with quantitative design uses path analysis. Role conflict has a negative influence on job satisfaction. Role conflict has a positive impact on work stress. Job stress has a negative impact on job satisfaction. Role conflict has a negative impact on job satisfaction mediated by work stress.

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Received: 7 February 2020

Accepted: 9 March 2020

Published: 23 March 2020

Publishing services provided by
Knowledge E**Keywords:** Role Conflict, Work Stress, Job Satisfaction.

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Selection and Peer-review under the responsibility of the ICE-BEES 2019 Conference Committee.

1. Introduction

The research related to job satisfaction has been widely studied. Job satisfaction remains a sensitive thing and must be considered. Some of them are job satisfaction closely influenced by role conflict (Belias et al., 2015: 163). Role conflict in work is believed to have a negative effect on employee job satisfaction. Role conflicts occur because there are misalignments played. There are conflicting roles that can make restlessness and ultimately reduce job satisfaction. Other roles that must be played by nurses in two commands at the same time can spur role conflict.

Research on conflict and satisfaction was suggested by Khattak (2013) and Theodorakis (2014) found that role conflict has a negative influence on employee behavior such as a decrease in job satisfaction. These results are in line with the research of Harijanto

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et al. (2013: 177) where role conflict has a negative impact on individual behavior such as the emergence of work tension, increased work turnover, decreased job satisfaction and commitment to the organization. However, there are still inconsistencies in the results. There are differences in the results of research conducted by Belias et al. (2015), shows that role conflict has a positive influence on employee job satisfaction.

Some efforts made by Hospital HR on medical personnel have not been able to support employee job satisfaction. Based on the results of unstructured observations and interviews, it is known that a nurse has a large responsibility, such as a nurse on duty in an inpatient installation. All nursing care is carried out 24 hours and continuously, so that it adds to the nurse's responsibility to carry out his duties, compared to nurses who serve in other installations, such as in poly. Inpatient nurses have a busy work schedule. Even sometimes when on duty holidays, they must give up their time off to carry out their duties if needed. If the opportunity for vacation is given less, it can cause nurses to experience job dissatisfaction.

An indication of job dissatisfaction with nurses can be seen from the high level of employee discharge. Hasibuan (2013: 202) says that indicators of job satisfaction can be measured by turnover rates. If employee turnover is low, then job satisfaction in employees will be relatively high, and vice versa. Employees who gain job satisfaction will be more maximal in helping achieve organizational goals and be more loyal to their organization. Therefore leaders need to pay attention to job satisfaction for employees to minimize turnover.

Based on the recognition of the HRD of the hospital in Batang, that employees who resign or leave often occur, especially nurse paramedics, this is due to the imposition of rotation of employee placement, family reasons (following the husband), stress related to their roles and nurses that comes out without including information. Percentage of hospital entry nurses in Batang Regency which can be seen in table 1.

TABLE 1: Employees Enter and Exit Hospital Nurses in Kab. Batang

| Year | RSUD BATANG | | | RS QIM | | |
|------|-------------|------------|------------|-------------|------------|------------|
| | Nurse enter | Nurse exit | Percentage | Nurse enter | Nurse exit | Percentage |
| 2017 | 10 | 14 | 11,7 | 14 | 16 | 13,3 |
| 2018 | 12 | 17 | 14,2 | 24 | 22 | 18,3 |

Source: Personnel Section of Batang Regency Hospital

The data above shows the percentage of outpatient admissions for the past two years. Based on table 1.1 the condition of the comparison of the number of nurses entering and leaving (turnover), there are more nurses who choose to leave the organization. In

2018 the number of nurses who came out increased compared to the previous year. According to Gillis (1994) the discharge of employees from hospitals is said to be normal in the range of 5-10% per year, and is said to be high if more than 10%. The percentage of discharge of hospital nurses in Batang Regency over the past two years is categorized as high because it exceeds 10%. So that this can be a benchmark for job dissatisfaction with hospital nurses.

This research is interesting to study because the problem as medical staff is very complex. On the other hand, their performance must be excellent both physically and psychologically. The main problem in this study is how job satisfaction is affected by role conflict and the role of stressors as a mediating variable on hospital nurses in Di Batang. While the purpose of this study was to analyze and assess the determinants of job satisfaction for nurses in Batang Regency Hospital.

