

## Conference Paper

# Work Family Conflict among Female Employees: A Study on Private Hospital Nurses in Jambi

Anisah, Ubaidillah, and Sakinah

Universitas Batanghari Jambi

### Abstract

The aims of this study was to see how work family conflict can have an impact on job stress and the performance of female employees, the sample in the study was nurses of private hospitals in Jambi who had a dual role as nurses as well as housewives. This research is a type of survey research, data collection techniques using a closed questionnaire given to respondents, the questions in the questionnaire were made using a Likert scale and analyzed using Component Based SEM (Structural Equation Modeling), namely PLS (Partial Least Square). the results of the study showed that work family conflict had a positive effect on job stress, and negatively affected on nurse performance

**Keywords:** work family conflict, job stress, nurse performance

Corresponding Author:

Anisah

Received: 16 September 2019

Accepted: 28 September 2019

Published: 31 October 2019

Publishing services provided by  
**Knowledge E**

© Anisah et al. This article is distributed under the terms of the [Creative Commons Attribution License](#), which permits unrestricted use and redistribution provided that the original author and source are credited.

Selection and Peer-review under the responsibility of the ICEMA Conference Committee.

## 1. Introduction

The effectiveness of achieving the goals of an organization depends on the level of performance, the level of organizational performance will be determined by the high or low of individual or group performance. high level of individual performance, can direct or indirect influence on improving organizational performance.

The participation of women in the world of work is increasing every year. Official statistics in May 2018 revealed that the female labor force participation rate in indonesia in February 2018 was 55.44 million, an increase of 0.40 percent from the previous year while the number of male workers was 83.01 million, experiencing a slight decrease of 0, 04 percent from the previous year (Central Statistics Agency, 2018). The female workforce as well as housewives leads to a dual role consistency between responsibilities at home and responsibilities in the organization, this phenomenon is referred to as work family conflict (Greenhaus & Beutell, 1985).

Topics on work family conflict are discussed as an effort to understand the efforts made by individuals to fulfill the obligations of both roles in a limited time, the role of the household and the role as members of the organization (Greenhaus & Beutell, 1985;

### OPEN ACCESS

Magnus & Viswesvaran, 2005). work family conflict can have an impact on job stress, fatigue, decreased commitment and job satisfaction, so it has an impact on individual performance (Frone, et al., 1992)

The variables that are the focus of this research are work family conflict, job stress and individual performance. According to Patrice, (2004) states that work family conflict is very vulnerable for female nurses, it is not easy where to care for and care for patients and also responsibilities as housewives to take care of husbands and children, nurses have difficulty in dividing or balancing time for family and work matters, therefore the unit of analysis in this study is nurses who work in private hospitals in Jambi city. The aims of this study is to see how the influence of work family conflict on job stress and individual performance.

## 1.1. Work Family Conflict

Dubrin (1997) explains that work family conflict occurs when a person has two roles, namely the role of a father or mother with a role as a member of the organization. Frone, et al., (1992) defines work family conflict, namely the condition experienced by employees where one side must do work in the office and on the other hand must pay attention to the family as a whole, so it is difficult to distinguish between work interfering with the family and family interfering with the work.

The work family conflict dimension is explained by Kossek and Ozeki, (1998) which consists of two dimensions, work interfering with the family is a conflict that arises when job roles interfere with one's role in the family; family interfering with the work is a conflict that arises when one's role in the family interferes with the role of work, while Greenhaus and Beutell (1985) explain three work family conflict indicators, namely time-based conflict, which is the time needed to carry out one of the demands or from work that can reduce the time to carry out other demands; strain-based conflict, occurs when pressure is one of the roles affecting the performance of the other roles; behavior-based conflict, associated with a mismatch between behavioral patterns and those desired by both parts.

## 1.2. Job Stress

Job Stress is one of the contributing factors that affect efficiency, absenteeism and employee performance in the workplace (Stacciarini and Troccoli, 2003), Handoko (2011) explains job stress is a condition of tension that affects emotions, thought processes

and conditions of an employee at work. Job stress is the inability of an individual to deal with pressure at work (Ree, 1997), and is unable to fulfill work requirements and working conditions (Holmlund-Rytkönen and Strandvik, 2005). Leung (2011) describes several indicators for measuring job stress, namely workload, level of work difficulties, physiology and responsibility.

### 1.3. Individual Performance (Nurse Performance)

Mangkunegara (2001) defines the performance of an individual as a result of work in quality and quantity that an employee achieves in carrying out his duties in accordance with the responsibilities given to him. Individual performance is defined as the work of an employee, a management process or an organization as a whole, where the results of the work must be shown concretely and can be measured (compared to predetermined standards). Mitchel in Sedarmayanti, (2001), explains that performance appraisal can be measured through quality of work, promptness, initiative, capability, communication. Mangkunegara (2001) shows about indicators in measuring individual performance, namely: work quality, work quantity, reliability and work attitude.

