HOW DO I HANDLE THE WORK FAMILY CONFLICT? IN EFFORTS TO IMPROVE WORK STRESS, WORK SATISFACTION AND NURSING PERFORMANCE IN BALIMED DENPASAR HOSPITAL

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ABSTRACT
Hospital is an organization that prioritizes health services and in that service there is an important role of a nurse. This study aims to measure the Work Family Conflict of female nurses that affect work stress, job satisfaction and the nurse's performance. This research is classified in the causality approach (cause and effect) is an approach that is able to show the relationship between two or more variables. Further results were empirically tested and involved 81 female nurses who were married and had children. The results of this study Work Family Conflict have a positive and significant effect on work stress. Work Family Conflict has a negative and significant effect on nurse performance. Work family conflict negatively affects nurse job satisfaction. Job stress has a negative and significant effect on nurse performance. Job satisfaction has a positive effect on the performance of female nurses at BaliMed Hospital Denpasar.

Keywords: work family conflict, job stress, job satisfaction and performance

I. INTRODUCTION
The hospital is an organization that prioritizes health services, which is encouraged to be able to provide quality and affordable health services to every element of the community, thereby increasing optimal health services for the community. Accordingly, qualified and professional nurses are needed. Nurses (nurse) comes from the Latin word nutrix which means to care for or maintain. According to Kusnanto (2003), a nurse is a person (a professional) who has the ability, responsibility and authority to carry out nursing services / care at various levels of nursing services. Nurses are required to work professionally, a nurse must remain faithfully serving patients patiently and quickly responding to all problems that occur in patients who come. In this case, the role of the nurse as a person in charge of serving and caring for patients who come for treatment becomes one of the important things and is very influential on the quality of a hospital's services.

Professional nurses are nurses who are responsible and authorized to provide nursing services independently and / or collaborate with other health workers in accordance with their authority (MOH, 2002). Professional nurses not only carry out the role of carrying out care but are also able to become nursing care givers, decision makers clinical, protective and advocate clients,
specialized managers, rehabilitators, comfort providers, communicators, collaborators, educators and consultant innovators.

Women who work as nurses will be involved in several roles at once in the realm of work and family. The role of work requires mothers to be able to work professionally in providing excellent service and care to each patient. While the role of the mother in the family as a wife and housewife requires her to be able to serve her husband, care for children, manage household tasks and take responsibility for all the needs of family members. The involvement of working mothers in work and family roles has the potential to cause work-family conflict (Apperson et.al 2002: 9). Greenhaus and Beutell (in Bellavia and Frone 2005: 115) explain that work family conflict is a form of conflict between roles where the roles of the work and family sphere are mutually incompatible in several ways. Thus the women who are already working and having a family, their concentration is easily disturbed so that it impacts on their activities (Yildirim & Aycan, 2008). As a nurse woman and also a housewife, it is not easy to look after and care for patients while carrying out the obligation as a housewife to take care of her husband and children.

Based on the description above, the authors are interested in conducting research with the title "The Effect of Work Family Conflict on Job Stress, Performance, and Job Satisfaction of Nurses at BaliMed Hospital Denpasar".

II. LITERATURE REVIEW

Work-family conflict in mothers who work as nurses can arise when efforts to meet the demands of family roles are interrupted by efforts to meet the demands of work roles, for example schedules and demands in doing work in the office cause neglect of work at home. Work-family conflicts experienced can also arise when efforts to fulfill work roles are interrupted by efforts to meet the demands of family roles, for example when a child is ill causing a mother not to be able to go to work. Work-family conflict often also raises feelings of guilt in mothers because they cannot bear when they have to leave home to work because they have children who still need care. This can make mothers not focus on work because they think about the situation at home. These conditions make it difficult to determine which needs must be prioritized, even sometimes it is not necessary to sacrifice one of them.

Such conditions often trigger conflicts at work, if not taken seriously will have a very significant impact on the organization in achieving its goals, one of which is the low performance of nurses. Not only that, nurses who experience a state of conflict between family and work can experience stress or stress (Verma, 2013). Stress is a condition experienced by someone when there is a mismatch between the demands received and the ability to overcome them (Looker & Gregson, 2005: 44). Martins, Eddleston, & Veiga (2002) state that work family conflicts experienced by married women have a negative impact on job satisfaction. Job satisfaction reflects one's feelings about their work. This is seen in the positive attitude of employees towards work and everything that is encountered in the work environment. The higher the assessment of the activity felt according to individual desires, the higher the satisfaction of the activity, and vice versa the lower the assessment of the activity felt not in accordance with individual desires, the lower the satisfaction of the activity.

One of the hospitals that depend on nurse performance is BaliMed Hospital. BaliMed Hospital was originally founded by 57 specialists from various fields, and in its development has become one of the largest private hospitals in Denpasar. BaliMed Hospital which has the motto "Care for Integrity and Safety", serves public health in particular and in general in the city of Denpasar.

