EFFECT OF WORK STRESS AND ROLE CONFLICT ON JOB SATISFACTION, BURN OUT AND PERFORMANCE OF FEMALE NURSES IN THE SAWERIGADING PALOPO PUBLIC HOSPITAL

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ABSTRACT

This research aimed to analyze and test the impact of work stress and role conflict on job satisfaction, burnout, and performance of female nurses. The samples of this research were 115 nurses in the Sawerigading Palopo Public Hospital who were not on sick leave, maternity leave, and study leave during data collection. Therefore, field survey was the techniques to collect data. Questionnaires were directly given to the observed nurses as respondents of this study. As a result, this study indicated that work stress had a positive impact on work-family conflict of female nurses working in the Sawerigading Palopo Public Hospital. This study also admitted that work stress, family-work conflict, and work-family conflict negatively affected job satisfaction of female nurses working in the Sawerigading Palopo Public Hospital. In brief, the nurses' higher level of job satisfaction will increase their job performance; while the nurses' higher burnout level will decrease their job performance.

Keyword : Stress, Role Conflict, Satisfaction, Burnout, Performance

Background

Nursing has been in-demand profession today. It is a form of integrated professional service generating comprehensive nursing theory, psychological science, social science, and spiritual needs. Nursing profession provides services in caring for sick and healthy individuals, families, and communities throughout their human life cycles. However, an issue of work stress may also emerge in the health care profession.

Nursing professionals can have work stress due to work-family conflicts. It is obvious that various problems may arise from forceful pressures at the workplace. The work stress among nurses can generate role conflict either in the workplace and in the family context (Karatepe dan killic, 2007). Both family and workplace are integrated contexts for nurses who have dual roles, i.e. as the head or member of household and as the worker. The nurses are working to meet their personal needs as well as their family needs. Nonetheles, the dual roles can contribute for the emergence of conflicts, either conflict generated from family problems or conflict resulted from workplace matters.

Therefore, this study aimed to analyze and test the influence of work stress and role conflict towards job satisfaction, occupational burnout, and working performance of female nurses in the Sawerigading Palopo Public Hospital, South Sulawesi, Indonesia.

Theoretical Framework

Work Stress

Work stress can be derived from different sources and influence others with different ways. Stress is described as a changing condition in which an individual is confronted with the chance, constraint, and demand as what he or she expects as well as with the consequence as what he or she perceived (Robbins, 2006:304). Moreover, stress can be formed through daily anxiety, big incidents, troubled works, negative ideas, negative perceptions, and negative emotion (Neelamegam dan Asrafi, 2010:58). Work stress is also drawn as a dynamic situation in which an individual considers to be confronted with an accupational opportunity, restrictions, and interests for what are expected, but for susposious results (Frone *et al.*, 1994:565).

Furthermore, Greenhaus dan Beutell (1985) explain that people who have multiple roles in their life always face great weight of hardship in both family and workplace life. In the workplace domain, for example, the people may find personal pressures due to overtime job, inflexible working schedule, and overwork (shiftwork), role conflict, ambiguous roles, restrictive activities, and confidential matters that are desired by superiors.

Work-Family Conflict

A conflict can occur to an individual or in an organization. The conflict generally occurs due to multiple roles that an individual enganges in, for example: as the head or the member of household and as the worker. In this case, the individual has to play different role since each has different responsibilities. Such circumstance refers to a conflict, namely work-family conflict. In particular, work-family conflict takes place because of two roles being done at the same time. Such conflict is involved as the conflict of roles.

The role conflicts can arise between work and family. Grennhause dan Beutell (1985) argue that work-family conflict is the disagreement of demand from one domain (work or family) that is not matched with a demand from another domain (family or work). Such discrepancy contributes to the emergence of conflict either in the family or in the workplace. According to Simon (2004), work-family conflict is derived from some factors: (1) the demands between work and family, (2) the time-allotment difficulties between work and family, (3) job activities hindering home activities, (4) the work stress interfering family need fulfillment, and (5) work responsibilities delaying family plans. While Gutek *et al*. (1992) argue that role conflict happen when there is an intervention between job activities and family activities. Hence, both activites influence one and another due to interventions between the two domains.

