

The Effect of Work-Family Conflict and Family-Work Conflict on Work Stress In Fear Of Success Situation Post-Covid-19 Pandemic Study on Female Employees at Mataram University Hospital

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ABSTRACT

This study aims to analyze the effect of Work-Family Conflict and Family-Work Conflict on Work Stress in fear of Success after the Covid-19 Pandemic. Study on female employees at Mataram University Hospital. The type of research used in this study is causal associative research. This research was conducted at the University Hospital of Mataram after the COVID-19 Pandemic, with 90 female employees of the Mataram University Hospital as the research sample. The data collection tool used in this study was a questionnaire—data analysis using Multiple Linear Regression Analysis with a backward analysis approach. The results showed that (1) Work-Family Conflict had a significant direct effect on the work stress of female employees at the Mataram University Hospital. (2) Family Work Conflict does not significantly affect work stress for female employees at the Mataram University Hospital. (3) Work-Family Conflict is moderated by Fear of Success, so it will not strengthen its effect on the Work Stress of female employees at the Mataram University Hospital. (4) Family Work Conflict moderated by Fear of Success will strengthen its influence on work stress for female employees at Mataram University Hospital.

Keywords: Work-Family Conflict, Family-Work Conflict, Job Stress, Fear of Success

INTRODUCTION

The COVID-19 Pandemic was an event that made the world excited, and many people were restless at the end of 2019, precisely in December. The incident began in China, and Wuhan and, in a relatively fast time, spread to almost all countries in the world (Yuliana, 2020). This phenomenon causes changes in various aspects of life, not only affecting the health aspect but also affecting the economic, social, and cultural factors. The changes that occur require most individuals to carry out an adaptation process to meet the demands of the surrounding environment (Cao et al., 2020).

The increase in COVID-19 increases the work stress of health workers higher, besides that, those at the forefront in dealing with COVID-19 are doctors and nurses, and all human resources (HR) in hospitals and health services are at risk of being exposed to the virus. Doctors and nurses are at the forefront of direct contact in dealing with patients. In this case, the hospital requires

efforts to develop Hospital Occupational Health and Safety. The strategy for preventing work accidents and infection control implemented by health workers emphasizes personal protective equipment (PPE) (Apriluana et al., 2016).

Female employees at the Mataram University Hospital have heavy work stress. They are full of responsibility and discipline and obey the rules to contribute to professional health services and positive performance for the health agencies where they work. Too high a workload has an impact on work stress. The problems that arise become a source of stress that must be resolved immediately to create self-defense for a better life (Sousa, Mohandas, & Javed, 2020).

Government rules to carry out social distancing for Indonesian citizens were issued to break the chain of the spread of COVID-19 (Feng et al., 2020). Creates a new situation and new problems. Work and study activities at home occur in one place, home. Parents have many tasks to accompany their children to study remotely from home. Facing charges that arise simultaneously and must be addressed with a cool head, of course, requires an effort that is not simple, and it must achieve the welfare of family life in the household. These conditions can add a lot of negative stressors and stress that may be felt by a mother who works outside the home by piling up work to be done. Adaptation to the use of work media that may be most suitable for use when working from outside the house virtually, the need and caring for children and husbands at home, and other things that each mother may feel differently when her office work must continue. These conditions stress them because they face various activities and multitasking (Beth, Reczek, & Umberson, 2015; Hong et al., 2018).

According to Handoko (2011), work stress is a condition of tension that affects a person's emotions, thought processes, and conditions. Too much stress can threaten a person's ability to deal with the environment. As a result, employees develop stress symptoms that can interfere with their work performance. These symptoms concern both physical health and mental health. People who experience stress can become nervous and feel chronic worries. They often become irritable and aggressive, cannot relax, or display an uncooperative attitude. They usually often escape by drinking alcohol or smoking excessively. In addition, they can even be affected by various physical ailments, such as digestive problems or high blood pressure and difficulty sleeping.