Female nurses in carrying out their work, face a variety of heavy work pressure, sorrow, smell, cry and death. Every day the nurse must monitor the patient's health condition which is his responsibility. Nurses check the readiness of beds, medications, routine checks, blood pressure for patients and must be responsive in handling emergency calls that come from patients. Patricia et al. (2017) nurses spend more time with patients, which will have an impact on the quality of nursing care. Thus improving patient safety can be achieved by increasing nurse performance.

Other conditions that are a source of stress are workloads that are too high and time-consuming so they do not get enough rest time, plus family and relatives of patients who come more than visiting hours but force to visit patients so nurses must explain that visiting hours are up, even though it was clearly stated the announcement of visiting hours schedule for patients. Other conditions are complaints from children at home who do not get the attention of a mother, because the mother must work and go home at night where the child is sleeping, not to mention if the child is
sick and must treat the patient at the same time, this can be a source of stress for nurses who work in the hospital so that it can cause their performance to decline (Abdullah et al., 2013).

Other factors that also cause the nurse's performance to decrease are the increase in absenteeism hours performed by nurses and late arrival hours and nurses' early discharge hours. The condition of the sick child or the child still needs attention and care for his mother while the mother must care for patients at work, and hear the sound of children crying over the phone, while the mother must deal with patients who are seriously disturbed nurses concentration and experience stress (stress) so he was not able to complete his work properly. This is also supported by Darcy & Alma's research (2007), which says that parents who work and have young children cannot fully take care of their children due to work that must be completed.

Mai & Vu (2016) states that work stress affects employee performance, the higher the level of employee work stress can reduce employee performance, and conversely the lower the level of employee work stress, the employee's performance will increase. Bacharach et al. (1991) states that conflicts experienced by people who work and are married can lead to low job satisfaction.

**HYPOTHESIS**

1. H1: Work Family Conflict has a positive and significant effect on work stress of female nurses at BaliMed Hospital
2. H2: Work Family Conflict has a negative and significant effect on the performance of female nurses at BaliMed Hospital Denpasar.
3. H3: Work family conflict has a negative effect on job satisfaction of female nurses in BaliMed Hospital Denpasar.
4. H4: Work stress has a negative and significant effect on the performance of female nurses at BaliMed Hospital Denpasar.
5. H5: Job satisfaction has a positive effect on the performance of female nurses at BaliMed Hospital in Denpasar.

**III. RESEARCH METHOD**

Seeing the problems examined, this study is classified in the causality approach (cause and effect) is an approach that is able to show the relationship between two or more variables (Sugiyono, 2013: 5). This research was conducted to determine the effect of work family conflict on stress, satisfaction and work performance of nurses at BaliMed Hospital Denpasar. Respondents will be given several statements in the form of questionnaires with alternative answers consisting of a range of grades 1-5. In this study there are four types of variables. that is, the independent variable (work family conflict), the dependent variable (nurse performance), and the mediating variable (job stress and job satisfaction). This research will be conducted at BaliMed Denpasar Hospital located on Jalan Mahendradatta, No. 57X, Denpasar, Bali.

The inferential analysis used in this research is to test the measurement model and structural model simultaneously. The basis for calculating path coefficients requires calculations from correlation and regression analyzes which are then poured into software in the form of variance or component based structural equation modeling (SEM) that is best known as Partial Least Square (PLS). PLS is a powerful analytical method, because it can be applied at all data scales, does not require a lot of assumptions and the sample size does not have to be large, and can also be used to confirm theory (Solimun, 2008; Ghozali, 2008; Hair et al., 2006).

**IV. RESEARCH RESULT**

**RESULT**
Based on the results of the path coefficients, it can be determined the results of testing the hypothesis described in the following description:
1. Hypothesis testing on the effect of Work Family Conflict on work stress produces a correlation coefficient of 0.840. The value of t Statistics is 26.089 (> t-critical 1.96), so the effect of Work Family Conflict on work stress is significant. Thus, hypothesis 1 (H1) which states that the Work Family Conflict has a positive and significant effect on the work stress of female nurses at BaliMed Hospital, was accepted.
2. Hypothesis testing on the effect of Work Family Conflict on performance results in a correlation coefficient of 0.158. T Statistics value obtained for 1.091 (<t-critical 1.96), then the effect of Work Family Conflict on performance is not significant. Thus, hypothesis 2 (H2) which states that the Work Family Conflict has a negative and significant effect on the performance of female nurses at BaliMed Denpasar Hospital, was rejected.
3. Hypothesis testing on the effect of Work Family Conflict on job satisfaction produces a correlation coefficient of -0.307. The value of t Statistics is 2.677 (> t-critical 1.96), so the effect of Work Family Conflict on job satisfaction is significant. Thus, hypothesis 3 (H3) which states that Work family conflict has a negative effect on the job satisfaction of female nurses at Denpasar BaliMed Hospital, was accepted.
4. Hypothesis testing on the effect of work stress on performance produces a correlation coefficient of -0.577. T Statistics value obtained 4.207 (> t-critical 1.96), then the effect of work stress on performance is significant. Thus, hypothesis 4 (H4) which states that work stress has a negative and significant effect on the performance of female nurses at BaliMed Denpasar Hospital, is accepted.
5. Hypothesis testing on the effect of job satisfaction on performance produces a correlation coefficient of 0.360. T Statistics value obtained 3.138 (> t-critical 1.96), then the effect of job satisfaction on performance is significant. Thus, hypothesis 5 (H5) which states that job satisfaction has a positive effect on the performance of female nurses in BaliMed Hospital Denpasar, is accepted.