Family-Work Conflict

Family-work conflict refers to a disagreement between household life and occupational responsibilities at the workplace (Yasin, 2000:23). It is a nature for the emergence of conflict; yet it can be frequent or infrequent occurrences in a household. In some cases, family conflicts of employees are brought into workplace. The family conflict, in turn, can destruct employees' daily activities and thinking concentration as well as can interfere their working harmony with colleagues.

Greenhaus dan Beutell (1985) define family-work conflict as the contention between roles of which family pressure and work pressure are contrasted for each other. On other words, the employees' fully participation at work can be more difficult when family problems appear in their minds. Moreover, family-work conflict emerges when there is contradictory between what is in reality and what is expected. This conflict is generated from working problems interfering family matters and from family problems distoring working matters(Frone *et al*., 1992). Based on previous studies, female employees declare that their jobs are disturbed with family problems. Such family-work conflict can lead to work stress since the female employees are forced to play a contrasting behaviour with different authority, for example: spending long hours with family and working for long hours. Indeed, a research reported that female workers are significantly having family-work conflict rather than male workers (Harsiwi, 2004).

Job Satisfaction

Job satisfaction can be different among employees. Basically, job satisfaction is an individual matter. Each individual has particular degree of job satisfaction that can be different in value with others. The differences are based on the different system of value that exists on each individual. Therefore, it is obvious that an employee who likes with his or her occupational environment tend to have more job satisfaction at the workplace. According to Luthans (1998:126), job satisfaction is an individual's emotional situation that can be positive or engaging within a profession as the result of working experience. Then, Robbins (2006:63) argues that job satisfaction is a general attitude towards an individual's job that can show the distinctions between the numbers of achievements the workers obtain and the numbers of achievements they believe to be obtained.

Furthermore, an employee who feels satisfied with his or her job is willing to imrprove his or her job performance. Instead of improving productivity, the outcome of job satisfaction can also decrease the employee's absence. On the other side, job dissatisfaction can be indicated from employees' actions, such as: complaining, being disobedient, stealing properties, and avoiding some occupational responsibilities, instead of resigning from the job (Robbins, 2006: 108).

Burn out

Burn out is a common symptom that raises from work stress. Maslach and Jackson (1981) define burn out into three components, for example: emotional fatique, cynicism, and lack of professional success due to work pressures. Clearly, emotional fatique refers to tired awareness, frustration, and cynicism that are in relation with negative attitude towards profession. Burn out is also indicated as physical, menatl, and emotional fatique Pines & Aronson (1988:9). Drawing from Maslach, the founder of Burnout Inventory-Human Service Survey (MBI-HSS), there are three dimensions of burn out as explained below:

1. Emotional exhaustion is the individual's depletion of emotional source. This includes frustration, despair, sadness, feeling saturated, irritable without knowing the reasons, easy to feel tired, depressed, and faling into the trap of work.
2. Depersonalization refers to the individual's tendency staying away from social environment, being cynical and apathetic, unfeeling, paying less attention to environment as well as people around him/her. In particular, the dimension of depersonalization exclusively draws an employee's burn out in the field of huma service.
3. Low personal accomplishment is an employee's tendency to evaluate his/her own job performance negativelly. The employees, who justify themselves low, often feel unsatisfied to their own job performance. Such employees also consider that they have never done useful things for themselves and for others.

In addition, burn out is a form of tense or psychic pressure in relation to stress that is felt from day to day.

Job Performance

The term of performance is derived from job performance or actual performance. This refers to job achievement or actual achievement that is obtained by an employee. Obviously, performance is defined as the qualitatively and quantitatively working results that are established by employees in accomplishing duties as the given responsibilities at work. The performance is basically the working outcomes of an employee within a specific period. Job performance can possibly compared as the predetermined standard, target or criterion.