Robbins and Timothy also express the symptoms of stress (2016). The symptoms of anxiety include the following: (a) Physiological Symptoms. Stress can create changes in metabolism, increase heart function and respiratory rate, and blood pressure, lead to headaches, and cause heart attacks. (b) Psychological Symptoms. Stress manifests in psychological states such as tension, anxiety, irritability, boredom, and procrastination. (c) Behavioral Symptoms. Behavioral stress-related symptoms include decreased productivity, absenteeism, and worker turnover.

Several factors can influence job stress. One of them is work-family conflict. Greenhaus and Beutell (1985) define work-family conflict as an inter-role conflict in which role pressures from work and family conflict in some way. Netemeyer et al. (1996) define work-family conflict as an inter-role conflict in which work demands, time, and tension interfere with a person's ability to carry out his family responsibilities.

Greenhaus and Beutell (1985) divide the work-family conflict into three dimensions, namely: (1) Time-based conflict, namely conflict that occurs because the time used to fulfill one role cannot be used to satisfy another role, meaning that At the same time, a person experiencing dual role conflict will not be able to perform two or more roles. (2) Strain-based conflict, which occurs when tension in one role affects a person's performance in another role. It means that the tension that comes from one role makes it difficult for a person to meet the demands of the other role. The tension caused will affect the overall quality of life. These role tensions include stress, increased blood pressure, anxiety, irritability, and headache. (3) Behavior-based conflict, namely behavior that arises when behavior is effective for one role but is not effectively used for another role. This conflict is related to the discrepancy between a person's behavior patterns with those desired by both parties (work or family).

Some previous researchers said that work-family conflict could affect work stress. It follows research conducted by Indriyani (2009) which states that the higher the work-family conflict, the higher the work stress. The relationship between work-family conflict variables has a positive effect on the occurrence of work stress. Meanwhile, Raharjo (2009) said that work-family conflict had a positive and insignificant impact on the work stress variable. Likewise, A'yun's research (2017) shows that work-family conflict does not affect employee work stress.

HYPOTHESES DEVELOPMENT

The relationship between work-family conflict and work stress follows the research of Karabaya et al. (2013) that "work-family conflict affects workload, poor work environment, and bad roles." Kazmi et al. (2017) said that "work and family issues are increasingly important for individuals and organizations because of their negative impact. The results showed that work stress was significantly related to work-family conflict. Novianti (2015), the results of his research show that if employees experience work-family conflict, it can increase work stress. This study's results can help employees develop their potential in preparing to cope with problems that arise due to the demands of the workplace and family responsibilities. Lu Yong et al.

Yavas et al. (2008) found that the higher the work-family conflict, the higher the stress, and the higher the work performance. Based on this description, the problem of the role of work in the family affects the workload. It causes work stress in the Mataram University Hospital environment which has a positive impact because the higher the work stress, the higher the performance to achieve success, the hypotheses of this research are:

H1: Work-Family conflict has a positive and significant effect on work stress on female employees at the Mataram University Hospital after COVID-19.

According to Netemeyer et al. (1996), family-work conflict (FWC) is a form of inter-role conflict in which the demands, time, and tension from the family interfere with a person's ability to carry out his work responsibilities. FWC, according to Aslam et al. (2013), is a conflict that arises when roles in the family make it difficult for someone to fulfill their responsibilities at work. A woman who is busy with busy family activities will interfere with or hinder work activities. On the one hand, having to carry out work responsibilities, but on the other hand, having to take care of the family makes women experience depression if not handled properly. A woman who is less able to manage her time will find it challenging to set which one to prioritize first.

Beauregard (2006) suggests that organizations may be more interested in how much family life affects work. The issue of work and family conflict is a concern for organizations because research has shown that work-family competition involves decreasing employee performance.

Thus, the problem of the role of the family in work is getting higher because of the increasing work challenges, which will result in increased work performance. Still, if the stress is maximum, the work challenges should not be added because it will no longer improve performance. The higher the level of conflict experienced by a woman due to family conflict with the work she is experiencing, the higher the depression experienced by women because it will cause psychological conflict conditions in the representation of female employees in the Mataram University Hospital environment will also have a positive effect on the level of stress experienced because he must continue to rise to achieve success. Thus the hypothesis in this study are:

H2: Family-work conflict has a positive and significant effect on work stress on female employees at the Mataram University Hospital after COVID-19.