Karabaya et al. (2013) in his study showed that work family conflict can affect workload, then Kazmi et al. (2017) say that problems at work and family problems become increasingly important for individuals and organizations, because they can have a negative impact. Negative attitudes toward work are caused by work family conflict (Kim and Ling, 2001). Someone who devotes more time to work, reduces the time he spends with their family (Voydanoff, 2005), if an employee begins to have problems in their working lives, this will affect their families instantly and negatively (Turliuc & Buliga, 2014).

The results of many studies indicate a positive effect of work family conflict on work stress, if work family conflict increases it will affect the increase in job stress and this will lead to a decrease in nurse performance.

H<sub>1</sub>: Work family conflict has a positive and significant effect on the job stress

H<sub>2</sub>: Work family conflict has a negative and significant effect on nurse performance

H<sub>3</sub>: Job stress has a negative and significant effect on nurse performance

## 2. Methods and Equipment

This research is a type of survey research, the number of samples is 40 nurses in private hospitals in Jambi city who are also characterized as housewives, data collection techniques using a closed questionnaire given to respondents, the questions in the questionnaire were made using a Likert scale, each variables measured with 5 questions, work family conflict measured by X1 - X5, job stress measured by Y1 - Y5, nurse performance measured by Z1 - Z5. The respondent's answers were processed and analyzed using Component Based SEM (Structural Equation Modeling), namely PLS (Partial Least Square).

## 3. Result

Measurement model in PLS using the outer model defines how each indicator relates to its construct, the measurement results explain the validity, reliability and significance of the indicators and constructs involved. From the results of the analysis, there is a factor loading value that does not reach the criteria > 0.5, namely X1, X3, Y1, Y4, Z5 so that it is dropped out. The factor loading, average variance extracted (AVE), composite reliability can be seen in the following table:

TABLE 1: Factor Loading.

Variable	Indicator	Factor Loading	AVE	Composite Reliability
Work Family Conflict	X2	0,848	0,711	0,881
	X4	0,823		
	X5	0,858		
Job Stress	Y2	0,709	0,613	0,825
	Y3	0,838		
	Y5	0,798		
Nurse Performance	Z1	0,850	0,767	0,929
	Z2	0,843		
	Z3	0,883		
	Z4	0,925		

From the table above it can be seen that each indicator used has met the measurement criteria, while the Goodness of Fit test of the structural model on the inner model uses predictive-relevance value ( $Q^2$ ). can be seen in the following table 2:

The results of the  $Q^2$  calculation indicate that the structural model goodness of fit value of 0.87 indicates that the diversity of data that can be explained by the model is

TABLE 2: R<sup>2</sup> and Q<sup>2</sup> structural model.

Variable	R <sup>2</sup>	Q <sup>2</sup>
Job Stress	0,628	0,87
Nurse Performance	0,652	

87% and the remainder is explained by other variables not contained in the model. Following is the path diagram of the research:

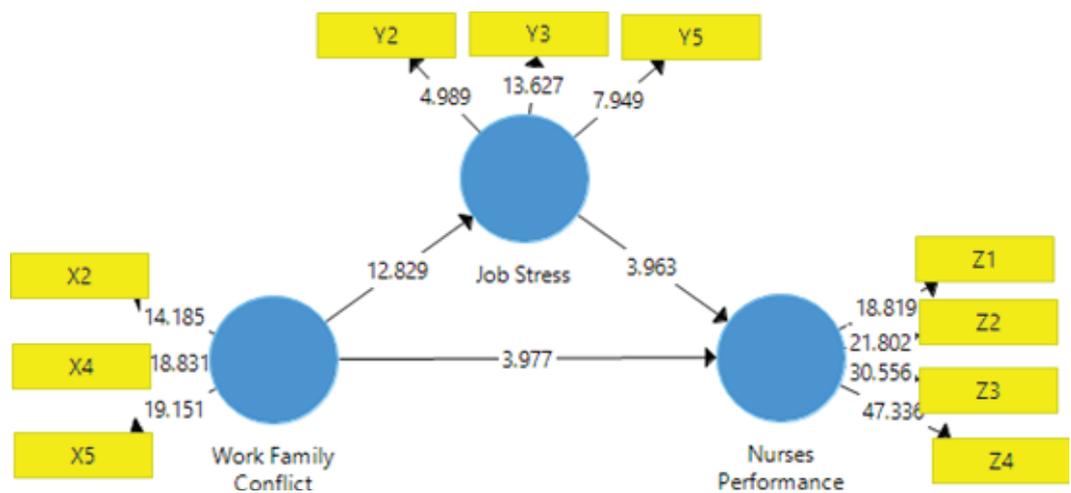


Figure 1: Path Analysis.

To see the results of the research hypothesis test and the effect coefficient of each variable can be seen in the following table 3:

TABLE 3: Total Effect.