According to Wirawan (2009:5), the concept of *kinerja* is from the sort of *kinertika energi kerja*, that in English is called *performance*. The tern *performance* is often named in Indonesian as *performa*. Furthermore, performance involves the output that is resulted from various functions or indicators for a profession within a particular period of time. While the term of job is defined as activities to accomplish duties or to create things that require skills and energy as what blue collar worker has done.

Hyphothesis Development

Career advancement can be reached by employees through various activities, such as: working overtime, being on time, and doing rituals. However, the employees may find contradictory situation that leads for work conflict into family conflict. Thus, works stress is indicated to contribute for work family conflict. Therefore, this research hyphothesized that:

H1 : Work stress positively affected work-family conflict to female nurses in the Sawerigading Palopo Public Hospital.
H2 : Work stress positively affected family-work conflict to female nurses in the Sawerigading Palopo Public Hospital.

Work stress is generated from employees' attitudes towards a condition or an occurence as the result of interactions between employees that can interfere their physical and psychological conditions. Therefore, the third hyphothesis was arranged as follow:

H3   : Work stress negatively affected to the job satisfaction of female nurses in the Sawerigading Palopo Public Hospital.

Moreover, work stress can be generated from interaction outcomes between employees. Overwhelming burn out influence employees to prepare good works since they have less opportunity to develop their skills. While the least burn out can easily cause depressed and boredom for the monotonous job. Hence, this research considered the fourth hyphothesis as follow:

H4   : Work stress positively affected the burn out of female nurses in the Sawerigading Palopo Public Hospital.

Davis and Newstrom (1996) argue that stress can influence one's emotion, thoughts, and physical condition. A research by Munir (2014) indicated that work stress and work-family conflict did not affect one's job performance. It can be concluded that work stress theoretically and empirically has inconsistent relation with job performance. Then, this reseach hyphothesized that:

H5   : Work stress negatively affected the job performance of female nurses in the Sawerigading Palopo Public Hospital.

Moreover, stress may be derived from disagreement with family life that leads for work-family conflict. This eventually creates various responses from employees in the forms of dissatisfaction, frustration, and depression. Yet job satisfaction is an individual matter; and each employee has various level of job satisfaction based on his or her own system of value. Obviously, the employee who is satisfied with his or her job is more favour with the current workplace situation rather than with the unsatisfied one. Therefore, further two hyphothesis are developed as follow:

H6   : Family-work conflict negatively affected the job satisfaction of female nurses in the Sawerigading Palopo Public Hospital.

H7   : Work-family conflict negatively affected the job satisfaction of female nurses in the Sawerigading Palopo Public Hospital.

Effect of Job Satisfaction on Job Performance

In an organiszation, job satisfaction can improve employees' productivity as well as to exceed their good performance. Employees who are satisfied with their job will show their pleasure or contentment; in turn, this can excel their job performance. While the outcomes for job satisfaction can reduce absenteeism, instead of advancing job productivity. In contrast, employees' dissatisfaction at work can be deliverd in various ways, for example: complaining, being disobedient, and avoiding some duties (Robbins, 2006: 108). Thus, the eighth hyphothesis was developed as follow:

H8   : Job satisfaction positively affected the job performance of female nurses in the Sawerigading Palopo Public Hospital.

Effect of Burn out on Job Performance

Burn out is formed as a psychic tension. Its main indicator is indicated as an emotional fatique that influence an employee losing interest and value on jobs. Therefore, the employee tend to be unmotivated at work; and this can decrease the chance for his or her professional success. In relation to this research, burn out is considered as the highest factor that can influence nurses' mental health. Such condition is indicated affecting the nurses' performance in caring the patients. This has been a debatable issue on security resks at the workplace. Moreover, the issue can impress for job performance as well as health of nurses in the hopital. Furthermore, this research hyphothesized the ninth issue as follow:

H9   :   Burn out negatively affected the job performance of female nurses in the Sawerigading Palopo Public Hospital.