In addition to the effect of work-family conflict attitudes of female employees on work stress attitudes, the role of the environment also influences it. Environmental factors reflect the psycho-social conditions experienced by women in their work environment (Bagis, 2005). Based on this research, fear of success is positioned as an environmental factor that can strengthen or weaken the relationship between attitudes toward work stress attitudes of female employees.

The results of Citra's research (2017) show that there is a significant effect of work-family conflict on fear of success, as well as research conducted by Daeng et al. (2012) indicates that there is a positive relationship between dual roles and fear of success, the higher the dual role conflict, the higher the fear of success, especially after the COVID-19 pandemic.

Based on the theory and the results of several previous studies, thus fear of success is positioned as a moderating variable that will strengthen the effect of work-family conflict on the work stress of female employees in the Mataram University Hospital, showing a positive relationship between multiple roles and fear of success. The higher the dual role conflict, the higher the fear of success, so the challenge of fear of success becomes very important to be studied more deeply. These challenges can include loss of femininity, loss of social respect, and social rejection,

H3: The challenge of Fear of Success is positioned as a moderating variable that will strengthen the effect of work-family conflict on work stress in female employees at the Mataram University Hospital after COVID-19.

H4: The challenge of Fear of Success is positioned as a moderating variable that will strengthen the influence of Family Work conflict on work stress in female employees at the Mataram University Hospital after COVID-19.

METHODS

The type of research used in this study is causal associative research, which aims to determine the causal effect between the independent and dependent variables (Sugiyono, 2016). This research was conducted at the Mataram University Hospital. The consideration for choosing the location of this study was due to the availability of data relevant to the needs in research related to the Effect of Work-Family Conflict and Family-work conflict on Work Stress and Moderated by the Challenge of Fear of Success after the COVID-19 Pandemic on Female Employees of the Mataram University Hospital as many as 90 people. . The data collection tool used in this study was a questionnaire. ANALYSIS Data using Multiple Linear Regression Analysis with backward analysis approach.

RESEARCH RESULT

Results of Multiple Regression Analysis (MRA)

The statistical analysis used is Multiple Regression Analysis (MRA) as a model that predicts the causal relationship of the independent variables to several dependent variables. Multiple Regression Analysis (MRA) was used to examine the Effect of Work-Family Conflict and Family-Work Conflict on Work Stress in Fear of Success Situations after the COVID-19 pandemic. Multiple Regression Analysis (MRA) is used to determine the relationship between variables and other variables (Ghozali, 2005; Anggun, 2007).

In this case, the analysis in multiple regression processing uses the backward elimination method with a 3 (three) step model by showing the adjusted R square or R² value. The results of the description based on the processing done can be seen in the following table.

Table 1. Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.742 ^a	0.550	0.525	0.39030
2	0.742 ^b	0.550	0.531	0.38758
3	0.736 ^c	0.542	0.530	0.38826

a. Predictors: (Constant), $X_2 * X_3$, X_1, X_2 , $X_1 * X_3$

b. Predictors: (Constant), $X_2^2 * X_3$, X_1, X_2

c. Predictors: (Constant), $X_2 * X_3$, X_1

In the first model, the variables tested are complete, namely Work-Family Conflict (X_1), Family Work Conflict (X_2), Work-Family Conflict*Fear of Success ($X_1 * X_3$), Family Work Conflict*Fear of Success ($X_2 * X_3$) by producing Adjusted R^2 value of 0.525. In the second model, the variables tested are slightly reduced, namely Work-Family Conflict (X_1), Family Work Conflict (X_2), Family Work Conflict*Fear of Success ($X_2 * X_3$), while Work Family Conflict*Fear of Success ($X_1 * X_3$) exits the model with an Adjusted R^2 value of 0.531. In the third model, the variables tested are reduced: Work-Family Conflict (X_1) and Family Work Conflict*Fear of Success ($X_2 * X_3$). At the same time, Family Work Conflict (X_2) exits from the model with an Adjusted R^2 value of 0.530.

