

MULTIPLE ROLE CONFLICT AND JOB STRESS EFFECTS ON NURSE PERFORMANCE

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Abstract

The goal of this study is to determine the effect of family work conflict, work family conflict, and job stress on nurses' job performance in hospitals, as well as whether family work conflict, work family conflict variables can be influenced by job stress in nurses' performance in hospitals. The findings of this study are expected to be used by the hospital in determining the level of service provided to patients. This study is a quantitative causal study that uses SEM to determine the relationship that is influential between two or more variables (Structural Equation Modeling). The population in this study was all female nurses who worked at hospitals in Bandung (Muhammadiyah Hospital, Kebon Jati Hospital, Santosa Hospital, and Islamic Hospital), and the study sample was 119 respondents using a non-probability purposive sampling method. According to the study's findings, family work conflict has no positive effect on job stress. Furthermore, work-family conflict has a positive impact on the job. Workplace stress improves job performance. According to the findings of this study, family work conflict has a negative impact on job performance. Work-family conflict has a positive impact on job performance. According to the findings of this study, a key value in work-family conflict is a conflict of commitment and responsibility toward family. This study recommends that hospitals hold employee recreation activities with their families, which means that hospitals get to know their employees' families in order to strengthen the bonds between employees and their families. work-family conflict has a positive impact on the job. Workplace stress improves job performance. According to the findings of this study, family work conflict has a negative impact on job performance. Work-family conflict has a positive impact on job performance. According to the findings of this study, a key value in work-family conflict is a conflict of commitment and responsibility toward family. This study recommends that hospitals hold employee recreation activities with their families, which means that hospitals get to know their employees' families in order to strengthen the bonds between employees and their families. work-family conflict has a positive impact on the job. Workplace stress improves job performance. According to the findings of this study, family work conflict has a negative impact on job performance. Work-family conflict has a positive impact on job performance. According to the findings of this study, a key value in work-family conflict is a conflict of commitment and responsibility toward family. This study recommends that hospitals hold employee recreation activities with their families, which means that hospitals get to know their employees' families in order to strengthen the bonds between employees and their families. Work-family conflict has a positive impact on job performance. According to the findings of this study, a key value in work-family conflict is a conflict of commitment and responsibility toward family. This study recommends that hospitals hold employee recreation activities with their families, which means that hospitals get to know their employees' families in order to strengthen the bonds between employees and their families.

Keywords : Family Work Conflict; WorkFamily Conflict; Job Stress; Job Performance; nurses.

1. INTRODUCTION

The progress of an organization cannot be separated from the existence and influence of Human Resources (HR) in it. HR is the main engine of the organization in carrying out all its activities in an effort to achieve goals. Rachmawati (2008) states that human resources are a central factor in an organization. Whatever the form and purpose, the organization is made based on various visions for the benefit of humans and in the implementation of these missions are managed by humans. So humans are a strategic factor in all organizational activities.

Attention to HR is very important in order to obtain employee performance as expected in order to achieve the vision and mission and goals of the organization. Mangkunegara (2014) states that performance is the result of work in quality and quantity achieved by an employee in carry out their duties accordingly responsibility assigned to him. As a health service provider, the hospital operates 24 hours a day. The hospital makes a separation of patient services, namely patient care services that require emergency, non-emergency, and hospitalized care. Handling of these services is carried out by hospital health workers. The majority of hospital health workers are nurses, who make up around 60% of the health workers in the hospital.

Aprillia (2017) states that nurses are one of the health workers to get responses, information and answers which are always available in every hospital and are the spearhead of hospital health services. Hospital nurses are assigned to inpatient, outpatient or polyclinic services, and emergency services. Nurses are one of the professions in hospitals that have an important role in the delivery of health services. Therefore, the hospital where nurses work always makes various efforts aimed at improving the quality of nurse professionalism. Nursing is an integral part of the health care system and is one of the factors that determine the quality of health services. For this reason, it is necessary to pay attention to the performance of nurses in carrying out their duties and functions in providing health services to patients.

Indriyani(2009) stated that nurses are professionals whose role cannot be excluded from all forms of hospital services. This role is due to the nurse's duties requiring the longest contact with the patient. Hospital nurses are partially dominated by female workers, the involvement of women which is obvious but clearly not recognized in Indonesia has an impact on the role of women in family life.