Research Method

This research explored an understanding for the impact of work stress and role conflict on job satisfaction, burnout, and performance of female nurses. Therefore, the population of this research were 161 female nurses in the Sawerigading Palopo Public Hospital. The sampling technique used in this research was non-probability sampling with purpossive sampling method. Moreover, the criteria used in taking samples were due some aspects, for example: the nurses who have worked more than one year, the nurses who had good work assessment, the nurses who were not in maternity or sick leave, and the nurses who were not in study leave. Thus, samples in this research were 115 nurses. Furthermore, field survey was used as the technique for data collection. Then, questionnaires were directly distributed to the nurses as research respondents.

Research Results

As a result, the nurses in the Sawerigading Palopo Public Hospital who participated as respondents in this research were mostly between 21 to 31 years old (66.1%). The majority of respondents graduated from *Akademi Keperawatan* (Nursing Academy). There were 59 nurses or about 51.3% of respondents; followed by 14 nurses (12.2% of respondents) who granted Bachelor degree of Nursing. In addition, the majority of respondents (41.7%) had working period between 6 - 10 years. Then, 71 nurses or 61.7% of respondents were married; while 17 nurses or 14.8% of respondents were still single. The following figure is the analysis result of structural model estimation:

Figure 1
Full Structural Model
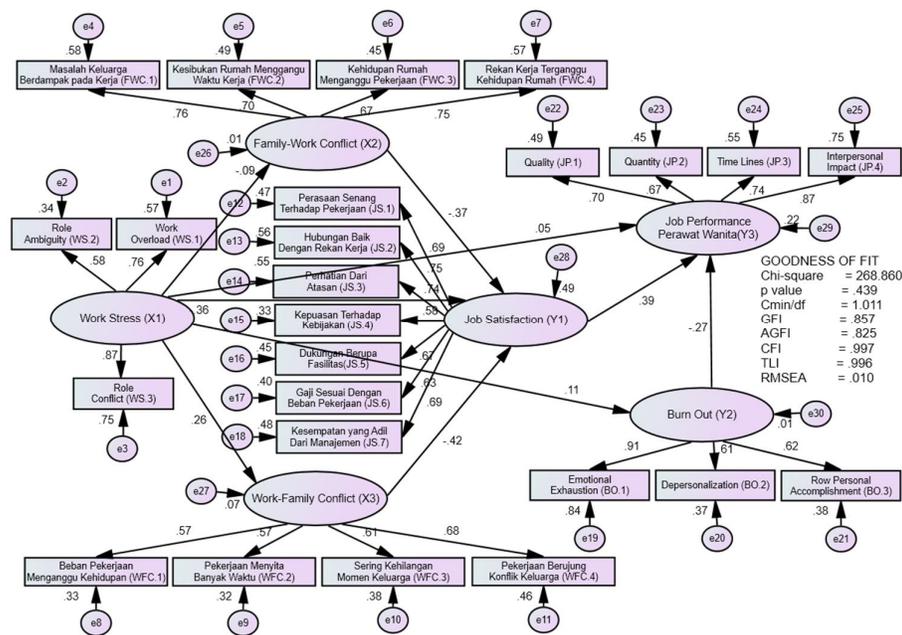
Prior to further measurement, assumption testing were done to ensure that structural model that was developed could be usel promptly. Besides, the results of value measurement on indexes of goodness of fit obtained from structural model below:

Table 1

Value of *Goodness of Fit* and *Cut off Value Structural* Model

Criterion	Results of Model Testing	Critical Value	Notes
Probability	0.439	≥ 0.05	Fit
Cmin/DF	1.011	≤ 2.00	Fit
RMSEA	0.010	≤ 0.08	Fit
GFI	0.857	≥ 0.90	Marginal
AGFI	0.825	≥ 0.90	Marginal
TLI	0.996	≥ 0.95	Fit
CFI	0.997	≥ 0.95	Fit