DISCUSSION
Work family conflict is a form of conflict between roles where the pressure of work interferes with the implementation of family roles. Work family conflicts can be a potential source of work stress (Hui Ying, 2008). Based on the results of testing on the hypothesis, found a positive effect between the Work Family Conflict variable on work stress, which means H1 is accepted, meaning that the higher the Work Family Conflict received by female nurses at BaliMed Hospital, the work stress perceived by the nurse will increase. The results of this study are supported by the study of Lu Yong et al. (2017).

Employees who experience high levels of work family conflict will tend to feel a decrease in performance because they feel more controlled by their work which results in employees unable to fulfill their family responsibilities, because it reduces the quality of their family life (Frone et al., 1992). Based on the results of testing the hypothesis, it was found that the Work Family Conflict variable had no effect on performance which meant H2 was rejected. This means that the level of Work Family Conflict faced by nurses cannot significantly affect the performance of female nurses at BaliMed Hospital. The results of this study are supported by the research of Sugianingrat et al. (2017).

Job satisfaction reflects one's feelings about their work. This is seen in the positive attitude of employees towards work and everything that is encountered in the work environment. The higher the
assessment of the activity felt according to individual desires, the higher the satisfaction of the activity. Employees who experience conflicts between work and family will cause low employee job satisfaction so they can make decisions to stop working. So, the higher the work family conflict, the higher the person's desire to quit his job. The test results found a negative effect of the Work Family Conflict variable on job satisfaction, meaning that the higher the Work Family Conflict, the job satisfaction of female nurses at BaliMed Hospital will decrease. The results of the study are in accordance with previous studies by Rurin (2016).

Stress can be an obstacle in obtaining good performance. Individuals who experience such stress are isolated and find it difficult for them to interact with other individuals even though it is in a work environment. It also makes work stress, stress conditions can cause negative things such as depression, headaches, decreased performance, decreased job satisfaction and lack of commitment between individuals and organizations (Karimi & Farhad, 2011). Based on the results of testing on the hypothesis, found a negative effect between the variables of work stress on performance, meaning that the higher the work stress felt by female nurses at BaliMed Hospital, the performance that will be generated by nurses will decrease. The results of this study are supported by research conducted by Ariani et al. (2017).

Job satisfaction is a very important factor to get optimal work results. When someone feels satisfaction at work, of course he will try as much as possible with all the ability he has to complete his work assignments. Based on the results of testing on the hypothesis, found a positive effect between the variable job satisfaction on performance, meaning that the higher job satisfaction felt by female nurses at BaliMed Hospital, the performance that will be generated will increase. The results of this study are supported by Zilzaal's research (2016).

V. CONCLUSIONS AND RECOMMENDATIONS

Conclusions

Based on the results of the research analysis and the results of the discussion in the previous chapter, the conclusions of this study are as follows:

1) Work Family Conflict has a positive and significant effect on work stress of female nurses at Bali Med Hospital. This means that the higher the Work Family Conflict received by female nurses at BaliMed Hospital, the work stress felt by the nurse will increase
2) Work Family Conflict does not have a significant effect on the performance of female nurses at BaliMed Hospital in Denpasar. This means that the level of Work Family Conflict faced by nurses cannot significantly affect the performance of female nurses at BaliMed Hospital.
3) Work family conflict negatively affects the job satisfaction of female nurses in BaliMed Hospital Denpasar. This means that the higher the Work Family Conflict, the job satisfaction of female nurses at BaliMed Hospital will decrease.
4) Job stress has a negative and significant effect on the performance of female nurses at Bali Meded Hospital Denpasar. This means that the higher the work stress felt by female nurses at BaliMed Hospital, the performance that nurses will produce will decrease.
5) Job satisfaction has a positive effect on the performance of female nurses at BaliMed Hospital in Denpasar. This means that the higher job satisfaction felt by female nurses at BaliMed Hospital, the performance that will be generated will increase.

Recommendations

Based on the results of the research analysis, discussion and conclusions there are several suggestions that can be given, including:

1. Job stress has a significant negative effect on performance, so it is recommended for female nurses in BaliMed Denpasar Hospital to be more able to cope with work stress faced because handling stress that can be handled properly will help turn negative pressure into good stress so as to increase productivity and performance of female nurses BaliMed Hospital Denpasar.
2. Work family conflict has a significant negative effect on job satisfaction, so it is recommended for female nurses in BaliMed Denpasar Hospital to be more professional in handling family and work problems, so as not to affect their job satisfaction that can reduce the resulting performance.
REFFERENCES