Ihromi(1990) stated that the number of women looking for work will increase increased in partworld region. According to the results of the study, women want to keep working,

because work gives many meanings to themselves, starting from financial support, developing knowledge and insight, enabling the actualization of abilities, giving self-esteem and independence (even though the husband's income is sufficient), and allowing subjects to actualize other personal aspirations. such as providing a sense of "meaning" as a person, although involvement in these roles can provide psychosocial benefits, such as increased self-esteem, morale, and happiness (Aryee et al., 1999). Conflict occurs due to a discrepancy between expectations and reality, in the world of work the term conflict is explained through multiple role conflict, which is a form of inter-role conflict.

But carrying out two roles at the same time, as a worker as well as a housewife, is not easy. Female employees who are married and have children have heavier roles and responsibilities than single women. The woman also has a dual role because besides playing a role in the family, the woman also plays a role in her career. Work-family conflict (work-family conflict) explains the conflict between work responsibilities at home or home life (Frone et al., 1992). Employees who are unable to divide or balance their time for family and work matters can lead to conflict, namely family conflict and work conflict, or often referred to as a woman's dual role conflict between family and work.

good employees they demanded also to work according to company standards by demonstrating good work performance. Employees who cannot divide or balance time for family and work matters can cause conflict, namely family conflict and work conflict, or often referred to as multiple role conflict (work conflict family), some experts use two dimensions in analyzing multiple role conflict (work conflict family).), between family and work (Tjokro, 2017).

In completing tasks in her work there are disturbances or problems related to psychological factors in the woman, for example the woman feels guilty for leaving her family to work, depressed because of limited time and too much workload and an unpleasant work situation. This situation will interfere with the minds and mentality of female employees when working. The results of previous research prove that work stress has a negative and significant effect on nurse performance (Tjokro, 2017). These findings have received objections from other researchers, that work stress has a positive and insignificant effect on performance (Maqfiranti, 2017). This dual role conflict can reduce employee performance, while decreased employee performance can have an impact on increasing the desire to leave. increased absenteeism, and decreased organizational commitment (Howard, 2004). So this is a dangerous situation for the organization, because it can lead to disrupted work implementation, which can ultimately decrease organizational performance. This is one of the things that must be considered by companies in managing human resources to be able to increase work efficiency and effectiveness (Nurhayati, 2000).

Conflict is this role that must be considered as a factor forming stress in the workplace, even though there are factors from outside the organization the organization should also pay attention to this, because influence on these various reasons are relevant enough to support this research to be carried out. The success of the company's performance can be seen from the performance achieved by its employees, therefore the company demands that its employees are able to display optimal performance because the good or bad performance achieved by employees will affect the performance and success of the company as a whole.

The success of the company's performance can be seen from the performance achieved by its employees, therefore the company demands that its employees are able to display optimal performance because the good or bad performance achieved by employees will affect the performance and success of the company as a whole. According to Hidayat (2004) the performance of a nurse can be seen from the quality of nursing care given to patients. Basically what is used as a reference in assessing the quality of nursing services is to use standard nursing practice. Nurses are the most numerous staff and have the longest contact with patients, so the performance of nurses must always be improved in providing nursing care. Nursing care is a process or activity of nursing practice given by nurses to patients in various health care settings using the nursing process, guided by nursing standards within the scope of nursing authority and responsibility. In order to obtain a good quality of service as well and work stress has a positive effect on performance. Thus, proper handling will be carried out to overcome existing obstacles and efforts to improve performance are more focused.

The patient is satisfied with the nurse's performance. Per issue regarding performance is a problem that will always be faced by the management of the company, therefore management needs to know the factors that influence the performance of these employees so that the management of the company can take various necessary policies so that they can improve the performance of their employees so that they are in line with company expectations.

Pre survey which the author did through a questionnaire distributed to 20 nurses at the Kebon Jati Kota Bandung Regional General Hospital (RSUD) in the Emergency Room (IGD), VIP room, polyclinic room, and internal medicine room which includes role conflict variables, work stress, and performance. Questionnaires were distributed to nurses and obtained different answers. According to the results of a pre-survey of 20 nurses in four different inpatient rooms, nurses in the emergency room with all nurses agree that they have too much work to complete within the allotted time, different from nurses in the polyclinic room who can complete work within a certain time. which has been specified. This proves that giving too many assignments can cause stress on nurses.

2. LITERATURE REVIEW AND HYPOTHESIS

Theoretical basis

A. Conflict

In essence, conflict can be defined as all kinds of conflicting interactions between two or more parties. According to Husnan (2000), organizational conflict is disagreement between two or more members of an organization that arises because they have to use scarce resources together and because they have different statuses, goals, values, and different perceptions. Conflict actually becomes functional and can also be dysfunctional. Conflict can solely improve and worsen individual and organizational achievements depending on the management of the conflict.