The measurement result showed that all criteria of all model appropriateness (*goodness of fit*) indicated good index (*fit*). Furthermore, the model could be interpreted. The following table is the result of SEM testing with coefficient value or standardized SEM on each variable:

Table 2
Causality Test of Regression Weight

Causality Relations			*Std. Estimate*	SE	CR	*P value*
Work Stress	☐	*Work-Family Conflict*	0.258	0.110	1.980	0.048
Work Stress	☐	*Family-Work Conflict*	-0.094	0.173	0.814	0.416
Work Stress	☐	*Job Satisfaction*	-0.356	0.132	-3.274	0.001
Work Stress	☐	*Burn Out*	0.113	0.153	1.020	0.308
Work Stress	☐	*Job Performance*	0.046	0.111	0.386	0.699
Family-Work Conflict	☐	*Job Satisfaction*	-0.372	0.085	-3.544	0.000
Work-Family Conflict	☐	*Job Satisfaction*	-0.423	0.194	-3.119	0.002
Job Satisfaction	☐	*Job Performance*	0.389	0.101	2.969	0.003
Burnout	☐	*Job Performance*	-0.272	0.077	-2.404	0.016

Discussion

The result of causality test indicated that the growing work stress of female nurses lead for conflict since they brought working problems into family problem (work-family conflict). In other words, nurses who had greater family demand would have greater work-family conflict as well. The higher degree of nurses' stress brought excessive responses that, in turn, impinged for greater family-work conflict. Likewise, the female nurses who spent more hours at work as well as who could not avoid the misalignment between workplace and family, even friends, affected conflict in the workplace. The conflict happened was due to the desire to work with less time so the nurses had adequate time with their family. In brief, the hyphothesis testing above was consistent with researches of Yang (2000), Soepatini (2002), (Dubrin, 2004:135), Foley *et al.* (2005), Boyar (2003), Karatepe and Sokmen (2006), and Yildirim dan Aycan (2008). They argued that work stress would contribute to the emergence of work-family conflict.

In addition, the work stress of female nurses did not alter family conflict into work conflict (family-work conflict). The female nurses were drawn being able to spend adequate time with family, even though they had severe work stress. Besides, work stress significantly influenced the job satisfaction of female

nurses in the Sawerigading Palopo Public Hospital. The higher level of work stress will decrease the female nurses' job satisfaction. Such result was consistent with studies of Frone *et al*. (1994), Isnovijanti (2002), Boyar (2003), Dhamayanti (2006), Karatepe dan Killic (2007), Konstantinos and Christina (2008), and Chen *et al*. (2014). They also showed similar result that work stress negatively affected job satisfaction.

The result of causality test also demonstrated that work stress did not significantly affect the burn out of female nurses in the Sawerigading Palopo Public Hospital. Work stress can be generated if there is an inconsitent desire of female nurses for particular duty. Burn out is the highest factor influencing the nurses' mental health; and this can arise work pressures. The investigated female nurses with serious work stress were able to maintain their work attentivelly, so their burn out decreased. Moreover, the issue on risk safety at work influenced the nurses' health. This result was inconsistent with the finding of Sarafino (1997) that employees' work stress can disorganize their physical and psychological condition generating burn out in the workplace.

In addition, the result of causality test found that work stress dis not significantly affected the job performance of female nurses in the Sawerigading Palopo Public Hospital. The finding supported what Khuzaeni *et al*. (2013) argued that work stress gave no impact on job performance of employees. However Khuong (2016) believed that higher level of work stress had impact on declining one's job performance. Then, the higher conflict that female nurses brought into work will depreciated their job satisfaction. Accordingly, such result was consistent with argument of Frone *et al*. (1994) viewing that job satisfaction was affected with a factor of work-family conflict. While researches by Kadir (2001) and Isnovijanti (2002) indicating work stress had negative influence on job satisfaction.