2. Literature Review

2.1. Role Conflict

Role conflict reflects a contradictory attitude between himself and the demands of the organization and work that creates psychological pressure for employees. This is as said by some experts. Among them say that there is disagreement among members of the organization about the contents of the task being carried out by one or more of them (Ebbers & Wijnberg, 2017). Role Conflict is a situation where employees experience difficulties in facing two or more pressures and difficulties that occur simultaneously in their role as workers (Bakar, 2015). Role conflict leads to a psychological conflict where employees will not be able to fulfill every role expected at the same time (Schmidt et al., 2014). Yasa (2017) states that role conflict occurs when someone with conflicting demands performs a different role.

2.2. Job Stress

Waheed (2010) defines work stress as a condition where several factors in the workplace interact with employees that disturb their physiological and psychological balance. Job stress causes an employee to experience tension that affects his emotions and thought processes (Handoko, 2009). According to Sunyoto (2012: 215) an employee experiences stress because he is faced with conditions of confrontation between opportunities, obstacles or requests for what he wants and the results are considered uncertain Haroon

et al. (2012) stated that the occurrence of work stress on employees if an organization provides a workload that is too high and makes employees use their rest time to complete work makes employees experience physiological, mental, and decreased the concentration of work. Job stress can be described as physical emotion and affect someone's psychology that arises when an employee is unable to meet the demands of his work. If an organization is not able to meet employee expectations in full, then the employee will feel stressed at work and will have a negative impact where employees will have low participation in each of the activities of the organization.

2.3. Job Satisfaction

An employee will feel comfortable and high in loyalty to the company if they get job satisfaction in accordance with what they want. Robbins & Judge (2017: 46) defines job satisfaction as a positive feeling about work, which results from an evaluation of its characteristics. Bangun (2012: 327) states that job satisfaction is an assessment of a job whether it is pleasant or unpleasant to do, which in turn will direct employees to certain behaviors. In short, job satisfaction is synchronization of what the organization needs from its employees and what employees are looking for from their organizations.

In general, according to Mehrad (2016: 50) there are two main reasons that explain the importance of job satisfaction. First is the workplace (manager, supervisor, etc.) who have a moral responsibility to do what can be done to provide a satisfying work environment for employees. Second is to believe that the behavior of satisfied employees will make a positive contribution to the workplace. Job satisfaction as one part of organizational feeling that combines the physiological and psychological factors of the employee itself by illustrating work and workplace. So, job satisfaction is a collection of positive feelings in the form of approaches, attitudes, and opinions that employees display towards their work in the workplace (Mehrad, 2016: 51).

2.4. Hypotheses

There are several factors that cause a rise and fall in nurse job satisfaction. Among them are role conflict. Role conflict reflects a contradictory attitude between himself and the demands of the organization and work that creates psychological pressure for nurses. Nurses with many tasks are vulnerable to feeling role conflict. Because the work is contradictory, or because the work is not in accordance with his will. Role conflict and satisfaction can be mediated by work stress. The effect of role conflict on

job satisfaction has a greater indirect effect when mediating work stress. Thus, hospitals can pay attention to the contribution of role conflict and work stress to increase nurse job satisfaction.

So the hypothesis in this study are as follows:

H1: Role conflict has a negative influence on job satisfaction.

H2: Job stress has a negative influence on job satisfaction.

H3: Role conflict has a positive influence on work stress

H4: Role conflict has a negative effect on job satisfaction mediated by work stress

3. Research Method

3.1. Research Design and Sample

The research design used is a quantitative approach. Data sources in this quantitative study were obtained from primary data sources. The sampling technique using Purposive sampling and Snowball sampling, namely the sample were chosen because it has the criteria required in this study. These criteria, namely those who have worked for more than 2 years, and have been in the inpatient department. The sample consisted of 170 nurses. The questionnaire returned as many as 160 people. Modeling analysis using descriptive data analysis and classic assumption test and hypothesis testing with SPSS version 21.0.

4. Result and Discussion

4.1. Classic Assumption Test

Based on the statistical normality test shows that the magnitude of the Kolmogorov-Smirnov (K-S) value is 1,191 and Asymp. Sig. (2-tailed) of 0.117. The resulting significance value is greater than 0.05 so it can be concluded that the data is normally distributed.