B. Multiple Role Conflict

According to Davis (1996) the role is embodied in behavior. The role is the part played by the individual in each situation and the way he behaves to conform to the situation. Working women face complicated situations that place them between the interests of the family and the need to work. There is a view that the ideal woman is a superwoman or supermom who should have the capacity to fill the domestic sector perfectly and the public sector flawlessly. Multiple role conflicts arise when women feel tension between work roles and roles

family. The factors that cause multiple role conflict (Greenhaus, 1985; in Maherani, 2012), namely: (1) Time demands for one role are mixed with taking part in other roles, (2) Stress that starts in one role that falls to in another role minus the quality of life in that role, (3) Anxiety and fatigue caused by strain from one role can make it difficult to switch to another, (4) Behavior that is effective and appropriate in one role but ineffective and inappropriate when transferred to another another role.

C. Work-Family Conflict (Work-family conflict)

Changes in the demographics of the workforce, such as an increase in the number of working women and partners who both work, have led to conflict between work and family life. This has made many researchers interested in examining the causes and effects of work-family conflict (Judge et al., 1994). Greenhaus et al., (1985) in Mahareni (2012) defines work-family conflict as a form of role conflict where the demands of work and family roles mutually cannot be aligned in several ways. According to Triaryati (2003), job demands are related to pressure that comes from excessive workload and time, such as work that must be completed in a hurry and deadlines. According to

Howard et al.,

- a. working pressure
- b. Lots of job demands
- c. Lack of family togetherness
- d. Busy with work

D. Conflict commitment and responsibility to the family Family-Work Conflict (Family-work conflict)

Buhali (2013) states that family-work conflict is when the family interferes with work, meaning that most of their time and attention is used to solve family affairs so that it interferes with work. The family is a unit of a number of people who interact and communicate with each other in order to carry out their social roles as husband, wife and children, brothers and sisters. This role is determined by society, but the role in each family is strengthened by feelings. These feelings develop partly based on tradition and partly based on the experiences of each family member. According to Frone et al., (1992) indicators of family-work conflict are:

- a. Pressure as a parent
- b. Marital pressure
- c. Lack of involvement as a wife
- d. Lack of engagement as a personold
- e. Work interference

E. Work Stress

Job stress is a conditions that cause tension so that it can affect one's emotions, thought processes, and conditions. As a result, stress is high and cannot be controlled by employees so that it threatens the ability of employees to deal with the work environment which ultimately disrupts the implementation of their duties and can then reduce their performance (Handoko, 2008). Stress is usually considered a negative term, stress is considered to occur because it is caused by something bad but does not always mean that because the stress in question is work stress which means a form of individual interaction with environment. Stress has positive or negative impact. The positive impact of stress at low to moderate levels is functional in the sense that it acts as a driving force for improving employee performance, while the negative impact of stress at high levels is a drastic decrease in employee performance (Gitosudarmo et al., 1997). Employees who have high levels of work stress tend to have characteristics towards physiological symptoms while nurses/employees with moderate levels of work stress do not have physiological

symptoms.

According to Ivancevich (1980), the cause of the resulting stress by a person's role in carrying out a particular profession. The role in question is as a nurse in the workplace such as work overload, responsibility for others, career development, lack of group cohesion, inadequate group support, organizational structure and climate, territory within the organization, task characteristics, leadership influence. Indicators of work stress include:

- a. Workload
- b. demands
- c. Pressure from above
- d. Tension and mistakes
- e. Decreased level of relationship interpersonal

F. Performance

Basically employee performance is how employees work in a company during a certain period. A company that has employees who perform well, it is likely that the company's performance will be good, so that there is a very close relationship between individual performance (employees) and company performance. The measure of success achieved by employees cannot be generalized to other employees because it must be adjusted to applicable measures and the type of work performed (Pervin et al., 2005). Performance according to Mangkunegara (2009) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Another view, as stated by Rivai (2011) is that performance is a real behavior displayed by everyone as work performance produced by employees according to their role in the company.

According to Cherrington (1994), work performance shows the achievement of work targets related to quality, quantity, and time. Achievement of work performance is used by skills and motivation. Optimum work performance will be achieved if the organization can choose employees who allow them to work optimally. Performance indicators based on Prawirosentono (1999) are:

- a. absentee level
- b. Quality
- c. Punctuality
- d. Attitude
- e. Commitment

hypothesis

1. The Positive Influence of Multiple Role Conflicts against Work Stress

Based on the relevant theory supports several predictions states that multiple role conflict leads to job stress. Role theory explains that individual role conflicts occur when expectations in terms of the performance of one role create difficulties in other roles (Judge et al., 1994). Work-family conflict tends to lead to work stress because when work interferes with family life, pressure is often placed on the individual to reduce the time spent at work and spend more time with family. Likewise, family-work conflict can lead to work stress due to the large amount of time needed to handle work matters and this is a potential source of work stress (Judge et al., 1994). There is a lot of evidence that explains that the pressure between family and work roles can lead to physical and psychological decline of female nurses or employees (Thomas et al., 1995). From this description, the research hypothesis is:

H1 : There is influencePositive Work-Family Conflict (work-family conflict) on Work Stress.