Furthermore, the higher level of work conflict that female nurses appealed to the family would decrease their job satisfaction. This finding was consistent with the argument of Frone *et al*. (1994) conveying that job satisfaction influenced work stress, job involvement, and family-work stress. In other words, this research result proved that variable of job satisfaction is influenced with variables of work stress, job involvement, and family-work stress. Instead, a research by Harsiwi (2004) draw the effect of work-family conflict on job satisfaction of female academics. She also concluded that work-family conflict had significantly relation with some aspects of job satisfaction. Last, Kadir (2001) confirmed that work-family conflict negatively and significantly affected the life satisfaction of career women.

Likewise, the result of causality test was significant between job satisfaction and job performance. It showed that the higher level of frmale nurses' job satisfaction would be able to increase their job performance. This finding was similar with ones of Platis *et al*. (2015) and Talasaz *et al*. (2015) assuming higher level of job satisfaction affected higher job performance as well. Karatepe and Sokmen (2006) added empirical fact that there was psoitive and significant relation between job performance and job satisfaction of female employees,

Then, the result of causality test was significant between burn out and job performance. This indicated that the higher degree of burnout would decrease the female nurses' job performance. This result was consistent with a research by Oldenburg *et al*. (2015) who assumed birn out had a relation with nurses' job satisfaction and performance. Therefore, burn out was the highest factor that could influence nurses' mental health; in turn, such factor was known affecting the nurses' job performance to their patients. The issue of safety risk at work also determined the nurses' job satisfaction and health. In addition, Chen *et al*. (2014) confirmed that burn out was an important factor that affected nurses' job perfformance.

Previous analysis result explained that work stress directly could affect job satisfaction, without a mediation of family-work conflict. In other words, family-work conflict could not mediate the influence of work stress towards job satisfaction. Work stress could directly affect job satisfaction; and these relationship could happen through mediation of work-family conflict. In short, work-family conflict partially mediated the impact of work stress on job satisfaction. But, work stress could not influence job performance, either direct influence or through mediation of burn out. So this can be concluded that burn out did not mediate the effect of work stress on job performance.

The above explanations provided information that nurses who had serious work stress did not directly decline their job performance. But the nurses' severe work stress could lead the emergence of multiple conflicts, either work conflict into family conflict or family conflict into work conflict. Such conflict caused nurses' job satisfaction decreased; in turn, reducing nurses' job performance. Work stress also made nurses having burn out on doing their daily duties. Otherwise, to support nurses for having better performace require not only reducing work stress, but also minimizing multiple conflicts (work and family) through regular communcation as well as maintaining nurses' job satisfaction to stay higher.

Conclusion

In this study, work stress positively influenced work-family conflict for female nurses in the Sawerigading Palopo Hospital. This meant that the greater work stress of female nurses would lead for work conflict that was brought to their family. Moreover, work stress did not influence family-work conflict, burnout and job performance of female nurses in the Sawerigading Palopo Public Hospital. This meant that the higher work stress did not influence female nurses' family conflict that was brought into workplace, burnout, and performance. Then, work stress negatively influenced job satisfaction of female nurses in the Sawerigading Palopo Public Hospital. This meant that the higher work stress of female nurses would decrease their job satisfaction in the hospital. Furthermore, family-work conflict and work-family conflict negatively influenced job satisfaction of female nurses in the Sawerigading Palopo Public Hospital. This meant that the higher level of family conflict that was brought into workplace would decrease their job satisfaction. While job satisfaction positively gave impact on job performance of female nurses in the Sawerigading Palopo Public Hospital. This meant that the higher degree of job satisfaction would increase the female nurses' job performance. In addition, burnout negatively affect job performance of female nurses in the Sawerigading Palopo Public Hospital. So, the higher level of burnout would decrease the female nurses' job performance.

Therefore, the results of this study practically implicated that the job satisfaction and performance of nurses could be improved by minimizing conflicts between work and family as the result of work stress. For the nurses who are able to maintain their work burden can minimize family conflict, so their job satisfaction will be optimally improved.

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