

# THE ROLE MEDIATION OF WORK SATISFACTION IN THE EFFECT OF WORK FAMILY CONFLICT ON FEMALE NURSE PERFORMANCE

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## 7 THE ROLE MEDIATION OF WORK SATISFACTION IN THE EFFECT OF WORK FAMILY CONFLICT ON FEMALE NURSE PERFORMANCE

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### ABSTRACT

*The role of women at this time began to shift as originally only as housewives but many have now started their careers in the company. One of the goals of working women is to help swami in terms of economic improvement in their families. Family and work are the two main roles in life and affect each other, where when problems occur at work it will affect the family and vice versa. So it is necessary to balance the roles and responsibilities in carrying out these two roles. Female nurse has to do their job as well and she must be a good wife or mother. Multiple roles may increase conflict between work and family, so it can effect job satisfaction and decrease employee performance. The purpose of this study was to analyze the role mediation of job satisfaction in the effect of work family conflict on female nurse performance at Wangaya Regional General Hospital, Denpasar, Bali. The size of sample in this study was 115 respondents who were female nurses. Methods of collecting information data using a questionnaire with a Likert Scale. Data analysis methods use path analysis to test hypotheses and produce a feasible model. The result of this study are (1) work family conflict has a negative and significant effect on job satisfaction, (2) work family conflict has a negative and significant effect on nurse performance, (3) job satisfaction has a positive and significant effect on female nurse performance. This means that female nurse performance will increase if they feel satisfied with their work and can manage conflict between work and family*

*Keywords:* work family conflict, job satisfaction, female nurse performance

### INTRODUCTION

At present work family conflict is considered to be one of the important problems in a company (Burke and El-Kot, 2010). The inability of career woman to resolve multiple role conflicts can cause them to display negative work attitudes such as lack to motivation in work, lack of concentration, because of family affairs so that it will affect the performance of the organization or company as a whole (Yuliviona, 2015). Robbins and Timothy (2013) define work family conflict as a conflict that occurs due to the existence of two interest that are not in line with the household and organizational environment.

Employees who experience work family conflict more often blame work as a cause of conflict and will have lower job satisfaction when compared to employees who do not experience work family conflict (Lambert et al., 2002). Job satisfaction is a feeling of pleasure or a positive emotional state that is a result of one's work quality and work experience (Huang and Hsiao, 2007). In line with the statement of Lathifah and Rohman (2014) states that examination of test results concerning work family conflict that causes job dissatisfaction. This is reinforced by the statement that there is a negative relationship between work family conflict and job satisfaction that will have an impact on performance (Churiyah, 2011).

Wangaya Regional General Hospital, Denpasar, Bali is one of the regional hospitals that must always maintain quality so that patients can feel comfortable when served by nurses. According to Agustina and Sudibya (2018), professional nurses are nurses who are able to provide quality care to meet the health needs of patients, but not only play a role in carrying out care but also as educators, communicators and managers. Hospital management must know what factors can affect hospital performance because these problems will be closely related to the level of service to patients (Afrilia and Utami, 2018). Job as a nurse is not easy because they often feel tired when working both physically and emotionally when facing patients, although on the other hand they are always required to provide optimal service. Tired emotional and physical circumstances often have an impact on family activities when they are at home, for example serving a husband and child and work as a housewife that must be completed. In line with the statement of Patrice (2004), as a woman a nurse and housewife must be able to maintain and care for the patient and the responsibility of taking care of the husband and child. So this often leads to conflict, namely work family conflict (work-family conflict).

Work-family conflict has a negative and significant effect on job satisfaction (Romadaniati and Suyono, 2008), which is statistically shown that work-family conflict is indicated by increasingly feeling unattached to work, fatigue to do other work increases and increasing difficulty in being a partner, colleague and parents who are good because their work will reduce the enjoyment of all types of work, decrease the enjoyment of time, decrease satisfaction with work schedules, assessments, satisfaction with the number of working hours of a woman. Other things also relate to working hours which can change at any time so as to minimize the opportunity to be with family. In addition, sometimes a nurse while maintaining patients at the same time must pick up the child or cook for the child. This condition often triggers work family conflict and if it is not addressed it will have an impact on the nurse's performance so that it will ultimately hinder the achievement of organizational goals (Verma, 2013).