H2 : There is influencePositive Family-Work Conflict (family-work conflict) on Work Stress.

2. Positive Influence of Work Stress on Nurse Performance

Price (2003) says that stress at work is also positively related to employee performance. Stress can create a competitive advantage for companies with good management. Stress also has other positive impacts, such as with a time limit the company can become more efficient and effective. Stress has a positive or negative impact. The positive impact of stress at low to moderate levels is functional in the sense that it acts as a driving force for improving employee performance, while the negative impact of stress at high levels is a drastic decrease in employee performance (Gitosudarmo, 1997). Based on the description above, the research hypothesis is:

H3 : There is a Positive Effect of Stress Work on Nurse Performance.

3. The Negative Influence of Multiple Role Conflicts on Performance

Work conflict can affect the performance of employees in a company. Conflict is unhealthy competition based on ambition and emotional attitude in gaining victory which can lead to tension, confrontation, fights, stress and frustration if their problems cannot be resolved. Employees who experience high levels of work-family conflict (work-family conflict) report decreased performance because they feel more controlled by their work which results in employees being unable to fulfill their family

responsibilities, because it reduces the quality of family life. A similar explanation can be given for the relationship between family-work conflict and employee performance (Frone et al., 1992). From the description above, the research hypothesis is:

H4: There is a negative influence of work-family conflict on nurse performance.

H5: There is a negative effect of family-work conflict on nurse performance.

Research Model

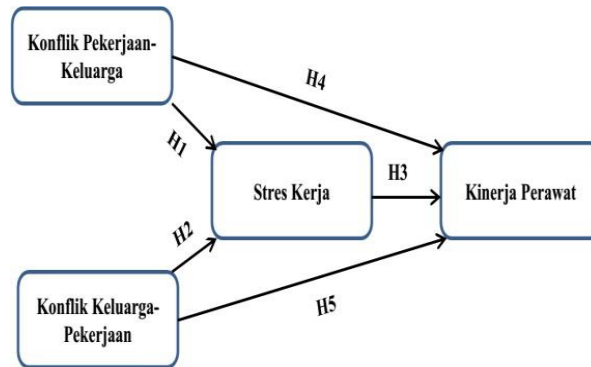


Figure 1. Research Model

3. RESEARCH METHODS

A. Samples and Sampling Techniques

This research is researchQuantitative causal nature is a type of research that explains relationships (cause and effect) that is influencing between two or more variables (Setiawan, 2014). The primary data in this study were obtained directly through filling out a questionnaire by hospital nurses throughout the city of Bandung (Muhammadiyah Hospital, Ahmad Yani Hospital, Santosa Hospital, Islamic Hospital). Sampling was carried out by purposive sampling method, namely the sampling method was carried out based on criteria determined by the researcher. Pick-up criteria purposive sampling sample in research. These are as follows: (a) Respondent is female, (b) Respondent is nurses working in a home setting sick (no double job). From these criteria, the researcher took a sample of 30 respondents from each hospital in the city of Bandung (Muhammadiyah Hospital, Ahmad Yani Hospital, Santosa Hospital, Islamic Hospital) so that the total number of respondents taken as a sample was 119 respondents.

B. Requirements TestingAnalysis

1) Normality Test

The Normality Test is used to assess the data that has been obtained to be normally distributed or taken from the normal population. The classic method of testing for normality in

data is not that complicated. Based on the empirical experience of several statisticians, the amount of data is more than 30 ($n > 30$), so it can be assumed to be normally distributed. Usually said to be a large

2) Homogeneity Test

Homogeneity test is a test of whether the variances of two or more distributions are the same. The homogeneity test in this study used the Microsoft Excel tool. Data on a number of populations that are considered variance homogeneous y if $F_{count} \leq F_{table}$ (2016).

3) Linearity Test

The linearity test is expected to find out whether the two variables have a linear relationship or not significantly. Tests conducted to see how the variables (X) affects the variable (Y) either positively or negatively. The basis for drawing conclusions from the linearity test if the $F_{count} \leq F_{table}$, then can be described that the relationship between variables linear. While the objection test Regression is seen when the value of $F_{count} \leq F_{table}$ sample thus the regression between variables is significant.