After analyzing the above, the final result of the model is obtained after 1 (one) variable is removed as follows:

$$Y = +\beta_1 X_1 + \beta_2 X_2 + \beta_3 X_1 * X_3 + \beta_4 X_2 * X_3$$

$$Y = 1.075 + 0.509X_1 - 0.103X_2 - 0.001X_1 * X_3 + 0.064X_2 * X_3$$

After the constant (α) and other variables that are not significant are removed, namely Family Work Conflict(X_2) and Work-Family Conflict*Fear of Success ($X_1 * X_3$), the model changes to:

$$Y = 0.615X_1 + 0.180X_2 * X_3$$

Hypothesis Results

Based on the empirical hypothesis that has been proposed, it is reduced to a statistical hypothesis, namely H_0 : sig> 0.05; H_a : sig<0.05, the significance level is determined at 5% (0.05), or with a 95% confidence level. Suppose the significance is smaller than the standard error (5%). In that case, the alternative hypothesis (H_a) is accepted, meaning that the independent variable has a significant effect on the dependent variable. Meanwhile, if the significance is greater than the standard error (5%), then the null hypothesis (H_0) is accepted, meaning that the independent variable has no significant effect on the dependent variable. The results of hypothesis testing can be seen in the table below.

Table 2. Significance of Multiple Regression Analysis

Independent Variable	Coefficient (B)	Beta	T-count	Sig.
Work Family Conflict	0.513	0.615	6,225	0.000
Family Work Conflict	-0.102	-0.132	-1.121	0.266
Work Family Conflict*Fear of Success ($X_1 * X_3$)	-0.001	-0.004	-0.010	0.992
Family Work Conflict*Fear of Success ($X_2 * X_3$)	0.040	0.180	1.988	0.033

The results of empirical evidence regarding the Effect of Work-Family Conflict and Family-Work Conflict on Work Stress in Fear of Success Situations after the COVID-19 pandemic, as shown in the table above, indicate that Work-Family Conflict directly has a significant effect on work stress. Family Work Conflict can also substantially affect Work Stress if it is strengthened by Fear of Success. However, Family Work Conflict does not have a significant direct effect on work stress for female employees.

DISCUSSION

The Effect of Work-Family Conflict on Work Stress

The analysis results show that Work-Family Conflict significantly affects work stress for female employees at the Mataram University Hospital. Based on the results of this study, the work-family conflict felt by female employees can create work stress in female employees at the Mataram University Hospital.

The relationship between work-family conflict and work stress is following the research of Karabaya et al. (2013) shows that "work-family conflict affects workload, poor work environment, and bad roles." Kazmi et al. (2017) said that "work and family issues are increasingly important for individuals and organizations because of their negative impact. The results showed that work stress was significantly related to work-family conflict. Novianti (2015), the results of her research show that if female employees experience work-family conflict, it can increase work stress. The results of this study can be used to help female employees develop their potential in preparing to cope with problems that arise due to the demands of the workplace and family responsibilities. Lu Yong et al. (2017) found that excessive working hours of an employee will experience pressure where he has to spend more time in the office than with his family, and those who are elderly will quickly experience fatigue.

Yavas et al.(2008) found that the higher the work-family conflict, the higher the stress, and the more increased the work performance. This study's results follow research from Kazmi (2017) and Novianti (2015), which results that work stress is significantly related to work-family conflict.

The Effect of Family Work Conflict on Work Stress

The analysis results show that Family Work Conflict does not significantly affect work stress for female employees at the Mataram University Hospital. Based on the results of this study, the Family Work Conflict felt by female employees could not entirely create work stress in the female employees at the Mataram University Hospital.

Inter-role conflict is when the family's demands, time, and tension interfere with a person's ability to carry out his work responsibilities. FWC, according to Aslam et al. (2013), is a conflict that arises when roles in the family make it difficult for someone to fulfill their responsibilities at work. A woman who is busy with busy family activities will interfere with or hinder work activities. On the one hand, having to carry out work responsibilities, but on the other hand, having to take care of the family makes women experience depression if not handled properly. A woman who is less able to manage her time will find it challenging to set which one to prioritize first.