Nurse also often face work stresses such as odor, crying, death, hard work and must always be responsive to the patient's condition at any time whether it is a physical examination in the form of temperature checking, blood check or drug administration. Nurse spend more time with patients who will have an impact on the service provided, so that the quality of services will be achieved if they can improve the performance of the nurse (Patricia et al., 2017). Based on the phenomenon that was supported by previous research, the researchers were interested in examining the mediating role of job satisfaction on the effect of work family conflict on the performance of female nurses at Wangaya Hospital Denpasar, Bali.

## LITERATURE REVIEW

### Work Family Conflict

Work-family conflict (work family conflict) is a mismatch that occurs when someone tries to fulfill the demands of a role in work and business that is influenced by the ability of the person concerned to meet the demands of his family (Roboth, 2015). Buhali and Margaretha (2013) stated that work family conflict (WFC) is one form of role conflict which in general can be defined as the emergence of a stimulus from two role pressures, the presence of one role will cause difficulties in meeting the demands of other roles, this results in individuals find it difficult to divide time and difficult to carry out one role because of the presence of another role. Susanto (2010) concluded that WFC is a conflict that occurs in individuals due to bearing a dual role, both in work and family, because time and attention are too devoted in just one role.

Greenhaus and Beutell (1985) stated that several indicators of work family conflict:

1. Time based conflict is the time needed to carry out one of the demands can come from the family or from work that can reduce the time to run the other demands. Among them: number of hours worked, overtime, attendance, shift irregularities, control of work schedules.
2. Strain based conflict is a pressure of one of the roles that can affect the performance of other roles. Among them: tension, anxiety, fatigue, character of work roles, and availability of social support from family members.
3. Behavior based conflict is a relationship with a mismatch between behavioral patterns and those desired by both parts (work or family). Among them: work pressure, many demands of the task, lack of togetherness with family, busy with work, conflict of commitment and responsibility to the family.

Based on the theory, it was concluded that work family conflict is one form of role conflict that occurs in individuals as a result of the dual role of paying attention to work or family.

### Job Satisfaction

Renaningrum and Musadieq (2016) state that job satisfaction reflects employee positive attitudes towards work and everything that is faced in the work environment. Job satisfaction involves healthy adjustment of employees to work conditions and situations, including wages, social conditions, physical conditions and psychological conditions (Waluyo, 2013). Wicker (2011) said that job satisfaction is a sense of pride and inner satisfaction that is achieved when a person can do certain work.

According to Herzberg (2010), a person can be grouped into satisfiers where job satisfaction arises from achievement, recognition, work, self, responsibly, and advancement, while dissatisfiers can lead to dissatisfaction in working because of technical, salary, interpersonal relations, working conditions, supervisors, job security and status. Robbins (2008) mentions indicators of job satisfaction, among others: (1) satisfaction with wages, (2) satisfaction with company promotion, (3) satisfaction with coworkers, (4) satisfaction with supervision, (5) satisfaction with the job itself.

Based on these theories, then job satisfaction is a feeling of satisfaction that is felt by individuals both because of salary, promotion, co-workers, supervision, and the work itself.

### Employee Performance

According to Rivai (2011), performance is a function of motivation and ability, namely completing a job someone who has a degree of willingness and a certain level of ability. Mangkunegara (2013) defines performance as the work of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

According to Bangun (2012), work standards are the level that is expected for a particular job to be completed and is a comparison of the goals or targets to be achieved. Ivancevich (2017) concludes indicators that can measure employee performance:

1. Quantity of work where employees are able to provide services or produce products according to the set time standards.
2. Quality of work where employees are able to complete tasks in accordance with the quality standards of products and services set.
3. Knowledge of jobs where employees understand each job assignment and responsibility based on the SOP.
4. Personal qualities where employees demonstrate the standards of hospitality for quality products and services that apply.
5. Cooperation where employees can work with other colleagues in the team.
6. Dependability where employees show discipline in work, especially in terms of increasing attendance.
7. Initiative where employees have the ability to do other tasks outside their responsibilities.