4. Structural Equation Modeling (SEM)

Data processing in this study used the Linear Structural Relationship (LISREL) 8.80 program which is a statistical program package for Structural Equation Modeling (SEM) for windows in 1970 by Joreskoog and Sorboom used to analyze measurement models and structural models. In SEM, a fit test is later carried out to check the degree of compatibility between the data obtained and the model, the validity and reliability of the measurement model used, and the significant coefficients in the structural model. Evaluation of the level of suitability of the data for the model is carried out through several stages, namely: (1) overall model fit, (2) measurement model fit, and (3) structural model fit. This model can be made systematic structural equations as follows:

Sub structure 1

$$\gamma_{11}\xi_1 + \gamma_{12}\eta_1 + \epsilon_1$$

Sub structure 2

$$\gamma_{21}\xi_1 + \gamma_{22}\eta_1 + \beta_{21}\eta_2 + \epsilon_1$$

4. RESEARCH RESULTS AND DISCUSSION

A. Regression Estimation Error Normality Test

Normality test using the Liliefors formula. Statistical testing hypotheses can be presented as follows:

Table 1. Normality Test Results

No	GalatTaksiran Regresi	Lhitung	Ltabel	Keputusan	Kesimpulan
1	η_2 atas ξ_1	0,007	0,088	H0 diterima	Normal
2	η_2 atas ξ_2	0,327	0,088	H0 ditolak	Tidak Normal
3	η_2 atas η_1	0,277	0,088	H0 ditolak	Tidak Normal
4	η_1 atas ξ_1	0,013	0,088	H0 diterima	Normal
5	η_1 atas ξ_2	0,046	0,088	H0 diterima	Normal

Source: Results of Data Processing with Ms Excel 2007.

From the table of estimated error calculation results regression performance on family-work conflict and the results of calculating the error estimate of the performance regression on job stress indicate that H0 is rejected and H1 is accepted. Because $L_{count} > L_{table}$ ($0.3277 > 0.088$; $0.277 > 0.088$)

B. Homogeneity Test

Homogeneity test needs to be done to

Table 2. Homogeneity Test Results

No	Varians	F Hitung	F Tabel	Kesimpulan
1	η_2 atas ξ_1	1,1715	1,26	Homogen
2	η_2 atas ξ_2	1,24	1,26	Homogen
3	η_2 atas η_1	1,04	1,26	Homogen
4	η_1 atas ξ_1	1,12	1,26	Homogen
5	η_1 atas ξ_2	1,01	1,26	Homogen

Source: Results of Data Processing with Ms Excel 2007.

calculate whether the sample data comes from a population that has a homogeneous variance. The following is the homogeneity test results presented in tabular form From the calculation table above it can be seen that the data from each variable is homogeneous and this can be seen from $F_{count} < F_{table}$. calculate whether the sample data comes from a population that has a homogeneous variance. The following is the homogeneity test results presented in tabular form. From the calculation table above it can be seen that the data from each variable is homogeneous and this can be seen from $F_{count} < F_{table}$.

C. Linearity Test

Table 3. Linearity Test Results

No	Varians	Sig.dev	Sig.	Kesimpulan
1	η_2 atas ξ_1	0,024	0,05	Tidak Linier
2	η_2 atas ξ_2	0,589	0,05	Linier
3	η_2 atas η_1	0,438	0,05	Linier
4	η_1 atas ξ_1	0,074	0,05	Linier
5	η_1 atas ξ_2	0,217	0,05	Linier

Source: Results of Data Processing with SPSS IBM 25

From the calculation table above, the performance variable data on work-family conflict (work-family conflict) shows non-linear data and this can be seen from the Sig value. Deviation from linearity < 0.05 ($0.024 < 0.05$), so there is no linear relationship between the independent and dependent variables.