The results of the calculation of tolerance values indicate that there is no independent variable that has a tolerance value of less than 0.10, which means there is no correlation between the independent variables. The results of the calculation of the VIF value also indicate that there are no independent variables that have a value of more than 10. So, it can be concluded that there are no symptoms of multicollinearity between independent variables in the regression model. This means that all independent variables are worth using as predictors.

Based on the scatterplot graph it is known that the spread of points randomly above or below the zero on the Y axis and does not form a specific pattern. So that it can be concluded that there is no heteroscedasticity in this regression model. This indicates that the model is feasible and can be used to predict the dependent variable.

4.2. Role Conflict Has Negative and Significant Effects on Job Satisfaction

Based on the results of the test, obtained the value of t arithmetic for role conflict variables of -4,150 with a significance probability of 0,000 <0.05, then H1 which states role conflict has a negative and significant effect on job satisfaction is accepted.

From the results of the regression analysis the role conflict variable shows a negative value, this means that if the role conflict indicator used in this study increases, then job satisfaction will decrease, and vice versa. This is similar to the research of Khattak (2013) and Theodorakis (2014) who found that role conflict has a negative influence on individual behavior such as the emergence of work tension, increased work turnover, decreased job satisfaction and commitment to the organization.

Hospital nurses feel that they often do things that should not be done or they do additional work outside the SOP and job descriptions. This spurred the emergence of role conflicts in nurses that reduce job satisfaction.

4.3. Job Stress Has Negative and Significant Effects on Job Satisfaction

Based on the results of the test, the value of t calculated for the work stress variable is -3,847 with a significance probability of 0,000 <0.05, then H2 which states work stress has a negative and significant effect on job satisfaction is accepted.

From the results of the regression analysis the work stress variable shows a negative value, this means that if the work stress indicator used in this study increases, then job satisfaction will decrease, and vice versa. This is in line with research by Ling and Boroh (2014) showing that work stress has a negative relationship with job satisfaction.

Nurses feel that they often receive work calls during holidays. If they are on an off schedule, they are often contacted by the hospital to help with hospital activities and other activities that are lacking in medical personnel. Because the nurse doesn't have enough time to rest at home. Even they lack harmonious time for the family. Sometimes guilt also arises because of the inability to play a role in the family and feeling depressed,

which concludes work stress. This will reduce the level of nurse satisfaction with their work.

The two results of the hypothesis can be seen in the results of processing the following table 2:

TABLE 2: The Effect of Test Results on Role Conflict (X1) and Job Stress (Z) on Job Satisfaction (Y)

| Coefficients ^a | | | | | | |
|---------------------------|---------------|-----------------------------|------------|---------------------------|--------|------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 50.484 | 4.271 | | 11.820 | .000 |
| | Role Conflict | -.316 | .076 | -.319 | -4.150 | .000 |
| | Job Stress | -.562 | .146 | -.296 | -3.847 | .000 |

a. Dependent Variable: Job Satisfaction

Source: Primary data processed in 2019

4.4. Role Conflict Has Positive and Significant Effects on Job Stress

TABLE 3: The Effect of Test Results on Role Conflict (X1) on Job Stress (Z)

| Coefficients ^a | | | | | | |
|---------------------------|---------------|-----------------------------|------------|---------------------------|--------|------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 20.569 | 1.708 | | 12.043 | .000 |
| | Role Conflict | .205 | .039 | .394 | 5.214 | .000 |

a. Dependent Variable: Job Stress

Source: Primary data processed in 2019

Based on the results of the test, obtained the value of t count for role conflict variables of 5.214 with a significance probability of 0.000 < 0.05 then, H3 which states that role conflict has a positive and significant effect on work stress received.

From the results of the regression analysis the role conflict variable shows a positive value, this means that if the role conflict indicator used in this study increases, the work stress will increase, and vice versa. This is similar to the study by Ram et al. (2011); Usman et al. (2011); Nurqamar (2014) which states that role conflict has a positive influence on work stress.

4.5. Simultaneous Determination Coefficient (R²)

R Square Adjuster value is equal to 0.254 or 25%. This indicates that the independent variables role conflict and work stress affect the job satisfaction variable by 25%, and the remaining 75% is influenced by other variables not found in this study. Adjusted R Square results from role ambiguity and role conflict are equal to 0.149 or 15%. This means that role ambiguity and role conflict variables affect work stress variables by 15% and the remaining 85% are influenced by other variables not found in this study.