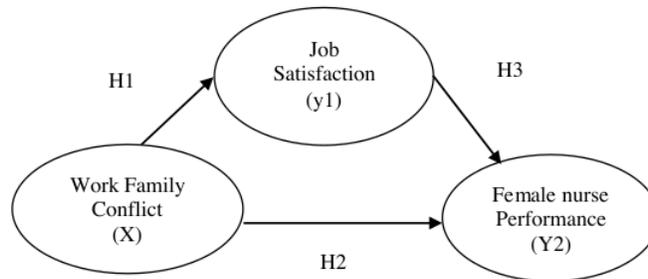
Based on the theory, it is concluded that employee performance is the work that can be achieved by individuals in the organization in accordance with responsibilities that have been given to them.

## RESEARCH METHODS

The population in this study amounted to 409 people consisting of 326 women and 83 men who were all nurses at Wangaya Hospital Denpasar, Bali. Furthermore, the size of the sample taken in accordance with the Slovin formula is obtained as many as 115 questionnaires from the total population of female nursing staff with an error rate of 7.5%, with the whole questionnaire addressed specifically to female nurses at Wangaya Hospital, Denpasar. This research was conducted using a cross sectional survey which is a method of collecting data where information is collected only at certain times (Kountour, 2003), with data collection techniques used in the research, namely: (1) Interviews are conducted to hospital nurses. (2) Questionnaires (questionnaires) use closed question types to nurses at Wangaya Hospital Denpasar, Bali using a Likert scale.

The data generated in this study will be evaluated through validity and reliability tests to ensure that the measuring instruments used in this study are valid and reliable. Path analysis is used to find an explanation of the patterns of relationships between variables studied based on theoretical considerations and empirical studies that have been done before, then displayed in the form of path diagram.

Figure 1: conceptual framework



Based on Figure 1, these are three hypothesis which concluded from previous researches, such as:

H1 : work family conflict has negative and significant effect on job satisfaction

H2 : work family conflict has positive and significant effect on female nurse performance

H3 : job satisfaction has positive and significant effect on female nurse performance

## RESULTS AND DISCUSSION

### Characteristic of Respondents

The majority of respondents were 79,1% married. The highest age range of respondents is 30 until 39 years old (47,9%). The highest education level of respondents is undergraduate about 50,4% and the highest tenure is 11 to 20 years (40,9%).

### Theory Trimming

In theory trimming, non-significant pathways are discarded, so that a model is supported by empirical data. The validation test for path coefficients on the path for direct influence is the same as in the regression with the value of the significant level of <0.05. The following is the level of significance of each variable.

#### Substructure 1

$$X = 0,000 < 0,005$$

#### Substructure 2

$$X = 0,000 < 0,005$$

$$Y_1 = 0,000 < 0,005$$

### Hypothesis testing

The following are the results of path analysis calculations using SPSS which aims to calculate the effect of work family conflict on job satisfaction and employee performance.

#### Substructure 1 :

$$Y_1 = \alpha + \beta_1 X + e_1 \\ = 44,588 - 1,027X$$

#### Substructure 2

$$Y_2 = \alpha + \beta_2 X + \beta_3 Y_1 + e_2 \\ Y_2 = 16,808 - 0,508 X + 0,551 Y_1 + e_2$$

The model results described in the Figure 2 below

Figure 2: Path Analysis Model Diagram

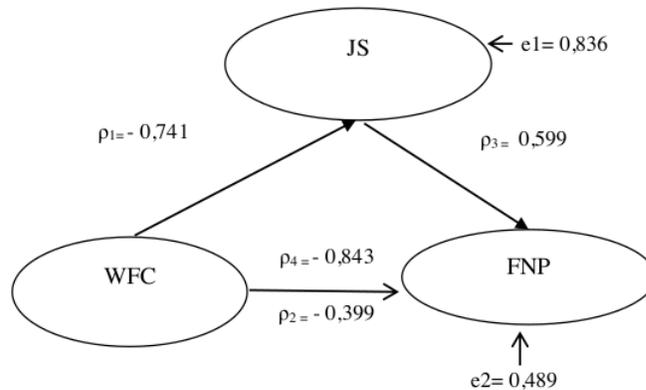


Table 1 Summary of Results Coefficient Path Analysis

Summary path analysis coefficient calculation in Figure 2 can be presented in Table 1 below.