Structural Equation Modelling(SEM)

1. Model-wide Fit Test

The next analysis is the Full Model Structural Equation Model (SEM) analysis which is intended to test the models and hypotheses developed in this study. Model testing in Structural

*Equation Model*carried out by model fit test. The results of data processing for SEM analysis are shown in the following figure:

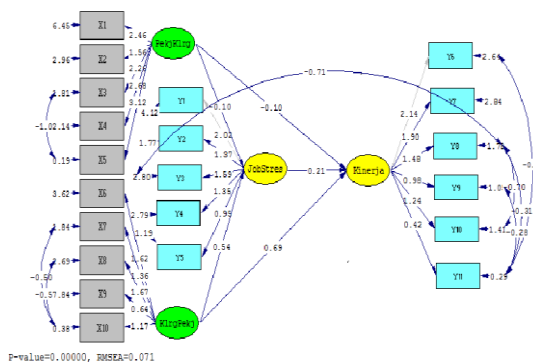


Figure 2. Structural Equation Model Test Results

Table 4. Summary of Test Results Goodness of Fit

No	Indeks	Hasil	Recommen ded Value	Kesimpulan
1	Probabilitas X^2	0,00	> 0,05	Marginal fit
2	X^2/df	1,61	< 5	Good fit
3	RMSEA	0,07	≤ 0,08	Good fit
4	AGFI	0,76	< 0,90	Good fit
5	GFI	0,82	< 0,90	Good fit
6	CFI	0,96	> 0,90	Good fit
7	NNFI	0,95	> 0,90	Good fit
8	NFI	0,91	> 0,90	Good fit
9	IFI	0,96	> 0,90	Good fit
10	RFI	0,89	> 0,90	Marginal fit
11	ECVI	3,30	< 5	Good fit

Source: processed using lisrel 8.8

Based on the results of the lisrel output, testing the overall fit of the model using the X2 (chi-square) test obtained a satorabentler scaled chi-square value of 281.58 and a p-value <0.000. Based on the results of the X2 test, the model obtained as a whole is not fit. However, the comparison ratio between the value of X2 and degrees of freedom ($X2/df$) = $280/175 = 1.14$, which means that it is smaller than the cut-off model fit, namely 5 ($1.61 < 5$) so it can be concluded that by adjusting the complexity model proxied by the number of degrees of freedom, the model actually has a fairly good fit. The next test is RMSEA (Root Mean Square Error of Approximation), where the test results show that RMSEA is equal to 0.07, or $RMSEA = 0.07 \leq 0.08$. This means that the model has a good fit. While the results of the AGFI (Adjusted Goodness of Fit Index) test are less than 0.90 or $AGFI 0.76 < 0.90$, which means that the model has a good fit and the results of the GFI (Goodness of Fit Index) test are smaller of 0.90 or $GFI = 0.82 < 0.90$, which means the model has a good fit.

Furthermore, based on the value of the CFI (Comperative Fit Index) = 0.95, IFI (Instrumental Fit Index) = 0.96, greater than 0.90. These results indicate that the model has a good fit. The NNFI (Non-Normed Fit Index) value is greater than the value of 0.90 or $NNFI = 0.95 > 0.90$, which means that the model has a good fit, while the NFI (Normed Fit Index) is greater than 0.90, and the RFI (Relative Fit Index) is less than 0.90 ($NFI = 0.91 > 0.90$, and $RFI = 0.89 < 0.90$), which means that the NFI model has a good fit and marginal fit. To support the results of this test, the ECVI (Expected Cross Validation Index) has a value less than 5 ($ECVI = 3.3 < 5$) which indicates that the model has a good fit.

Based on Figure 2, each indicator forming latent variables shows results that meet the criteria, namely a CR value above 1.96 with a P less than 0.05 and a lambda value or loading

factor greater than 0.5. These results can be said that the latent variable forming indicators are significantly indicators of the formed latent factors. Thus, the model used in this study is acceptable.

Structural Equation Testing

The structural equation model consists of two sub-structures, namely:

- a. Subthe first structure obtained from the results of data processing using lisrel is as follows:

$\eta_1 = - 0.10 * \xi_1 + 0.54 * \xi_2,$ $\text{Errorvar.} = 0.68, R^2 = 0.32$

This equation shows that the magnitude of the direct influence of work-family conflict, and work-family conflict on job stress is -0.10 and 0.54, meanwhile simultaneous 32%.

- b. The second sub-structure obtained from the results of processing the ndata using lisrel is as follows:

$\eta_1 = - 0.10 * \xi_1 + 0.54 * \xi_2,$ $\text{Errorvar.} = 0.68, R^2 = 0.32$

The structural equation shows that the magnitude of the direct influence of work-family conflict, work-family conflict, and job stress on performance is 0.0095, 0.69, and 0.21, and simultaneously it is 73%. Job stress has a greater influence than work-family conflict and work-family conflict. In other words, the job stress variable (η_1) has a greater effect on performance (η_2), because it has a greater direct effect value compared to work-family conflict (ξ_1) and work-family conflict (ξ_2).