Hypothesis	Total Effect	P-value	Information
Work Family Conflict → Job Stress	0,793	0,000	Significant
Work Family Conflict → Nurses Performance	-0,766	0,000	Significant
Job Stress → Nurse Performance	-0,416	0,000	Significant

Table 3 shows that work family conflict has a positive and significant effect on job stress with a coefficient of 0.793 (H<sub>1</sub> accepted), work family conflict increase in nurses, will be also increasing job stress of nurses. Work family conflict has a negative and significant effect on nurse performance at -0.766 (H<sub>2</sub> is accepted), work family conflict increase in nurses, the nurse's performance will decrease. Job stress has a negative and significant effect on nurse performance of -0.416 (H<sub>3</sub> is accepted), job stress increase in nurses, the nurse's performance will decrease.

## 4. Conclusion

Based on the results of the study it can be concluded that work family conflict and work stress can have a negative impact on the performance of individuals in this case are nurses in private hospitals in Jambi. This research is only carried out with only a small sample, it will be better in the future for other researchers to examine the large sample scale so that it can more strongly explain the phenomenon of work family conflict, job stress and nurse performance.

## References

- [1] Dubrin, A. J. (1997), *Fundamentals of Organizational Behavior*, Southwestern College Publishing, Cincinnati, Ohio; 99.
- [2] Frone, M. R. & Cooper, M. L. (1992), Prevalence of Work-Family Conflict: Are Work and Family Boundries Asymmetrically Permeable?, *Journal of Organizational Behavior*, 13 (7), 723-729.
- [3] Greenhaus, J. H. & Beutell, N. J. (1985), Sources of Conflict Between Work and Family Roles, *Academy of Management Review*, 10,76-88.
- [4] Holmlund-Rytkönen, M., Strandvik, T. (2005), Stress in business relationships, *J. Bus. In- dus. Market.*, 201: 12 22.
- [5] Karabaya, M.E., Bulent, A., and Meral elci. 2013, Effects of Family-Work Conflict, Locus of Control, Self Confidence and Extraversion Personality on Employee Work Stress, *Procedia - Social and Behavioral Science*,(235), (2016), 269 – 280.
- [6] Kazmi, S.S.A., Muhammad, H., Mehboob, U., Syeikh,R.M., and. Muhammad,A.K. (2017), Impact Of Job Stress On Work Family Conflict: A Case Study Of Bankers Of Private Sector Banks In Peshawar, Pakistan, *City University Research Journal Special Issue: AIC*, Malaysia PP 195-205.
- [7] Kossek, Ellen Ernst., Ozeki, Cynthia. (1998), Work-Family Conflict, Policies, and The Job-Life Satisfaction Relationship: A Review and Directions for Organizational Behavior-Human Resources Research, *Journal of applied psychology*, Vol. 85 No.2.
- [8] Kim, J. L. S. & Ling, C. S. (2001), Work-Family Conflict of Women Entrepreneurs in Singapore, *Women in Management Review*, 16,204-221
- [9] Leung, Mei-Yung., Yee, S.I.C. and Chen, D. (2011), “Structural Linier Relationships Between Job Stress, Burnout, Physiological Stress, and Performance of Contruction Project Managers”, *Engineering, Construction and Architectural Management*. Vol. 18 No. 3, pp. 312-32

- [10] Magnus, J., M. & Viswesvaran, C. (2009), The Role of The Coworker in Reducing Work-Family Conflict: A Review and Directions for Future Research. *Journal of Pratiques psychologiques*. (15),13-214.
- [11] Magnus, M. Jessica R. & Viswesvaran C., (2005), Convergence Between Measures of Work-to-Family and Family-to-Work Conflict: A Meta-Analytic Examination, *Journal of Vocational Behavior*, 67,215-232.
- [12] Mangkunegara, Anwar Prabu., (2001), *Manajemen Sumber Daya Perusahaan*, PT. Remaja Rosdakarya, Bandung.
- [13] Patrice L. Esson. (2004), *Consequences Of Work Family Conflict: Testing A New Model Of Work Related, Non Work Related And Stres Related Outcomes*, Thesis, Faculty of The Virginia Polytechnic Institute and State University.
- [14] Rees, W.D. (1997), Manag. stress dealing with the causes, not the symptoms. *Indus. Commercial Train.*, 292: 35 40.
- [15] Sedarmayanti. (2001). *Sumber Daya Manusia dan Produktivitas Kerja*, Jakarta, Bandung
- [16] Stacciarini, J.M.R., Troccoli, B.T. (2004), Occupational stress and constructive thinking: health and job satisfaction. *J.Adv. Nurs.*, 465: 480 487.
- [17] Turliuc, M., & Buliga, D. (2014), Work-family conflict and job and family satisfaction, the mediating role of cognitions, *Procedia - Social and Behavioral Sciences*, 159, 105-109.
- [18] Voydanoff, P. (2005), Consequences of Boundary-Spanning Demands and Resources for Work-to-Family Conflict and Perceived Stress *Journal of Occupational Health Psychology*, 10 (4), 491-503.