Effect between Variable	Path Coefficient	t-value	Sig.	Summary
WFC->JS	-0,741	-11,735	0,000	Significant
WFC->FNP	-0,399	-7,921	0,000	Significant
JS -> FNP	0,599	11,904	0,000	Significant

The following is the hypothesis of the influence of each variable in the study in Table 3, including:

1. Effect of work family conflict (WFC) on job satisfaction (JS)

The calculation results in Table 1 show that the value of t-value is -11.735 with a significance level of 0.000 smaller than the probability value of 0.05, the path analysis coefficient is significant. So work family conflict has a negative effect on female nurse job satisfaction. Significant negative influence can be interpreted that if female nurses find it difficult to divide the time between work and family, it will reduce their desire to complete work on time.

This research is relevant to Rahman's statement (2018) that work family conflict has a negative and significant effect on job satisfaction in academics at Private Universities in Bangladesh. The results of this study are also consistent with research conducted by Bounocore & Russo (2013) and Burke, et al. (2013), where the higher the level of WFC, the lower the job satisfaction of employees.

2. Effect of work family conflict (WFC) on female nurse performance (FNP)

The calculation result in Table 1 show that the value of t-value is -7.921 with a significance level of 0.000 smaller than probability value of 0,05, the path analysis coefficient is significant. So work family conflict has a negative and significant effect on female nurse performance. Negative and significant influence can be interpreted that of the nurse feels the work often makes emotional feelings at home it will reduce the ability of nurses to complete work according to the specified target.

This is consistent with the research conducted by Riana, et al. (2018) states that work family conflict has a negative and significant effect on employee performance. In line with the research conducted by Buhali & Margaretha (2013) and Asfahyadin, et al. (2017) where work family conflict can affect the behavior of employees in the workplace so that it will have a negative impact on their performance.

3. Effect of job satisfaction (JS) on female nurse performance (FNP)

The calculation result in Table 1 show that the t-value is 11.904, with a significance level of 0.000 smaller than the probability value of 0,05. The path analysis coefficient is significant. So, job satisfaction has a positive and significant effect on female nurse performance. Significant positive influence can be interpreted that if employees feel with opportunities in terms of career development provided it will increase the ability of employees to work more thoroughly.

This relevant to previous studies conducted by Anwar, et al. (2015) which states that if employees feel satisfaction in their work environment it will have a positive effect on the employee's performance. The result of similar studies are also stated by Hettiarachchi (2014), where job satisfaction as measured by salary, promotion, supervision and workload has a positive effect on the performance of IT employees in Sri Lanka.

#### 4. Indirect influence of work family conflict (WFC) on female nurse performance (FNP) through job satisfaction (JS)

Work family conflict has a negative and significant effect on nurse performance through job satisfaction. This means that the more employees feel that the work does not cause conflict in the family, the more satisfied they are at work and in the end they will do work in accordance with the ability so that the target expected by the company can be achieved.

Employee satisfaction with workloads, salaries, promotions, supervisors and coworkers has been able to contribute so employees feel more able to divide the time between work and family so they can work more closely. This is relevant to the research of Retnaningrum & Musadieq (2016) which states that there is a negative relationship between work family conflict and job satisfaction that is related to the level of a person's performance in their work.

### CONCLUSION AND RESEARCH IMPLICATIONS

The conclusions in this paper are work family conflict has negative and significant effect on job satisfaction, work family conflict has negative and significant effect on female nurse performance, job satisfaction has positive and significant effect on female nurse performance. In this study, job satisfaction mediated the effect of work family conflict on the performance of female nurses. Therefore, in order to reduce work family conflict, the company should always pay attention to employees who are often easily angry due to the problems they experience. By doing so, the company has shown concern for their employees. Whereas to improve job satisfaction employers should always provide support to nurses so that they feel the presence of superiors who always support them so that employees will always remain in good standing

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