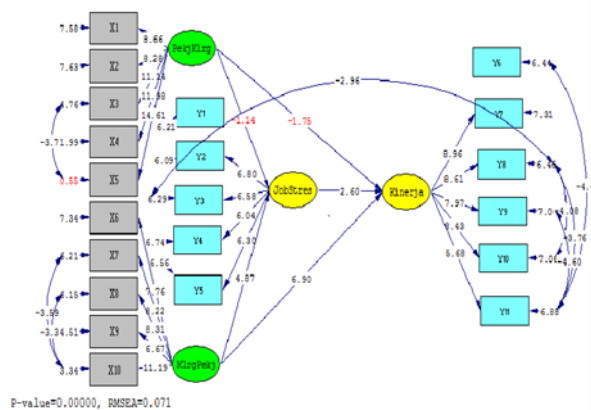
Table 5. Direct Influence, Indirect Influence and Total Influence

	Pengaruh langsung	Pengaruh tidak langsung	Pengaruh total
Konflik Pekerjaan – Keluarga terhadap kinerja perawat	-0,10	-	-0,10
Konflik Pekerjaan – Keluarga terhadap kinerja perawat melalui stress kerja	-	$-0,10 \times 0,21 = -0,021$	-0,121
Konflik Keluarga - Pekerjaan terhadap kinerja perawat	0,69	-	0,69
Konflik Keluarga - Pekerjaan terhadap kinerja perawat melalui stress kerja		$0,54 \times 0,21 = 0,1134$	0,4266
Stress kerja terhadap kinerja perawat	0,21	-	0,21

Based on the calculation results the direct and indirect effects of dual role conflict consisting of work-family conflict and family-work conflict on the performance of female nurses in the hospital, which shows a comparison that leads to the direct effect of work-family conflict on performance is -0.10; the indirect effect of work-family conflict on nurse performance is -0.021, while the total effect of work-family conflict on nurse performance is -0.121. The direct effect of family-work conflict on performance is -0.69; the indirect effect of family-work conflict on nurse performance is 0.1134 while the total effect of family-work conflict on nurse performance is 0.4266. The direct effect of work stress on nurse performance is 0.37. This shows that the function and existence of the antecedents of work stress have a high role in determining nurse performance. Based on the influence analysis above, it can be shown that family-work conflict has a higher influence on the decline in nurse performance compared to work-family conflict.

3. Hypothesis test

Figure 3. T-Value Line Diagram



1) Work-Family Conflict (ξ_1) Has a Positive Influence on Job Stress (η_1)

From the results of the SEM test in Figure 3 show the path coefficient of the work-family conflict variable on job stress ($\gamma_{\eta_1 \xi_1}$) = -0.10 and has a t value $t_{count} = -1.54$ greater than $t_{table}(\alpha=0.05) = 1.66$. Insignificant path. From the findings above, it can be concluded that work-family conflict (ξ_1) has no positive effect on job stress (η_1).

2) Family-Work Conflict (ξ_2) Has a Positive Influence on Job Stress (η_1)

From the test results The SEM in Figure 3 shows the path coefficient of the family-work conflict variable on job stress ($\gamma_{\eta_1 \xi_2}$) = 0.54 and has a greater $t_{count} = 4.87$ compared to the t value $t_{table}(\alpha=0.05) = 1.66$

3) Job Stress(η_1) Positive Influence on Performance (η_2)

From the test results The SEM in Figure 3 shows the path coefficient of the job stress variable on performance interest ($\gamma_{\eta_2 \eta_1}$) = 0.21 and has

$t_{count} = 2.60$ greater than t_{table} value ($\alpha = 0.05$) = 1.66. Because $t_{count} > t_{table}$, the path coefficient is significant. From these findings, then it can be concluded that jobstressed(η_1) has a positive effect on performance (η_2).

4) Confl ik Work-Family (ξ_1) Has a Negative Effect on Performance (η_2)

From the test results onThe SEM in Figure 3 shows the path coefficient of the work-family conflict variable on performance ($\gamma_2\xi_1$)=-0.10 and has a value of $t = -1.75$ smaller than the t_{table} value ($\alpha=0.05$) than t_{table} ($\alpha=0.05$) = 1.66. = 1.66. because $t_{count} < t_{table}$, so significant path coefficient. From the findings above, it can be concluded that work-family conflict (ξ_1) has a negative effect on performance (η_2).

5) Family-Work Conflict (ξ_2) Has a Negative Influence on Performance (η_2)

From the test results onThe SEM in Figure 3 shows the path coefficient of the family-work conflict variable on performance ($\gamma_2\xi_2$) = 0.69 and has a value of $t_{count} = 6.90$ or more greater than the value of t ($\alpha = 0.05$) = 1.66. because $t_{count} > t_{table}$, then the coefficients Because $t_{count} > t_{table}$, the path coefficient is significant. From these findings, it can be concluded that family-work conflict (ξ_2) has a positive effect on job stress (η_1). Path is significant. From these findings, it can be concluded that work-family conflict (ξ_2) does not have a negative effect on performance (η_2).