Beauregard (2006) suggests that organizations may be more interested in how much family life affects work. The issue of work and family conflict is a concern for organizations because research has shown that work-family conflict affects the performance of female employees.

Fear of Success Moderating the Effect of Work-Family Conflict on Work Stress

The analysis results show that if Work-Family Conflict is moderated by Fear of Success, it will not strengthen its effect on female employees' work stress. Based on the responses of female employees at the Mataram University Hospital.

In the aspect of loss of femininity, it has a medium category, meaning that as a housewife, you have the confidence to achieve success. Loss of social self-esteem has a deficient variety, meaning that as housewives, female employees can still have a career in work. Social rejection has a common type. The resistance to success from friends, relatives, and other family members is meager.

The results of this study are different from the results of research from Citra (2017), which shows a significant effect of work-family conflict on fear of success, as is the case with research conducted by Daeng et al. (2012) shows that there is a positive relationship between dual roles and fear of success, the higher the dual role conflict, the higher the fear of success, especially after the COVID-19 pandemic.

Fear of Success in Moderating Effect of Family Work Conflict on Work Stress

The analysis results show that if Family Work Conflict is moderated by Fear of Success, it will strengthen its influence on female employees' work stress. In addition to the impact of work-family conflict attitudes of female employees at the Mataram University Hospital on work stress attitudes, the role of the environment also influences it. Environmental factors reflect the psychosocial conditions experienced by women in their work environment (Bagis, 2005). Based on this research, fear of success is positioned as an environmental factor that can strengthen or weaken the relationship between attitudes toward work stress attitudes of female employees

The results of Citra's research (2017) show that there is a significant effect of work-family conflict on fear of success, as well as research conducted by Daeng et al. (2012) indicates that there is a positive relationship between dual roles and fear of success, the higher the dual role conflict, the higher the fear of success, especially after the COVID-19 pandemic.

Based on the theory and the results of several previous studies, thus fear of success is positioned as a moderating variable that will strengthen the effect of work-family conflict on the work stress of female employees in the Mataram University Hospital, showing a positive relationship between multiple roles and fear of success. The higher the dual role conflict, the higher the fear of success, so the challenge of fear of success becomes very important to be studied more deeply. These challenges can be in the form of loss of femininity, loss of social respect, and social rejection,

CONCLUSION

Based on the data analysis and discussion that has been done, it can be concluded that:

- 1) Work Family conflicts have a significant direct effect on the work stress of female employees at the Mataram University Hospital.
- 2) Family Work Conflict does not directly affect work stress for female employees at the Mataram University Hospital.
- 3) Work-Family Conflict moderated by Fear of Success will not strengthen its effect on work stress for female employees at the Mataram University Hospital.
- 4) Family Work Conflict moderated by Fear of Success will strengthen its influence on work stress for female employees at Mataram University Hospital.

RECOMMENDATION

- 1) The hospital environment fosters positive energy, which is conditional on the occupancy of sick people, and should sound mortal so that the hospital atmosphere has more positive energy.
- 2) Timeliness in working at home and in the hospital environment can complete work faster—completion of employment for female employees.

- 3) Women should have success. Their attitude must maintain because being a successful woman is not difficult, even as a homemaker. It can be done through directive efforts by the leadership and providing as much space as possible for female employees to have a career.
- 4) Provide regular vaccine injections and check-ups for female employees to feel more secure and comfortable working in the hospital.

LIMITATIONS AND FRONT RESEARCH DIRECTIONS

Research respondents were limited to a sample of Mataram University Hospital female employees. This research will likely show different results if applied to other employees in the Mataram area because there are still many hospitals in Mataram. The WFC and FWC variables studied as predictor variables in this study have been shown to have a small role and influence, namely 53%. This predictor variable can be replaced with another variable to find a more significant number. For the next researcher, it can add other variables such as Workload. Researchers can continue by adding open-ended questions so that problems related to Work-Family Conflict, Family Work Conflict, Fear of Success, and Work Stress are more detailed and elaborated in the research results to become more specific.

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