4.6. Negative and Significant Role Influences Conflict in Job Satisfaction with Job Stress as Mediation Variables

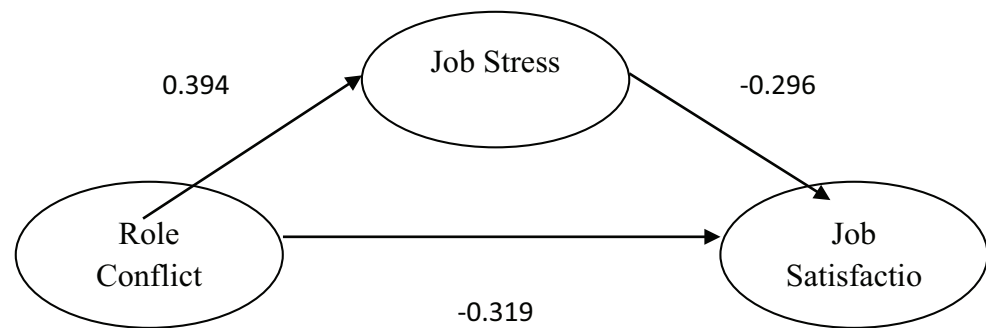


Figure 1: Effect of Role Conflict on Job Satisfaction with Job Stress as a Mediation Variable

Based on the statistical analysis of SPSS on the t-test statistic, the effect of the analysis of role conflict paths on job satisfaction with work stress as mediating variables is obtained as follows:

$$\text{Direct influence (PX2Y)} = -0.319$$

$$\text{Indirect Influence (PX2M} \times \text{PMY)} = (0.392 \times (-0.296)) = -0.116$$

$$\text{Total Influence ((PX1Y) + (PX1M} \times \text{PMY))} = -0.248 - 0.048 = -0.435$$

Based on the calculation of the regression equation above, the total path coefficient value of $-0.435 >$ direct effect value -0.319 , then H4 which states role conflict has a negative effect on job satisfaction mediated by work stress is accepted. This is in line with research by Khattak (2013) and Widyani (2015) which states that there is a negative and significant relationship between role conflict on job satisfaction mediated by work stress.

The results of the calculation of direct and indirect effects between role conflict variables, and work stress on job satisfaction are summarized in table 4. The following:

TABLE 4: Value of the Coefficient of Analysis of the Paths of Direct and Indirect Effects

| Variable | Influence | Job Stress | Job Satisfaction | Total |
|---------------|------------------------|------------|------------------|--------|
| Role Conflict | Direct | - | -0.319 | -0.248 |
| | Indirect | 0.392 | -0.296 | -0.116 |
| | Total Influence | | | -0.435 |
| Job Stress | Direct | - | -0.296 | -0.296 |

Source: Primary data processed in 2019

Nurses will lower their level of satisfaction if they feel role conflict that spurs work stress. They do a lot of things outside their work, even do not know the time, even though they are at home or off work. Therefore role conflict has a greater influence on job satisfaction if it is mediated by work stress.

The low job satisfaction of nurses is also due to the lack of appropriate awards. Nurses expect opportunities to develop themselves. Nurses want the opportunity to attend training, professional education, training that is certified competency and opportunities for promotion. This factor can increase job satisfaction of nurse. The hospital also can increase job satisfaction from the level of role conflict and job stress. The chief of the room must delegate of job same with job description and clear who will finish it. The nurses have clear SOP and off time from duty too.

5. Conclusions and Implications

Based on the results, they showed that role conflict and work stress of hospital nurses had a negative influence on job satisfaction. Role conflict has a positive effect on the stress of hospital nurse work. Role conflict has a greater negative influence on job satisfaction if through work stress. Nurses will lower their level of satisfaction if they feel role conflict that spurs work stress. They do a lot of things outside their work, even do not know the time, even though they are at home or off work. Therefore role conflict has a greater influence on job satisfaction if it is mediated by work stress. Expectations from nurses who are able to increase their job satisfaction are awards from the hospital in the form of opportunities to develop themselves such as training or promotion. Therefore, further research is recommended to increase the number of samples used. In addition, this study only uses a quantitative approach, so it has not been able to answer problems that need to be studied in depth. In addition, it is recommended to use a mixed method approach to get a deeper picture of the phenomenon.

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