5. DISCUSSION

1) The Positive Influence of Work-Family Conflict (work-family conflict) on Work Stress

DaThrough the research that has been done, it can be concluded that the first hypothesis, work-family conflict, which has a positive effect on the occurrence of work stress for female nurses in the hospital is rejected. It can be concluded that the hypotheses built in this study have no similarities and do not strengthen the justification of previous studies (Judge et al., 1994). The results of testing through the SEM analysis tool show that the indicator of conflict of commitment and responsibility to the family (X5) is the most dominant indicator of work-family conflict, which is equal to 3.12. This means that the conflict of commitment and responsibility to the family (X5) is the key value in work-family conflict (work-family conflict).

2) Positive Influence of Family-Work Conflict on Work Stress

From the research that has been done, it can be concluded that the second hypothesis which reads family-work conflict has a positive effect on the occurrence of work stress for female nurses in hospitals is acceptable. The hypothesis formulated in this study shows relatively the

same results and is in line with what has been formulated by previous studies such as that carried out by Yang (2000). The results of analysis with SEM show that the indicator of lack of involvement as a wife (X8) is the most dominant indicator of family-work conflict (family-work). *work conflict*) which is equal to 1.67. This provides an understanding that family-work conflict for female nurses in hospitals in the city of Bandung can increase work stress.

3) Positive Influence of Work Stress on Nurse Performance

From the research that has been done, it can be concluded that the third hypothesis which says that work stress has a positive effect on the performance of female nurses in hospitals is acceptable. This shows that the hypothesis developed in this study is fully in line with what has been outlined by previous researchers that stress at work is also positively related to employee performance, as was done by Price (2003). From the results of tests carried out using the SEM analysis tool, it can be seen that among other indicators the workload indicator (Y1) is the most dominant indicator of work stress, which is equal to 2.02.

4) Negative Influence of Work-Family Conflict on Nurse Performance

DaThe thorough research that has been done can be concluded that the fourth hypothesis which says work-family conflict has a negative effect on the performance of female nurses in hospitals can be accepted. It can be concluded that the hypotheses built in this study have similarities and strengthen the justification of previous research, such as research (Frone et al., 1992). Stating that work-family conflict (work-family conflict) explains the occurrence of a conflict between work responsibilities at work or work life with work responsibilities at home. The test results through the SEM analysis tool can be seen that the indicator of conflict of commitment and responsibility to the family (X5) is the most dominant indicator of work-family conflict (work-family conflict). This means that the conflict of commitment and responsibility to the family (X5) is the key value in work-family conflict (work-family conflict). This fact indicates that the higher the work-family conflict (work-family conflict), the lower the performance of nurses in Bandung city hospitals.

5) Negative Effect of Family-Work Conflict on Nurse Performance

From the research that has been done, it can be concluded that the fifth hypothesis which reads family-work conflict has a negative effect on the performance of female nurses in the hospital is rejected. It can be concluded that the hypotheses developed in this study have no similarities and lack justification from previous studies such as Howard (2004) which states that conflicts that arise in the family will usually affect one's work. The test results through the SEM analysis tool show that the indicator of lack of wife involvement (X8) is the most dominant

indicator of work-family conflict.

6. CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the results of the research above, it can be concluded that:

- 1) Work-family conflict (*work-family conflicts*) did not have a positive effect on the occurrence of work stress for female nurses in Bandung city hospitals.
- 2) Family-work conflict (*family-workconflict*) has a positive effect on the occurrence of work stress for female nurses in Bandung city hospitals.
- 3) Work stress has a positive effect on the performance of nurses in Bandung city hospitals.
- 4) Work-family conflict (*work-family conflict*) has a negative effect on the performance of female nurses in hospitals in Bandung city hospitals.
- 5) Family-work conflict (*family-workconflict*) has no negative effect on the performance of hospital female nurses in Bandung city hospitals.

Suggestion

Suggestions that can be given in this research include:

- 1) agency
 - a. Organize recreational activities for employees with their families, is a means for companies/hospitals to get to know the families of employees as well as a means to bring closer relations between employees and their families.
 - b. Hold periodic meetings between management and employees/nurses to discuss various obstacles faced so far.

- 2) For Further Research

Further research can analyze other factors that contribute to nurse performancesuch as transactional leadership, compensation, work environment, and so forth.

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